

# LinC

**Passionate. Ambitious.  
Respectful.**

Creating the right environment for people to flourish

**It's also about the revenue! Addressing operational challenges in the sector.**

Gary Hortop  
Director of Care & Support

**Linc**

Creating the right environment for people to flourish

## Just a reminder...What does Extra Care Offer?

- Self-contained apartments
- Restaurant/Meal provision
- Hair salon
- Communal space
- Day Centres
- Assistive Technology
- Onsite care provision
- Person centred flexible care & support packages
- Housing support
- Affordable rents

## Other services

- Day centres/Respite/in-reach & out-reach
- Activities
- Access to Health/ASC/Voluntary Services

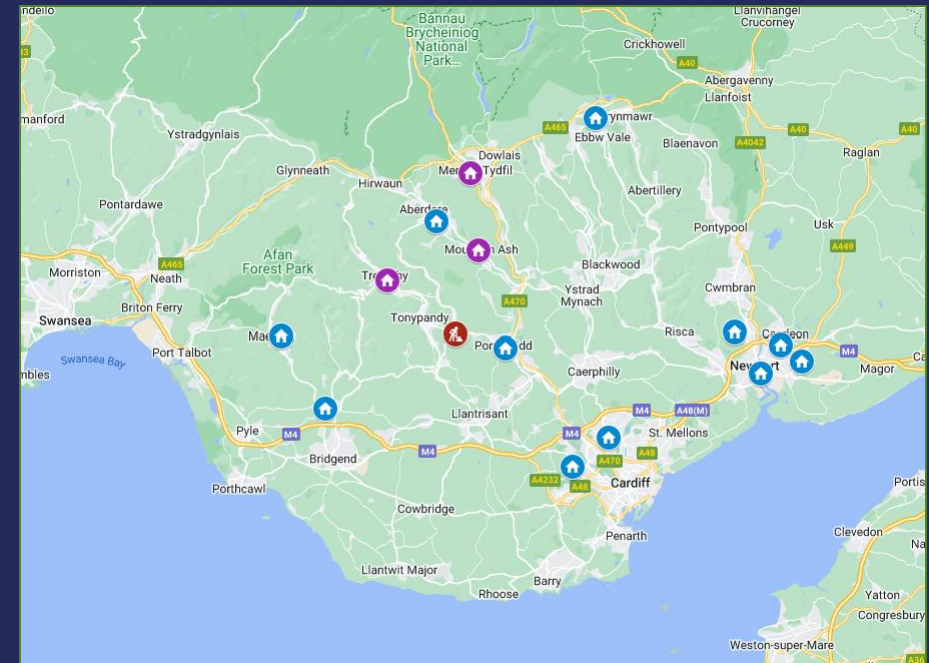


## Geography

- 11 Extra Care Schemes
- Cardiff Extra Care/Over 55s - 144 units, 2 schemes
- Newport, 160 units, 4 Extra Care schemes
- Bridgend, 70 units, 2 schemes Extra Care with Res Care
- RCT a further planned 100 units across 2 schemes, 1 under construction
- 1 in planning
- Blaenau Gwent 40 units, 1 Extra Care scheme
- Initial planning stage with Merthyr Tydfil

## Merger:

- Merged with Pobl Group 1.4.24
- Additional 4 Extra Care Schemes in S. Wales
- Different models of provision



## Fundamental Model Comparison:

### Linc

- Not the care provider BUT Dedicated Service Manager funded via Service charge on site
- Meals a condition of tenancy
- Meals provided by Linc employees
- Domestic Team Linc employees
- Variable Service Charges (L&TA Compliant)

### Pobl

- Care provider and Care Manager provides oversight of care and HM Service
- Meals not a condition of tenancy (PAYG)
- Meals outsourced to contractor (Fixed no. contract)
- Domestic (Cleaning) Services outsourced
- Fixed Service charges (Support Solutions model)

## Why is this an issue?

### Across Merged Services;

- At an operational level we would want to ensure consistency of service offer but recognise local customer influence over final service model that is delivered – will need to explain commercial realities of this!
- Housing Benefit – seen greater scrutiny and challenge to Service charge costs – inconsistency of offer presents greater risk to HB covering costs and leaves charges open to challenge
- Ability to recover costs – Fixed v Variable charge debate important when looking to recover costs – 2022 Energy Crisis a case in point (600% increase in gas costs/370% increase in electricity)
- Affordability for Tenants – as costs increase (and therefore service charges) transparency needed on costs for tenants (and HB Teams)...greater need to evidence value for money to customers
- Meals – in house provision delivers greater control of costs and quality (but delivers significant challenges in recruitment)
- Need to manage the planned transition.....review impact on staff structures/model and cost to customer

### And more broadly.....

- Funding challenges of LA's budgets – Impact on HSG (Housing Support); HB Scrutiny
- Reduction in real terms of housing related support – Site staff pick up the pieces on this but not without risk (HB)
- Commissioners challenge.... what is the “extra” in extra care?, meeting the expectations of commissioners who are looking to do more with less

**Thank you!**

**LinC**

Creating the right environment for people to flourish