

15 CONTACTING US

Applying for a Home: To find out about applying for a place in the Village or joining the Village Friends Club, please phone: 0121 380 1340.

ExtraCare Magazine: To keep up-to-date with Village and ExtraCare news, you can receive a free copy of our magazine. Please phone: 0870 777 4800.

Website: Our website contains information about the Village and ExtraCare. This information is made more accessible through: a translation function into a number of languages, a variable choice of text sizes, and an audio function. Please visit: www.extracare.org.uk

Compliments and Complaints: Your feedback is important to us because our aim is to provide the best quality service possible. So if you have a complaint we'll take it seriously and respond appropriately. If we've done something you like, please tell us. You can write to us or email us at the address below:

Nick Abbey, Chief Executive, The ExtraCare Charitable Trust,
7 Harry Weston Road, Binley Business Park, Binley, Coventry CV3 2SN
reception@extracare.org.uk

This document can be provided in other languages on request.
Please contact the Village Team on 0121 380 1340.

আবেদন করলে এই নথিটি অন্যান্য ভাষায় প্রদান করা যেতে পারে অনুগ্রহ করে ভিলেজ টীমের সঙ্গে
0121 380 1340 নম্বরে যোগাযোগ করুন।

此文件可依要求提供其他語言版本，請致電
0121 380 1340 與「村鎮團隊」聯絡。

درخواست کرنے پر یہ دستاویز دیگر زبانوں میں مہیا کی جاسکتی ہے، برائے کرم ولیج ٹیم سے
0121 380 1340 پر رابطہ قائم کریں۔

विन्ती पर आ दस्तावेज अन्य भाषाओंमा प्रदान करी शक्य छे, कृपया करीने गामना जूथ ने
0121 380 1340 पर संपर्क करो.

If you need a copy of this document in large format,
in braille or on audio tape, please contact the Village Team.



**Pannel Croft
Village**

An ExtraCare Village

7 Harry Weston Road, Binley Business Park, Binley, Coventry CV3 2SN
www.extracare.org.uk

The ExtraCare Charitable Trust is a registered charity No. 327816

YOUR QUESTIONS ANSWERED

Edition 1: November 2011



**Pannel Croft
Village**
An ExtraCare Village



Pannel Croft Village is the second ExtraCare Village to be created in Birmingham and opens in Spring 2013. The Village is located on a 6.5 acre site off Pannel Croft in the Newtown area of the City and is the result of a partnership between Birmingham City Council, Urban Living, The Homes and Communities Agency, The Department of Health and The ExtraCare Charitable Trust.

Section	CONTENTS	Page
1	Tenure options	1
2	Applying to live at the Village	1
3	Eligibility to live at the Village	2
4	Offering you a home	2
5	Costs associated with living in the Village	3-4
6	Affordability	5
7	Village homes	5-6
8	Moving to the Village	7
9	Village life	8-9
10	Care and well-being	9-10
11	About ExtraCare	10-11
12	Supporting the charity	11
13	Joining in – community, volunteering, friends & jobs	11-12
14	Map and Plan of Village Centre	13-14
15	Contacting us	back page





1 TENURE OPTIONS

What are the tenure options available to me?

Homes are available for rent and shared ownership as follows:

36 homes will be available for shared ownership. (Shared Ownership is where you purchase a portion of your home – for example, 75% – and then pay a rental fee for the un-purchased portion).

144 homes will be available for rent.

Are part-purchase homes leasehold or freehold?

Shared ownership homes will be offered on a 125 year leasehold basis.

2 APPLYING TO LIVE AT THE VILLAGE

Who do I contact to apply for a place in the Village?

For Shared-Ownership Homes: Please phone **T: 0121 380 1340**. If you are eligible to apply we will then invite you to a sales information day.

For Rental Homes: Please phone **T: 0121 380 1340**. (If you're seeking to rent a home you will also need to meet Birmingham City Council's housing criteria – we will help you register on the City's housing list). If you are eligible to apply we will then invite you to a rental information day.

What happens at my information day?

At your sales or rental information day our staff will tell you about the Village and the costs involved. You will be able to select a preferred choice of homes and arrange an interview to discuss your application in detail. This includes a personal consultation with our benefits advisor.

If you are unable to attend the information day (e.g. due to health or personal mobility), we are happy to come and see you.

After you have completed the application process, we will then write to you and inform you whether your application has been successful.

What happens to any confidential information we give to ExtraCare?

When you apply for a place in the Village, we will need to ask you to disclose financial information. We will also ask your permission for us to contact other relevant authorities for financial information (e.g. to confirm your benefits). This information will be stored confidentially and used for the purposes of your application only. If you decide not to move into the Village we will destroy the information at your request.

Can I visit another ExtraCare Village to have a look?

Yes. We can arrange transport and a tour of one of our existing Villages. We're sure you appreciate that our existing Villages are the homes of our residents and we ask you not to visit another Village unless you are on an arranged tour.

3 ELIGIBILITY TO LIVE AT THE VILLAGE

What are the main eligibility criteria for living in the Village?

The opportunity to apply to live in the Village is primarily open to the over 55s living in Birmingham. If you live further afield, you may also be considered if you have a strong connection with the City (e.g. you are moving back to Birmingham to live near your family).

Is there an upper age limit for applying to live in the Village?

No, there is no upper age limit. We also welcome applications from people needing a significant level of care.

If I attend Friends meetings regularly (see P.11) will this guarantee me a place?

No, being a Friend will give you no advantage in the application process. The Friends meetings allow you to find out about the Village lifestyle and decide whether you wish to apply, or simply join the community as a visiting Friend or volunteer. Either way you are welcome. To find out about the times and location of Friends meetings, please phone **T: 0121 380 1340**.

Do I need to provide proof of my address during the application process?

Yes, this proof will be required. Routine checks will be made to ensure that we have applicants' correct address details.

Who were the main partners involved in setting up Pannel Croft Village?

The ExtraCare Charitable Trust (See section 11, page 10 for more information about ExtraCare), Birmingham City Council, The Department of Health, The Homes and Communities Agency and the former regeneration agency, Urban Living.

4 OFFERING YOU A HOME

What issues do you have to consider when you allocate homes at the Village?

The profile of Village residents needs to represent a range of different age groups. The profile will include people who are fit and fully mobile and people who need mobility support and require care, including nursing care (up to a third of the community will be in receipt of an assessed care package).

We also need to ensure that a proportion of homes are available for rent and a proportion are available for shared ownership. (In the case of shared ownership homes, rent is payable on the un-purchased portion).

In consideration of all these issues, final selections will be made by The ExtraCare Charitable Trust and Birmingham City Council.

We've heard that people have already been promised places. Is this true?

This information is not true. Every person who wants to live in the Village will have to complete the full application process.

Can I choose which home I want to buy or rent?

Currently, our policy is that both shared ownership and rental applicants can prioritise a selection of apartments. We will endeavour to meet your first choice, although we cannot guarantee this. At other new villages we have usually been able to reserve applicants' first or second choice of home in over 60% of cases.

How will I find out whether my application has been successful?

We will contact you as soon as possible. Please do not worry if you are on holiday or away – we will hold your application and inform you of the outcome when you return.





5 COSTS ASSOCIATED WITH LIVING IN THE VILLAGE

How much do the homes cost to rent or buy?

To find out about sales and rental prices and Village costs you need to register your interest in the Village. Please phone **T: 0121 380 1340**. (If you're seeking to rent a home you will also need to meet Birmingham City Council's housing criteria – we will help you register on the City's housing list).

We can then invite you to a sales or rental information day. At these meetings we will explain shared ownership costs, rent costs and all other costs associated with living in the Village.

Are the shared ownership or rental prices based on the person or the home?

They are based on the home – each home has a set rental or shared ownership price. How much you contribute towards ongoing charges associated with living in the Village depends on your personal circumstances. You will be advised on this by one of our specialist benefits advisors as part of your application process.

What type of service and maintenance charges will we have to pay in the Village?

Each home is subject to the following costs:

Housing Related Support. Costs associated with the day-to-day tasks you may need help with, e.g. form filling; finding a doctor or chiropodist; benefit advice; supporting you to join in activities; the emergency call out service; providing you with regular communications; supporting volunteers who help in the Village.

Service Charge. Costs associated with fire alarms, entry phone system and emergency lighting repair; communal area cleaning; rubbish collection, disposal and pest control; building insurance; staff time for organising these services.

Management and Maintenance Charge

(for shared ownership homes only). This covers day-to-day maintenance of your home, the fabric of the surroundings including the

building, and a contribution to the management of the Village.

Amenity Charge. All heat, light and power to each home; all water and sewage services associated with each home; building insurance; some of the staff time related to activities.

Do the amenity charges vary from person to person depending on usage of amenities, or is the cost the same for every home?

The charges are based on the size of your home (not individual usage) and are fixed annually. Charges for two bedroom homes are higher than they are for one bedroom homes.

We understand that our residents prefer the current arrangements as they are able to plan their finances in any given period, with the knowledge that they have fixed amenity costs which need to be met.

Will costs be reviewed?

Yes. Rent, service, amenity and support costs are reviewed annually and information about this will be issued to all residents in advance.

Will I have to pay Council Tax and Ground Rent?

You will have to pay Council Tax. There will be no Ground Rent to pay.

Will Council Tax be the same whether you have a one bedroom or two bedroom home?

The Council will work out your Council Tax charge based on the value of your home, not its size.

What additional ongoing costs can we expect?

Those that are common in your current home.

Typically:

Home Contents Insurance: You will need to arrange contents insurance for your Village home - ExtraCare has worked with a reputable insurer to set up a scheme for the exclusive use of our residents. Further details of this are available from the Village team.

Your buildings insurance will already be covered as part of your amenity charge.

Telephone and internet/broadband costs

TV Licence: If you are under the age of 75, the cost of your annual TV licence could be less than £10 per home. If you are 75 or over, you will still need a TV licence but you will not need to pay for it.

We will provide further advice and support with respect to your TV licence requirements before you move into the Village.

White Goods: Maintenance of your white goods (e.g. washing machine and fridge) subject to the conditions or their respective warranties.

Mobility Scooter: Costs associated with maintaining your mobility scooter if you own one. Residents with mobility scooters must have valid insurance.

Car Insurance: If you drive a car, the cost of your insurance could change as you are moving to a different area. Please speak to your own insurance provider about how this could affect you.

How much do residents in other Villages pay?

Costs vary between Villages. Villages are built in different geographical locations and are subject to the requirements of different housing associations and local partnership arrangements. Any cost comparison can be misleading.

Are the communal facilities free to use if you are a resident?

The Village has a wealth of health and leisure facilities. Upkeep and general use of the facilities are covered as part of each resident's service charge.

Meals and entertainment in the Village facilities are set at an affordable cost on a pay-as-you-go basis. Use of the gym will also be subject to an affordable charge.

Do we have to pay for activities in the Village?

Yes. Whilst access to facilities in the Village is covered by the residents' service fee, membership of Village activity clubs and participation in Village entertainment and social outings need to be paid for so that costs can be covered.

Typical charges for classes such as art, craft or woodwork range from approximately £1-£5 per session.

Many of the facilities rely on the support of resident and community volunteers. Providing the volunteer contribution is maintained, costs can be kept to a minimum.

Will you buy back my home if I leave the Village or pass away?

Yes, we will. You will receive the purchase price that you paid for your home, minus a long term maintenance and administration charge. Full details will be given to you if you attend an information day.

Could I leave my shared ownership or rental home to a relative in the area who fits the age criteria and could they move straight in?

No, your relative would need to apply for a place in the Village.





6 AFFORDABILITY

What happens if I am concerned about the cost of moving to the Village?

Our experience has been that some people worry that they will not be able to afford to move to the Village.

For many this concern is unfounded and ExtraCare will make every effort to ensure that the Village is affordable for you to move in, as follows:

- We offer a number of flexible shared ownership and rental options designed to meet your financial circumstances
- Some Village activities and costs are supported by the Charity and set at an affordable level for all

The following costs associated with your Village residency may, subject to your circumstances, be eligible for support through appropriate housing and care benefits:

- Support with the rental cost of your Village home (rental residents)
- Support with meeting weekly charges (all residents)
- Support with care costs (residents who are receiving care which has been assessed and agreed with ExtraCare and Birmingham City Council)

When you apply for a place in the Village you will be invited to attend a meeting with our own benefits advisors as part of your application process. Our specialist advisors can help you to access or update any benefits entitlements, guiding you through the process in complete confidence.

If you are concerned about costs, we want to help you. You can talk to ExtraCare's own benefits team by phoning T: 0121 380 1340.

7 VILLAGE HOMES

How many homes will the Village have?

180 apartment homes in total. 144 homes are for rent, 36 homes are available for shared ownership. Homes are based on a similar design and range from 54 to 69 square metres in size.

What does each Village home consist of?

Each home will have its own front door, kitchen, living room and one or two bedrooms. All homes will have a spacious shower room with basin and toilet. A significant number of homes will have their own balcony or walk in bay window in the lounge.

Village homes have been carefully designed, combining traditional style with modern technology. The technology is designed to support your independence, safety and mobility in your own home without being obtrusive.

Key features in all homes include:

- Traditional front door with letter box and milk rack
- A front door which closes on its own in the event of a fire alarm warning
- A spacious entrance hallway
- Extra-wide swing doors to aid mobility for wheelchair users
- Easy access kitchens with fitted electric hob and oven
- Electric power sockets set at a convenient height
- Easy-to-reach switches and fittings
- Energy-efficient, low-energy lighting
- Standby electric lighting in case of power failure
- Emergency call systems in rooms (linked to a 24 hour/365 day staff team)
- Shower rooms with slip resistant, self-draining floors, and 180 degree opening doors for emergency access
- Lever turn taps to hand basins and sinks

- Central heating and full double-glazing
- Individually-controlled, low-level radiators which have a low surface temperature to prevent burns
- Connections via personal TV to CCTV at entrance for guest entry
- Connection points for both satellite and terrestrial TV, radio, phone, and broadband
- Master bedrooms have phone and TV points
- Swipe Card access to each home and public areas of the Village

Key additional features in shared ownership homes include:

- Pelmet down-lighting and ceramic tiling in the kitchen
- Chrome-finish light switches
- Coving
- Wall lights and pendant lights in the lounge
- Stainless steel electrical fittings
- High specification tiling and décor in the kitchen and shower room

The specifications and costs will vary for each home. You will be given full and specific information for the home you are interested in when you attend a sales or tenancy presentation day.

Do the homes have balconies or patios?

Many homes will have balconies. Many homes on the ground floor will also have access to patio areas.

If I have a ground floor home will I have a garden?

No. However, residents are free to adopt the patio area next to their home, placing plants and chairs outside their patio door. The Village will also have a large greenhouse and residents can join a gardening club, contributing to the development of the Village gardens.

Do you decorate homes before we move in?

Before you move to the Village, your home will have been decorated. All woodwork and walls will have been painted with vinyl, matt emulsion paint in a neutral colour.

Can I enhance my shared ownership home myself?

Yes, you are welcome to do this, at your own cost and as long as you do not interfere with the structure of the building. You need to tell us of your plans in writing, and receive written approval.

Do you have baths in the shower rooms?

No. Village homes will have walk-in showers. Research suggests our residents find these more accessible, and they take up less room, and help them maintain independence in later life (our showers are fully accessible to meet all our residents' mobility requirements). There will be a bathroom available in the Village which can also be used to support residents who need assistance with bathing.

Are homes built to avoid obtrusive noise?

Yes they are. Homes are built to latest building regulation standards offering a significant reduction in noise levels. Additionally, all residents will need to use sound-proofing underlay on their carpets and we will advise you on this.





Are there storage areas available for miscellaneous items (e.g. suitcases)?

Yes, on each floor of the Village there will be storage areas for these items.

Do the apartments use gas or electricity?

Hobs and ovens in the homes will run on electricity. Heating and water will be run from a central Village boiler which will run on gas. (You will be able to control the heating temperature in your home personally).

Is there an emergency alarm in each home and is it linked to the central office?

Yes. Each home will have emergency pull-cords and an emergency phone, linked to staff, 24 hours per day. These pull-cords are for use in an emergency only.

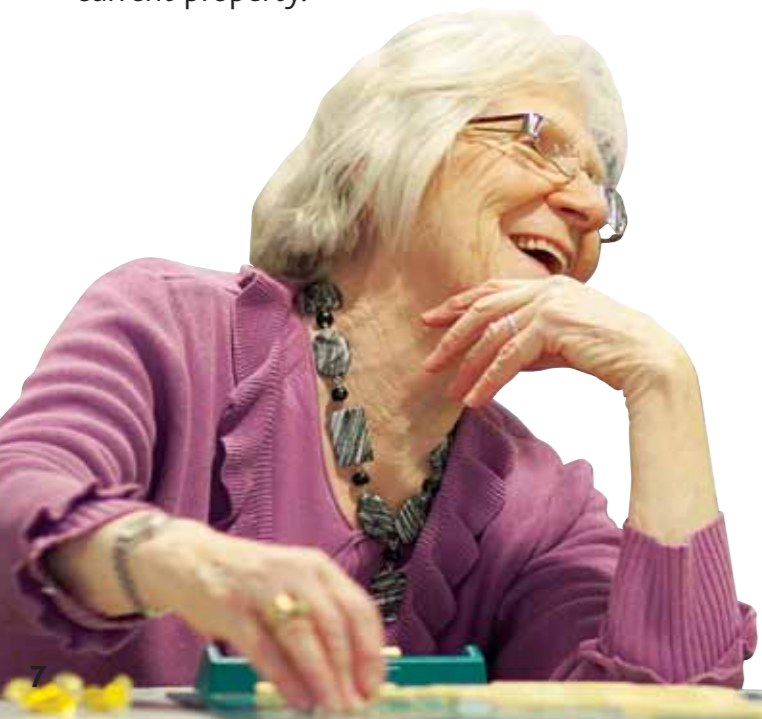
Can we access satellite TV?

Yes, this will be installed for the whole Village and you can pay to use the service if you wish to access it. You will need a TV licence (See section 5, pages 3-4 about costs).

8 MOVING TO THE VILLAGE

If we own our current home, will we have support during the sales process?

Yes. With the help of our sales team, we will do everything we can to help you sell your current property.



How much time will ExtraCare give me to sell my existing home?

You should have approximately six months (with a review after three months) to arrange the sale of your home. This period of time may be reviewed once the Village has opened.

Our Sales Co-ordinators will assist you through the sale of your home and help you with your administration. They will monitor local market conditions and advise you on the best method for selling your home.

Will you help me with my move to the Village?

Yes we will. ExtraCare will provide an exclusive Move-In Service with specialist advice, support and generous incentives to ensure your move to the Village is as efficient and swift as possible.

Key features of the service:

- Our Move-In Co-ordinator will be on hand to assist and advise you on your move and the associated administration.
- Our recommended estate agents and solicitors are available to carry out your sale and purchase instructions if you wish. These firms are hand-picked for their local knowledge, expertise, service and value.
- Our tailored service with exclusive discounts will ensure your carpets and curtains are fitted for you.
- Our discounted removals and arrivals service will pack, remove, deliver and place your furniture and belongings in your new Village home.

How quickly can we move in?

Residents will be able to move into the Village during Spring 2013. A moving-in schedule will be created and issued to you closer to the time.

9 VILLAGE LIFE

Will there be staff on duty in the Village?

Yes. The ExtraCare Charitable Trust will have a staff team in the Village, 24 hours per day, every day of the year. NVQ-qualified staff can provide care to those people who have had an assessment that has been agreed with ExtraCare and Birmingham City Council (see section 10, page 9)

What communal facilities will be available in the Village?

The full list of health and leisure facilities in the Village Centre includes:

- Reception Area with Main Desk
- Restaurant
- Village Shop
- Laundrette
- Village Hall
- Greenhouse
- Quiet Lounge
- Hair Dressing and Beauty Salons
- Multi-faith Worship Room
- Well-being Suite with Well-being Bathroom
- Enriched Opportunities® Suite to support residents who develop dementia
- Indoor Bowling Green with Enclosed Winter Garden
- Landscaped garden areas with wheelchair-friendly walkways
- Communal Car Parking
- Cafe Bar
- A Fitness Gym
- Craft Room
- Library and IT Area
- Woodwork Room
- Guest Suite

These facilities will be open to the wider community as part of a Village Friends Club. We will also welcome wider involvement through residents' families, volunteers and community groups

What security do you have in place?

Access to the Village will be permitted through double doors into a foyer with a staffed reception area. During hours when reception is closed the doors can only be opened by residents or staff.

Residents' own homes will be able to be locked securely and each resident will have their own hotel style access card. This card will allow

residents personal access to their home and access to the residential areas within the Village which are also protected by secure doors.

There will be closed circuit television cameras around the Village site. Each home will have connections via personal TV to a CCTV camera at the Village entrance, for guest entry.

All homes have emergency pull-cords linked to the staff office. These are for use in an emergency only.

Can I have a pet? If yes, can I replace it when it dies?

Yes you can have a pet, provided that you are able to manage the pet's requirements and that you are able to make full arrangements for the pet to be cared for if you are unwell or away.

You will need approval from the Village Manager if you wish to replace your pet.

Will the Village link up with local transport?

In all our villages, we work closely with community transport networks to ensure that our villages are fully-served by vehicles that are accessible and meet all our residents' mobility requirements.

Where do I park my car?

The Village will have its own communal car park with 81 spaces. Spaces are not privately allocated. Disabled parking spaces are located close to all resident entrances into the main Village.

Who has responsibility if there is an accident involving a mobility scooter?

We ask all our residents to take out personal insurance to cover them in the event of an accident with their mobility scooter. Residents using mobility scooters will be given a safety brief and instructions by Village staff.

Can my family and friends stay with me in my apartment? How long can they stay?

Yes, it is your home and family and friends are welcome to stay. The maximum length of stay is 14 days. This period may be extended at the discretion of the Village Manager.



Is there a guest suite for friends/family to stay in?

There is a guest suite and visiting families and friends are welcome to use it, consecutively for 14 days and up to a maximum of 21 days in a year. There is a reasonable charge for its use.

Can my friends, family or visitors visit the Village and join activities?

The Village is part of the wider Birmingham community and will welcome and encourage involvement with external visitors and family members. Visitors of all age groups will be welcome to visit as your guest, or to join activities as a volunteer. Regular visitors over the age of 55 (under 55s for the gym as agreed with the Village Manager) can also participate in activities as part of the Village Friends Club. (See section 13, page 12).

Will all the Village facilities be staffed or can I volunteer?

You are welcome to volunteer. Many of the facilities will depend on the involvement of residents and external volunteers, supported by ExtraCare's own staff team. This keeps costs down and supports community participation in the running of the Village.

Essential services will be maintained by qualified ExtraCare staff. To find out more about volunteering in the Village, see section 13, page 11-12.

Does the Charity run external activities and events?

Yes, plenty. Every year ExtraCare runs a number of events for which a reasonable charge will be made and may typically include:

- A Ride on The Orient Express for a day
- A Christmas Concert
- Parasol Parade – ExtraCare's annual sponsored walk
- ExtraCare's gardening and craft events

Some events are large (over 1,000 people), and very sociable.

Residents and staff may also arrange specialist activities ranging from boating or horse riding to wheelchair abseiling or even overseas holidays.

Our ambition is to support you to arrange and enjoy your own interests and challenges.

Will I be expected to join in with activities and social events all of the time?

No. You can participate in activities, or not, as you wish.

Do you close at Christmas?

No. As with any village, Christmas festivities are planned and shared amongst the community. The staff will be there to support residents' wishes.

Do you have a place of worship?

Yes, there will be a multi-faith worship room. Our Villages welcome all faiths.

Will there be a facility to get cash in the Village?

Yes. There will be a free to use cash machine within the Village.

Will I still receive junk mail?

Your postman will deliver all your mail to your front door and you will need to contact the sender to cancel unwanted or junk mail.

Will there be waste and recycling facilities?

Yes. Waste will be collected from appropriate collection points in the Village (e.g. from disposal chutes). Recycling facilities will also be available.

10 CARE AND WELL-BEING

Can I receive care in the Village?

Yes, ExtraCare will have a dedicated, NVQ-qualified staff team on site. If you need care your needs will be assessed by ExtraCare and Birmingham City Council and agreed with you. You can then access care through our staff as appropriate to your individual needs.

A service is also available for those who need care up to 24 hours a day. The service can be arranged as part of your personal care plan and also needs to be agreed with Birmingham City Council and the local Health Authority.

Where will my care be delivered?

Care can be delivered in your own home. We seek to ensure you never need to leave the Village

unless your medical condition requires hospitalisation or you have an acute nursing need. The service is flexible and, within reason, can support your needs as they grow or diminish.

If I have dementia or a complex mental health condition can I still move in?

If you have dementia or a complex mental health condition we will still consider your application, subject to a full assessment to determine if we are able to meet your individual needs.

The Village will have an Enriched Opportunities® Suite, open to all, but specifically designed to support residents with dementia-related conditions. The Charity won the Health and Medical Research Award at the 2009 Charity Awards for its work supporting residents with dementia.

How many residents will be receiving care?

Approximately a third of the community will be in receipt of care, ranging from a little help with every day tasks up to 24 hour care. Residents receiving care will include people with mobility issues, maybe using a wheelchair or scooter to get around the Village. A small number of residents may receive support with dementia. Palliative care may also be available for those residents with high-level support needs.

Our care staff may also deliver an outreach service to support a number of older people in the wider community. Village communities are mutually supportive and all residents are requested to recognise and respect each other's care and support needs.

Are there costs associated with the care I receive?

Yes. Your care provision will be assessed and agreed between yourself, ExtraCare and Birmingham City Council. We will then be able to advise you of the costs involved so that you can choose the care service you require to meet your assessed needs.

Our benefits advisors will also be able to advise you on how you can use your benefits (such as attendance allowance and disability living allowance) to help meet any charges. See section 5, page 3 for details.

Is there a Well-being Service?

Yes, ExtraCare has a multi-award winning Well-being Service which is run from the Village Well-being Centre. An ExtraCare Well-being Advisor is a qualified nurse who works from the Village and offers residents regular health checks which may include blood pressure checks, cholesterol and weight checks. Advice on diet and exercise can also be given individually. In addition, the Well-being Advisor will run regular well-being classes covering advice on how to prevent falls, or information on how to cope with conditions such as asthma, diabetes or high blood pressure.

11 ABOUT EXTRACARE

What is The ExtraCare Charitable Trust?

Founded in 1988, The ExtraCare Charitable Trust is a registered charity. The Charity helps older people, particularly those who are frail or isolated, live fulfilling and independent lives in secure, affordable and high-quality homes as part of a network of inspirational communities.

The Charity operates 11 retirement villages and 17 smaller housing schemes across the Midlands and North and supports over 3,700 residents with a team of 1,500 staff.





ExtraCare has been successful in challenging perceptions of old age and positively influencing the standards of support for older people by pioneering new approaches to improving health, well-being and the quality of life for its own residents.

At ExtraCare we have an Equality and Diversity Charter that we ask everybody to follow. This reinforces our commitment to treat everyone with dignity and respect.



12 SUPPORTING THE CHARITY

How is the Charity supporting the development of Villages in Birmingham?

The first of five proposed Birmingham Villages (developed with the City Council and Midland Heart) opened in New Oscott in March 2010. The ExtraCare Charitable Trust's Birmingham Smile Appeal will help fund social, leisure and health facilities in each of the five villages – facilities which will support residents, their families and volunteers across each new village community.

To find out more about the Smile Appeal please contact: Alison Whittingham on T: 02476 5060 11. alison.whittingham@extracare.org.uk

Will the Charity support ongoing activities in these Villages?

Yes, residents' activities are supported by the Charity but we do make reasonable charges. These activities may include personal development (singing lessons and IT training), outdoor challenges (sailing and horse-riding) and large social events (called ExtraCare Traditions) where residents can meet up and enjoy trips to flower festivals, concerts or a ride on the Orient Express Train.

The ExtraCare Charitable Trust manages over 60 Charity Shops to help fund these activities. The shops offer a quality range of clothing, household items, books, DVDs and small electrical items.

For more information about the work of ExtraCare's Charity Shops or to find out how you can support your local shop through donations or volunteering, please phone our Charity Shops Team on 02476 506011.

13 JOINING IN – COMMUNITY, VOLUNTEERING, FRIENDS & JOBS

Can I Volunteer?

A number of the Village facilities will depend on the support of volunteers, and joining in can be sociable, fun and deeply rewarding. Opportunities include helping to run facilities such as the café bar or gym. Or supporting clubs and classes (for example, well-being sessions, choir training or IT classes).

Before the Village opens you are welcome to join ExtraCare as a volunteer, either to support the Friends activities (See question below) or to help-out in one of ExtraCare's Charity Shops (See section 12 on this page).

Volunteers (in common with ExtraCare staff) will be subject to a police check that will be arranged and paid for by ExtraCare. This is a standard requirement and usually nothing to be concerned about.

To find out about volunteering at the Village, please phone T: 0121 380 1340.

What are Friends Meetings?

Friends is a wonderful opportunity to meet with other people over the age of 55 who are interested in Pannel Croft Village even before the Village is open. You will be able to share interests and hobbies, and to find out more about Village Life. You can meet residents from other ExtraCare Villages, join in activity groups and have your general queries answered, and all for a small charge each month.

To find out about Friends and the time and location of meetings, please phone T: 0121 380 1340

If I'm not moving into the Village, can I use the facilities once it has opened?

Yes, you are welcome to join the Village Friends

Club. In exchange for a small annual membership fee you will be able to use the Village facilities and join Village activity clubs and social outings on a pay-as-you-go basis. Membership will be open to the over 55s (and include under 55s using the gym, as agreed by the Village Manager). Details of membership will be advertised before the Village opens.

Can I work at the new Village?

The Village will create local jobs when it opens in Spring 2013 and we will work with partners to promote job and training opportunities for local people.

We are seeking dedicated, enthusiastic staff to work in a range of roles including care and support, well-being, activities, fitness, maintenance and village management. Full training and on-going support will be provided as part of a staff induction process. If you would like to apply please phone T: 0121 380 1340.

Over 90% of ExtraCare care staff have been supported to achieve an NVQ Level 2 qualification in care (the national requirement for level 2 training is 50%).

We seek to employ people who can relate to the needs and feelings of our residents and will use a variety of selection methods, not just an interview, to determine which people have the right skills and attitude to provide excellent standards of service. Our staff training will take into account the ethnic mix of both residents and staff and where possible we will seek to involve local community groups in this training.

During the Village's development, how will ExtraCare ensure that the Village meets the needs of local people and the community?

The Charity is working at a number of levels to ensure that the Village reflects the needs of older people in the local community and reflects the cultural diversity of the local area:

Working in Partnership

We have created a local Community Reference Panel to influence the development of the Village and ensure its services are in line with the needs

of local people. This Panel consists of a number of representatives from community groups, potential residents and health and social care professionals.

We expect that the cultural diversity of the Village community and the local neighbourhood will influence all aspects of the operation of the Village and the services we provide, including personal care and support, hospitality and catering, activities, well-being services and administration.

Dedicated Community Liaison

We have recruited a Community Relations Worker who is engaging with the local community at grass-roots level to understand the diverse needs of older people in the area and ensure that we take into account people's specific housing, healthcare, language and support needs. We will be inviting older people in the area to local meetings to put forward views, ideas and suggestions and will provide opportunities for prospective residents to visit other villages and meet residents who live in them.

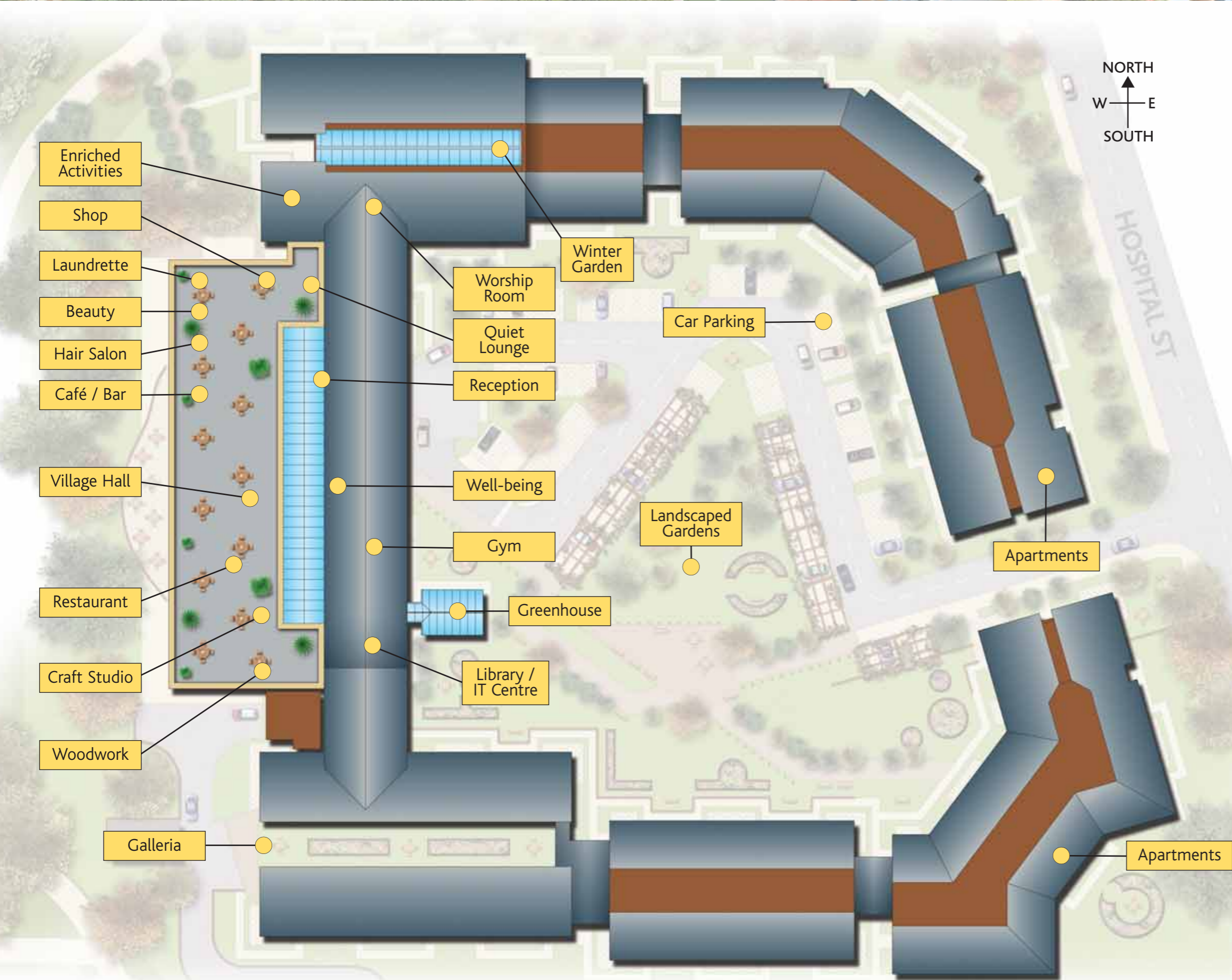
Individual Needs

We aim to provide services which are relevant and sensitive to people's particular needs. As part of our assessment of each new resident's lifestyle aspirations we will take into account cultural preferences, beliefs, practices, language and religion and seek to ensure that the service we provide takes these needs and aspirations into account.

Accessible Communications

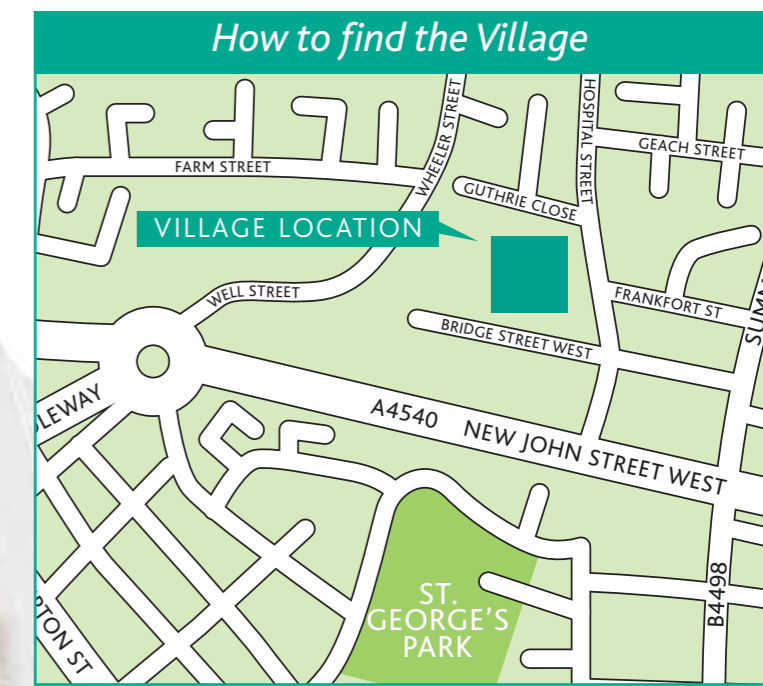
We are seeking to ensure that our communications are accessible. Where appropriate we will make documents, materials and presentations available in other languages. Interpretation and translation services will also be made available when necessary.

Care has been taken to ensure that the responses in this document are as accurate as possible but they are for general guidance only. The information in this document does not in any way form part of a contract or warranty. We would advise all prospective residents to seek independent legal and/or financial advice as appropriate.



14 MAP AND PLAN OF VILLAGE CENTRE
The Village Centre is the hub of Village life.

- 180 apartments
- 36 homes for shared ownership
- 144 homes for rental
- 108 two bedroom homes
- 72 one bedroom homes
- 81 car parking spaces



**Pannel Croft Village, Pannel Croft, Newtown,
 Birmingham, West Midlands B19 2YD
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