

Welcome to



A Warm Welcome to You

We are delighted to welcome you to Broadacres!

This booklet contains lots of useful information for you to help find out more about the organisation and get the best out of your time with Broadacres.

Although this booklet covers a lot of what you might need to know, if you are unsure of anything or need any clarification on things, speak to your line manager or the People Team.



Hello

Welcome to Broadacres, I'm happy to welcome you to the team.

We are really proud to work for such an incredible organisation where we are all committed to provide people

- **Great homes** to live in
- **Great customer experiences** and
- **Great communities**

And I hope you'll enjoy becoming one of our **great people** that will help us achieve our vision '**to best rural housing association in the country**'

We offer a range of services to our customers and other people living in the areas where we have homes. Our services are dynamic and innovative and designed to promote independence and improve quality of life and wellbeing.



By working together, we make a difference to people's lives in our rural communities, such as

The Crossing which support homelessness 16 – 25 year olds helping to empower them and provide the necessary skills to enable them to move on into independent living and reach their full potential.

"The scheme has made such a difference to my life. Before I came here I had no plans to go to college or university, but it has given me the stability I needed and helped to build my confidence, and I am now so much more confident about the future." – Customer

Our **Mental Health Service Team** works closely with the Mental Health Teams within Hambleton and Richmondshire and develops strong and positive working relationships with customers

"I received constant support every day and I don't think I realised at the time how much it helped me but looking back it did. You are all AMAZING people" – Customer

I hope you enjoy learning about the work we do and the part you will play in it.

Good luck – I wish you a great start in your new role and look forward to meeting you and saying hello soon.

Gail

Gail Teasdale

Chief Executive

Who we are and what we do

Broadacres was established in 1993 and is a successful, innovative, not for profit housing association based in the market town of Northallerton in North Yorkshire.

We provide a range of services to our customers and whatever our role at Broadacres we all strive to ensure that everyone receives a great customer experience and that, ultimately, people are proud to say they live in a Broadacres' home.

OUR VISION:

'To be the best rural housing association in the country'

OUR MISSION:

“Great people, providing
great homes and
great customer experiences
across our rural communities”

Our culture

Just like you, all our colleagues have been recruited not only for their skills, but also for their customer focussed approach. We 'live' our values, because we know providing great homes and great customer experiences across our rural communities takes **great people** with passion, empathy and respect.

We are 'One Broadacres'

It's the stuff we do every day that makes 'us' Broadacres.

It's how we:

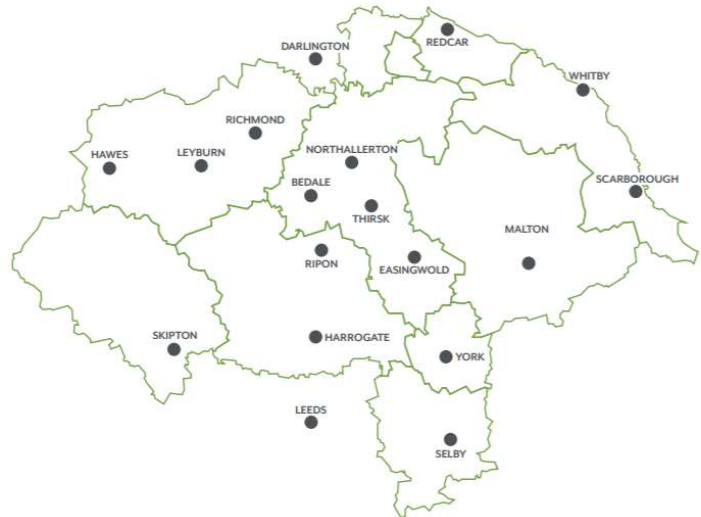
- act
- speak to each other
- take pride in the work we do
- support each other
- work together to do an amazing job
- push for better; and
- rise to the challenge to 'Be the Best'

Most importantly it's how we all keep our customers at the heart of everything we do.



Services we offer to our customers

We provide a wide range of services to approximately 7000 homes across Hambleton, Darlington, Richmondshire, Harrogate, Redcar and Cleveland, Ryedale, Scarborough, Selby, the East Riding of Yorkshire, York and Leeds. Established in 1993 we have grown both in terms of the number of properties we manage and our awareness of the needs and aspirations of our customers.



Property services

Our repairs service ensures homes are kept to the highest standards and keep our customers safe and happy too. We also have a programme of home improvements based on timescales for when the fittings inside and features outside customers' homes are replaced.

As part of our affordable warmth strategy, are installing new heating systems in hundreds of local homes to improving energy efficiency and help support affordable warmth to our customers.



Supported housing

Our '**more than the bricks**' slogan is not just words, but something that we live and breathe every day. This is supported by the range of services we offer our customers and other people living in the areas where we have homes.

Our services are dynamic and innovative and designed to promote independence and improve quality of life and wellbeing.

Extra care schemes - As people get older needs and circumstances inevitably can change. Our extra care developments are designed with this change in mind. Extra care housing enables older and other vulnerable people to maintain their independence, living behind their own front door, whilst safe in the knowledge that care and support are on hand if needed.

We have four extra care schemes which we run in partnership with North Yorkshire County Council and the local authorities. These schemes are:



Rivendale, Northallerton



Kirkwood Hall, Leyburn



The Orchards, Brompton



Town Close, Stokesley

All schemes have their own restaurant run by our in-house catering team, lounges, landscaped gardens and laundry facilities. They provide a safe and secure home and social interaction is encouraged with other residents and members of the local community. Care staff are on site 24-hours-a-day to provide care and support tailored to individual need and also a rapid response to emergencies.

Young person's homeless service



Situated in the centre of Northallerton at The Crossing, Broadacres works in partnership with Foundation and YMCA to deliver a homelessness service covering the Richmondshire and Hambleton area.

We offer supported housing for 16 – 25 year olds and offer tenancy related support to empower and provide the necessary skills to enable service users to move on into independent living and reach their full potential. We offer support in areas such as training, employment and personal development, with the aim of breaking the 'no home', 'no job', 'no home' cycle.



Women's refuge

Women's refuge

Our women's refuge, called Maggie Neil House, provides accommodation and services for single women, and women with children who have been, or who are, affected by domestic abuse. The scheme provides a safe place where they can regain control over their lives by making considered choices for their future, including re-establishing themselves in the community.



Mental Health Services

Our Mental Health service has worked closely with the Mental Health Teams within Hambleton and Richmondshire since 1999 and has developed strong and positive working relationships with good lines of communication. More recently we have extended

those services into the Ryedale and Scarborough areas

The recovery process for people experiencing mental ill health is greatly enhanced by living in as ordinary an environment as possible. Our services helps people to grow in confidence living within their community and to respond effectively to the impact of their illness.



Learning Disability Services

We provide supported tenancies within our purpose-built properties Marshall House & Tinsley House in Northallerton.

By provide 1-1 support our trained support workers follow customer's personal plan of assessed needs to provide an individual service.

We also provide a learning disability outreach service to customers living in our properties. This is usually for people requiring a long-term low-level housing related support service or to support in the short term in life changing event or crisis.



The Money Advice Team

The team advise and support customers who are facing financial challenges.

The team have an extensive range of skills, experience and knowledge in the field of money and debt advice. They're experienced in listening, not judging, and giving sensible advice

to make life easier.

The service is free and confidential and available to all Broadacres customers and colleagues.

Head Office

Our head office is in Northallerton just on the outskirts of the main street of the town centre.

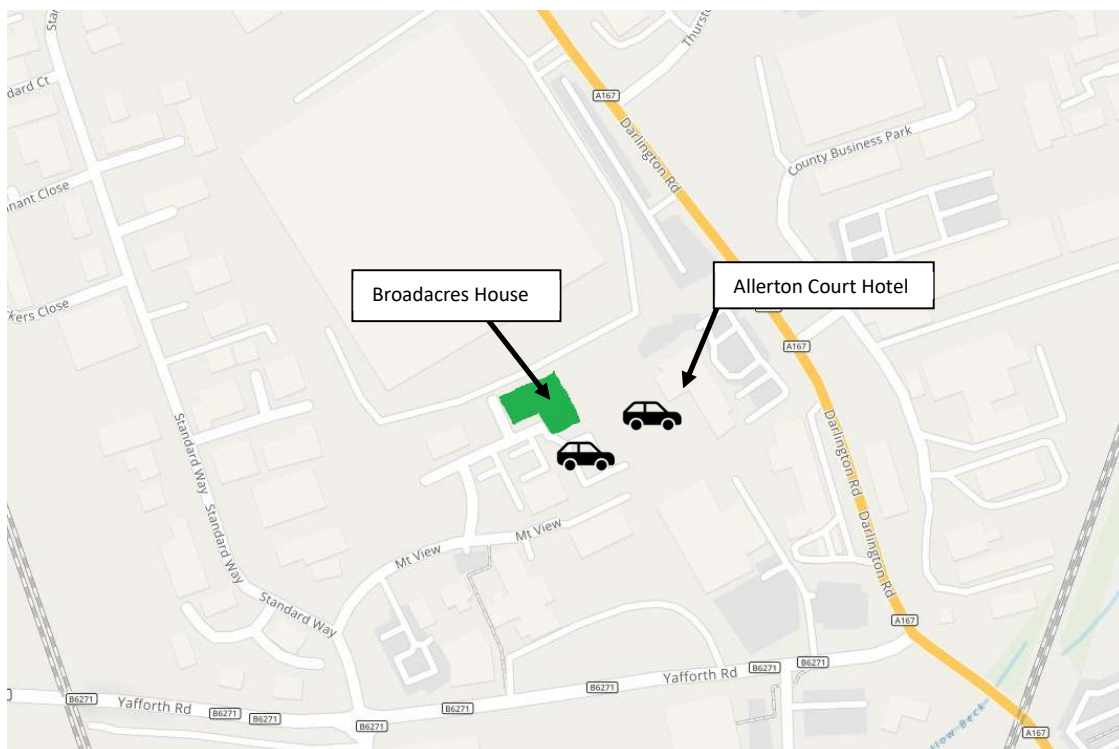
This is the home of many departments including Facilities, IT team, HR team and Finance and the Development team, among others.

You may need to visit Broadacres House for training and meetings – the address for this is:

**Broadacres House
Mount View,
Standard Way Business Park,
Northallerton
DL6 2YD**



You can park in the carpark through the barrier, the visitor's car park or behind Allerton Court Hotel. For lunch options there is a Asda at the nearby garage, a large Sainsbury's about 10 minutes walk away or lots of small independent eateries nearby including Sam Turner's just across the road from Allerton Court Hotel.



Frequently asked questions

Now you have had a brief overview of Broadacres and all it's schemes, there are a few things you need to know about in your job. These are important to know and will help you to make sure everything is as you need it.

I'm locked out of my IT account, who do I contact? Our friendly IT team is always at hand to help with computer related issues or problems with phones and tablets. You can send a request through the helpdesk, phone them or send an email. The team are based at Broadacres House.

When do I get paid? You will be paid on the 25th of the month, or the nearest working day beforehand if it falls on a weekend or bank holiday. The Payroll Team are there for all payroll enquiries and can be contacted on payrollteam@broadacres.org.uk.

How do I book a holiday? You book your holiday through a system call I-Trent. Your manager will approve your requests through this system as well. Your contract and the Colleague Handbook provides more detail.

Itrent is our self-service HR system and your go to place for everything from checking your payslip to booking on leaning events and recording your one to ones with your line manager.

What do I do if I'm sick and can't come into work? If you are too sick to attend work, please call your manager before you are due to start work. If you can't speak to your manager call HR. More details can be found in your contract and the Colleague Handbook.

Who do I speak to if I have a problem or a question? Your manager in the first instance is the best person to speak to, if they can't help the People team are always available to help with queries and concerns and are based at Broadacres House. Whether it's queries about sickness, pay or your job they can be contacted on HRTeam@broadacres.org.uk or via the phone.

I've heard about Colleague Matters, what do they do? Colleague Matters is a forum of colleague reps from across Broadacres who meet regularly with the aim to create a great colleague experience. We want to look at how things are impacting all colleagues and help to develop new colleague-focused initiatives. Ask your line manager or the People Team who the team members are or email ColleagueMatters@broadacres.org.uk

Where can I find out what's going on around Broadacres? Workplace (Facebook for work) is our go to place for communications around the organisation. People post news and updates about what's going on in their team.

Each Thursday the Big Listen (Our weekly newsletter) is posted on Workplace which gives you a round up of all the key news you need to know.

We also have an intranet called Broadnet which has lots of information stored on it, it can be found here bha.sharepoint.com.

What training is available to me? Our learning & development calendar is jam packed with lots of learning opportunities, categorised into the following sections to help you navigate and choose the best ones for you.

At a glance:

- **Essential training** - Keeping you safe and Broadacres legal
- **Everyday Skills** – All those things that are good to know in the workplace and at home
- **Job specific development** - Equipping you with the skills and knowledge to do your best work
- **Personal development** - Helping you be the best you can be
- **Digital skills** – Digitally enabling us for success

Booking on to training – We hope you see something on the calendar that you like and that helps you develop your skills. To book on to any of these courses or find out more visit the L&D tile on Broadnet, click on iTrent 'book onto a learning activity' or email, call, come and see Paul Foxton.

Benefits

Our great people are at the heart of this and to celebrate our Great People, we are proud to offer all colleagues options that are part of your colleague benefits package

	A total reward platform, Broadrewards, offering great online discounts such as reloadable discounted gift cards and fantastic cashback offers from 100's of nationally recognised brands as well as fantastic benefits, including Cycle to work and Smart Tech schemes, it's definitely worth logging in and starting to make some great savings! The portal is accessible on your laptop, tablet or smart phone you can access these from this portal, anytime and anywhere.
	Smart Tech - You can get up to £1000 to spend on technology, paid back over up to 12 months through payroll
	Cycle to work - The Cycle2Work scheme is a government initiative that allows employees to loan a bike and/or safety accessories from their employer as a tax-free benefit. You can access this though the Broadacres Benefits and Rewards Platform.
	Buying Holiday – Buy upto an additional weeks leave each year and spread the cost over up to 12 months
	Occupational Health - Helping to keep you healthy at work is important to us. If you would like to see an Occupational Health Nurse, then please contact your line manager or a member of the HR team who will make a referral for you.
	Well person clinics - Our well person clinics offer you regular checks for blood pressure, cholesterol testing, blood sugar and BMI as well as general health advice on diet, nutrition, exercise and smoking cessation.
	Save as you earn with Darlington Credit Union - This scheme gives you a way of building up savings and provides access to low-cost loans should you need to borrow. Deducted direct from your pay each month, it is a great way to save for Christmas and holidays.

	Give as you earn with Charities Aid Foundation - Payroll giving is a simple way to donate to any UK charity or charitable cause that you care about.
	Employee Assistance Programme - This service is available 24/7, 365 days per year and is 100% confidential and completely free for you and your family. You can access telephone counselling or health
	Agile Working - Working in agile ways means we can offer great customer experiences and give you more flexibility about where, when, and how you work helping you get a better work / life balance. This means different things in different roles and your manager will be happy to talk about how this can work best for you.
	Long service awards - If you stay with us for a minimum of 5 years up to a maximum of 20 years, you'll be eligible for a long service award and invited to a celebratory event.
	Colleague lottery - For £10 a year you'll be entered into our monthly draw and the chance to win between £10 to £30 – and even better, part of your £10 will be donated to the Broadacres designated charity of the year, with the balance given to the prizes.
	Christmas Bonus - Our Christmas thank you to all colleagues for another fantastic year.
	Free flu jab vouchers - To help you keep healthy you can apply for a free flu voucher around September time.
	Money advice - For free confidential advice about money worries our money advice team are on hand to help.
	Pension Schemes - Depending on your circumstances we have a range of pensions that you can join. All pensions have life cover and ill health options too.
	Eye care vouchers - Our eye care vouchers mean you can drop in at your local Specsavers for a free eye test on us – we may also be able to help you with the cost of your glasses if you wear them for VDU use only.

