

Best Practice Advice in Managing Extra Care and it's Services

Hanover's Perspective...
(Sarah Hanson - Deputy Director)



- How Extra Care is changing
- Understand the challenges
- Group Work – how are we reacting to the challenges/where do we see the future for Extra Care
- Best Practice

Extra Care is??

- Now 300+ providers throughout England
- 1st E.C scheme built over 20 years ago
- Many different models
- Different terminology
- Bespoke Design
- Developed to meet a range of different needs





But Extra Care is Changing..

Challenges for the Future

High quality = high cost?

Extensive facilities = high service charges?

Older People = increasing expectations?



DUE TO BUDGET CUTS, THE
LIGHT AT THE END OF THE
TUNNEL HAS BEEN TURNED OFF

Solutions??



What are Hanover Doing?



What Are Hanover Doing?

- Reducing the amount of 'wasted' shared space – more focus on personal space 70/30 split
- Review Design Brief – long term sustainability, reducing build and on-going revenue costs
- V.F.M ethos – driving service charge costs down with resident involvement
- Local Agreements – residents having collective and individual choices about services in their development