



# COMMUNITY GRANTS AWARDED

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# HOW ARE WE PERFORMING?

If you want to know more about how we're performing, or would like to suggest any other areas you would like us to report on, then please contact Carl Doolan, Head of Housing Services, on **01609 767935** or email **carl.doolan@broadacres.org.uk**

You can also visit [www.broadacres.org.uk/About-Us/Performance-and-policies/](http://www.broadacres.org.uk/About-Us/Performance-and-policies/)

Measure	Target	January 2017	April 2017	July 2017	October 2017	Are we on target?
<b>CUSTOMER</b>						
% of appointments kept	95%	91.17%	95.24%	95.46%	96.17%	
Average satisfaction with the repairs service scored out of 10	95%	96.17%	98.11%	99.54%	98.88%	
Average satisfaction score for Contact Centre performance	90%	85.19%	84.85%	82.39%	84.34%	
% of resolved stage 1 complaints responded to in full within target time	95%	100%	100%	100%	100%	
Average new tenant satisfaction scored out of 10	90%	91.24%	83.33%	91.67%	92.24%	
<b>OTHER MEASURES</b>						
Average time to re-let a property	25 days	28.4 days	23.4 days	25 days	26.1 days	
% of properties which have a valid gas servicing certificate	100%	100%	100%	100%	99.98%	





# CHAIRMAN'S MESSAGE

**It has been a time of great change for Broadacres in 2017, including the election of a new Board and the appointment of Chief Executive, Gail Teasdale, who we are looking forward to welcoming in early 2018.**

Despite this change, we certainly haven't stood still as an organisation and in this edition of Viewpoint there's plenty of examples of the positive impact we continue to have on local people and the communities we serve.

We have welcomed five new apprentices to the organisation. This brings our total to seven apprentices, demonstrating our commitment to providing opportunities for young people and investing in the future of Broadacres.

We continue to support our residents in so many ways, whether that's helping older people get online, providing important

money advice or encouraging involvement in our services.

It was particularly pleasing to read about the story of one young man who takes such pride in his home that he was recently featured in a national interior design magazine.

2018 is going to be a busy and exciting year for Broadacres but in the meantime, I would like to wish you a very Happy Christmas.

**Colin Wilkie,  
Chairman of  
Broadacres**



## Our Vision

**There have been significant changes at Broadacres in recent months, resulting in a new vision for the organisation which will be overseen by a new leadership team.**

We are committed to delivering the five-year vision from 2018 to 2023 and this will be focused on the continual improvement of our homes, services and neighbourhoods to benefit people living, working and visiting our communities. We will achieve this this by working in partnership with local authorities, businesses, charities and health services.

Broadacres will always aim to meet the needs of a wide range of existing and future customers.

Whether this is building new homes or improving our current properties, our aim is to create

sustainable and vibrant rural villages and market towns that benefit everyone.

Overseeing this vision will be a new board including: Colin Wilkie, Pete Ottowell, Jacqui Bateson, Phil Summers, Gordon Perry, Martin Warhurst and June Mulroy.

They bring considerable skills and expertise to the Association and will help us to drive Broadacres forward in the coming years.

The Board has also been quick to appoint a new Chief Executive, Gail Teasdale, who will join us in early 2018.

Colin Wilkie, Chairman of Broadacres, said: "With a new vision, management board and chief executive, these are very exciting times for Broadacres and



Gail Teasdale, Chief Executive

working with our residents and other stakeholders, we are looking forward to focusing on what we do best, providing high quality, new, affordable homes, maintaining the investment in our current properties and delivering a wide range of support services that help so many people across our operating areas."



# NEWS ROUND-UP

There's been lots going on in our homes, schemes and communities over the last six months. Here's just a small selection of the best stories.



## COMMUNITY GRANTS

**In 2017, we have been pleased to provide grants totalling £12,000 to local groups through our Community Development Fund.**

One example is The Wensleydale Railway Association Trust, which received a grant, for the maximum £500, to provide a water supply to Scruton Station to enhance the Station's use as a community resource. Last year the Trust reopened Scruton Station after a 13-year restoration programme which saved the building from ruin.

Virginia Arrowsmith, Heritage Education Officer for Wensleydale Railway, said: "It was always our intention to use the station as a community educational facility, enabling schoolchildren and families to visit and see the station staff in period costume, so they really get a feel for what it must have been like here in the past."

**If you would like to apply for a grant for the 2017/18 funding year please visit [www.broadacres.org.uk/Customers/Getting-involved/Getting-Involved-Links/Community-Development-Fund/](http://www.broadacres.org.uk/Customers/Getting-involved/Getting-Involved-Links/Community-Development-Fund/)**

## ONLINE FOR OLDER PEOPLE

**We have been running courses to help older people get online at our extra care schemes at Rivendale, Northallerton, and Kirkwood Hall, Leyburn.**

The courses, run by A1 Community Works, show people IT basics, including setting up email, Skype, games and social media channels. They also stress the importance of staying safe online and to keep alert for phishing, spam and viruses.

One person learning to use a computer for the first time is 80-year-old Rivendale resident Jean Collins, who says: "I have a daughter living in Canada so I want to learn how to Skype and write by email, so it's easier to stay in touch with my family."

Another Rivendale resident, 77-year-old Pat Taylor, says: "I have an iPad, PC and laptop and have been using computers for a while now, but I am finding the course useful as there are always new things that you can learn."







## Biting the loan sharks

**In partnership with the England Illegal Money Lending Team (IMLT) we are trying to steer people away from using the illegitimate services of loan sharks and instead, point them in the direction of a safer alternative, such as their local Credit Union.**

Our Money Advice Team were recently joined by the IMLT mascot, Sid the Shark, for a day of action on one of our largest estates in Northallerton. This involved visiting residents and distributing leaflets in Bankhead Road, Valley Road and Ashlands Road.

Suzanne Smith, Broadacres' Head of Financial Services, said: "Loan sharks prey on the vulnerable so the aim of our action day was to warn our residents about the dangers of borrowing from illegal lenders and to let them know that there are safer alternatives to this."

**Anyone who has been affected by a loan shark, please contact the IMLT on 0300 555 2222 or visit the website [www.stoploansharks.uk](http://www.stoploansharks.uk) They can accept information anonymously or in confidence.**

## Egg-static

**Five hens, Hetty, Bella, Trixie, Marge and Gillian, are the newest residents at our Kirkwood Hall extra care scheme in Leyburn.**

The hens have been introduced to encourage social interaction among residents, but also to get the wider community involved.

One of the residents involved is Michael Terry, aged 67, who said: "It's really enjoyable looking after the hens and especially collecting the eggs.

"They each produce one egg a day and we then put them in the communal area and invite residents and visitors to take them for a donation. They go very quickly!"

Kirkwood Hall recently also celebrated its first anniversary by holding a party for residents and the local community. Our oldest resident, Alice Tidyman, who will be an amazing 105-year-old on Christmas Eve, blew out the candle on the cake.



## APPRENTICES

**Broadacres recently took on five new apprentices Jack Heads (Apprentice Bricklayer), Isaac Maury (Apprentice Heating Engineer), Edward Kerridge (Apprentice Joiner), Boden Skelton (Apprentice Electrician) and Ben Pearson (Apprentice Electrician).**

The apprentices will now shadow members of Broadacres Property Services Team and get hands-on experience over the next three years.

At the same time, they will also attend Middlesbrough College, where they will study for an NVQ Level 2 and 3 in their respective disciplines.



# GOLF DAY

**Our annual charity golf day raised £3,000 for our charity of the year, Parkinson's UK.**

A total of 15 teams teed off at Rockliffe Hall Golf Club in Hurworth, near Darlington, and after completing 18 holes the golfers returned to the clubhouse for a two-course dinner and a raffle.

The cheque was presented to David Hall, Treasurer of the Darlington Support Group for Parkinson's UK, who said: "There's currently no cure for Parkinson's and we don't yet know why people get the condition, but there are lots of different treatments, therapies and support available to help people manage the disease, and donations like this go a long way to funding our research and

helping those living with the condition.

"On behalf of the charity, I would like to thank Broadacres for choosing us as their charity of the year and for raising this money."



# GRAND DESIGNS

**Jordan Collings certainly has an eye for design - as his 7,000 Instagram followers and readers of a national magazine can testify to.**

The 24-year-old was approached by House Beautiful magazine after he started using Instagram to document the work he had done to design and decorate one of our homes in Northallerton.

Despite only moving in with his partner Max in February last year, the self-described 'interior obsessive' has put his unique stamp on the two-bedroom house, attracting a cult following in the process.

Jordan explains: "I have always enjoyed interior design as a hobby, so when we moved into our first home together I couldn't wait to start work.

"I would take photographs of each room as I completed it and started putting these on Instagram and before I knew it, my followers had increased and people were leaving really nice comments about what I had done. I was then approached by House Beautiful who asked if they could photograph the house and do an interview.

He adds: "Broadacres have been great. I always check with them when I want to do something and I think they see the pride I have in our home, which is not a bad thing."

He says: "To me interior design is a hobby. When it becomes your day job that's something completely different and I don't think I would enjoy that as much.

"I am studying for a degree in science and I want to become a Physician Associate, supporting doctors in the diagnosis and management of patients. That's the dream and it still means I can carry on being an interior obsessive!"







# Involving customers

**The Broadacres Customer Forum took place on Saturday 30th September. This was an opportunity to thank our involved customers for the time and effort they voluntarily give to feedback on our services.**

Key highlights from the day were a presentation from Andy Powell, our Director of Customer Services, in which he spoke about the future of the organisation and the key role our customers play, and members of the Performance and Improvement Panel who gave a passionate talk about their work and how they influence decisions.

Guests were also shown a film of customers who were approached on the street and asked about their views of Broadacres.

We asked customers on the day “What has been your experience generally as a customer of Broadacres?”

## **Feedback included:**

- Good value compared to the private sector
- As a customer you are more protected
- Good landlord
- Could listen more around tenants’ personal needs in a home
- No organisation is 100%, Broadacres is good at most things
- Could do more for people who live on their own
- Small enough so people know the team, size is important

Events like this provide us with invaluable feedback that helps us shape our future services.



# FRAUD - STOP AND THINK

**£755 million was lost to financial fraud in 2015.**

**1 in 4 victims knew immediately they had made a mistake.**

**Take 5** is asking the nation to STOP and THINK and remember 5 rules.

- 1** Never disclose security details, such as your PIN or full banking password
- 2** Don't assume an email, text or phone call is authentic
- 3** Don't be rushed - a genuine organisation won't mind waiting
- 4** Listen to your instincts - you know if something doesn't feel right

- 5** Stay in control - don't panic and make a decision you'll regret

Find out more at <https://takefive-stopfraud.org.uk/>.



## Broadacres Money Advice Team

**The Money Advice Team has had a very successful year.**

During 2016/17 the service has:

- Obtained additional income of £1,122,189 for the customers they supported
- Supported 244 customers with debt, budgeting and welfare benefit advice
- Obtained over £170,000 in rent related benefits for our customers

Broadacres want to advise and support you if you are having financial problems and we offer a free, independent and confidential money management and welfare benefits service. We can provide advice on budgeting, debt, welfare benefits and financial products such as basic bank accounts and home contents insurance.

**If you're struggling to make ends meet, or you need some advice, please contact:**

**MoneyAdvice@broadacres.org.uk**

## PRIZE DRAW WINNERS

Congratulations to the following people who each received £50 in our prize draw for completing and returning a survey:

**May: Mrs E Laidler,**  
Great Broughton

**June: Mr L Pollitt,**  
Brompton

**July: Mr M Langan,**  
Great Ayton

**August: Mr D McClean,**  
Thirsk

**September: Miss S Cowper,**  
Brompton

**October: Mrs C Smith,**  
Thirsk



# 103!

Congratulations to Town Close resident Betty Norman, who recently celebrated her 103rd birthday.



## Bank change

**Our Barclays Bank sort code has changed**

Our new sort code: 20-61-53. If you pay by standing order or use online banking then you will need to change the sort code when sending the payment to us.





# FIRE SAFETY

**Most fires in the home can be prevented by taking the following basic and common-sense precautions.**



**Smoke alarms** - You may need more than one and should test them regularly to make sure they are working.

**Kitchen safety** - Over half of home fires are caused by cooking accidents so ensure you take pans off the heat and or turn the cooker off when you have finished, keep loose clothing, tea towels and cloths away from the hob, clean the oven, hob and grill regularly and if you are deep fat frying turn off the heat if smoke starts to come out of the pan.

**Electrical safety** - Faulty electrics (appliances, wiring and overloaded sockets) cause around 7,000 house fires across the country every year, so make sure your electrical appliance has a British or European safety mark when you buy it, never overload adaptors with too many plugs, unplug appliances that are not in use, especially heaters

and irons, check you have the right bulbs and plugs and never cover heaters with washing.

**Naked flames** - Never leave burning candles, matches or cigarettes unattended.

**Plan ahead** - To ensure you and your family are as prepared as possible in the event of a fire, make an escape plan, remembering you may not be able to use stairs or lifts.

## What if a fire breaks out?

If you live in your own house or the fire is in your own flat get everyone out and dial 999 immediately. Close doors behind you if this possible, stay close to the ground and cover your nose and mouth. If you need to break a window and climb out, cover sharp edges and throw out soft things like bedding to cushion your fall.

If you live in a purpose-built block of flats and the fire is in another part of the building, it is usually safer to stay in your property until the emergency services tell you to evacuate. Your property is designed to give you protection until the fire brigade can rescue you. However, if your flat has smoke or heat, or you have any other concerns, leave the property and make sure everyone is with you. Do not use lifts, use the stairs. Go to any meeting point that is listed on your fire safety notice or to any other place of safety. When you are safely out of the building call 999 if the fire brigade is not in attendance to ensure they know to attend.

**You can book a Home Safety visit by contacting North Yorkshire Fire & Rescue Service Community Safety section on the Fire Safety Advice Line - 01609 788545.**

# WINTER ADVICE

**With winter now definitely upon us here are some useful tips which will hopefully prevent some of the problems which can happen if we experience cold weather.**

## THINGS TO DO:

- Make sure any exposed pipes and outdoor taps are insulated. This is particularly important if you are using an outhouse as a utility room.
- Make sure that you can turn off the water, gas and electricity.
- Make sure that you have insurance to cover the contents in your home.
- Keep your heating on a low setting or a regular timer to prevent pipes from freezing and condensation problems occurring.
- Keep pathways clear and safe.

## IF YOUR PIPES FREEZE:

- Turn off the stopcock and open all hot and cold taps.
- Warm the pipes with a hairdryer or wrap warm towels around them until the water starts to flow again. Do not use a direct flame on any frozen pipework.
- Turn water back on to check nothing is leaking.
- If problems persist please contact us.

## IF YOUR PIPES BURST:

- Turn off the water supply. Turn off electricity at the mains if water is near.
- Contact us.





**There are now almost 600 Broadacres tenants claiming Universal Credit (UC), a single monthly payment for people in and out of work.**

*update*

Some tenants are waiting much longer than the standard six weeks for their first payment and this has led to an increase in rent arrears owed to Broadacres. We are working with our tenants to help them through the process as much as possible.

If you, or someone you know, are claiming UC, and you are struggling to make ends meet, then please get in touch.

## Direct Lets - Did you know?

**North Yorkshire Home Choice is the Choice Based Lettings (CBL) scheme through which Broadacres allocates most of our properties.**

However, in exceptional circumstances we may allocate properties outside of CBL and this is called a Direct Let.

Applicants who receive the offer of a Direct Let are given a one-off choice of accommodation which is best suited to their individual needs. The types of situations where a Direct Let may be the best option include where someone is made homeless, the applicant is a victim of fire and cannot return home, the property is subject to demolition or refurbishment or where someone has no formal rights of succession.

For example, one customer who had lived with his parents all his life and cared for them in their later years found himself not being able to succeed to his mother's tenancy. Broadacres will sometimes allow applicants to remain in their family home, as long as it is not too big for their needs.

In this case the property was a 3-bedroom house in an area of high demand and therefore we worked with the customer to find an alternative one bedroom property in the same location.

In another example, a customer who had specific medical needs and needed an adapted property, which rarely become available, was allocated a Direct Let as a result of working closely with the customer and their support team.

In the last 12 months, we carried out 18 direct lets compared to 486 conventional lets through CBL.



## Diane's story

**Diane (not her real name) lost her job in June and shortly afterwards she began experiencing problems with severe anxiety and depression.**

We visited her in July to help her make a claim for UC and showed her how she could manage her account online using her mobile phone.

Although Diane and her husband had divorced over five years previously, her account was still in both names, which meant that initially she was only awarded half of the costs towards her housing. In addition, although Diane was now receiving help from a Psychiatrist, this information had not been acknowledged by the Department of Work and Pensions, who administer UC, and she was told that she would have to start actively looking for work again.

Broadacres supported Diane by explaining her circumstances to the DWP and this resulted in her receiving her housing costs in full.

Broadacres also made an appointment for Diane at her local Job Centre, and supported her in a meeting to ensure that her circumstances were fully understood. This meant that Diane has now been placed in the work group for claimants with limited capability, and as such, does not need to attend the Job Centre in person and can now be available for appointments over the phone.



# SPOTLIGHT ON BEDALE

In the latest feature of our series in which we look at the interesting towns and villages that make up Broadacres' communities, we put the spotlight on the market town of Bedale.

- Bedale was originally in Richmondshire and listed in the Domesday Book as part of Catterick Wapentakem which was also known as 'Hangshire' because of the many gallows used to execute marauding Scots.
- The discovery of the Bedale Hoard in 2012 provides evidence of Anglo-Saxon and Viking age activity in the area.
- The town was recorded as Bedell or Bedhal and derives from 'Beda's Halh', which means the corner of place of Beda.
- Bedale became a new market town after being confirmed in a charter by Henry III.
- In the 18th century Bedale was a centre of horseracing and the place where three-year-old races were first introduced in England.
- The 2011 Census recorded 4,601 people living in the Bedale and Aiskew parish.
- Known as the entrance to Swaledale and the Yorkshire Dales, Bedale is a popular tourist hot-spot



with many of The Dales' 8 million visitors per year coming to the town.

- Bedale has several historic and unique buildings, including an 18th century Leech House (the only one of its kind in the UK) and an underground ice house.
- The Thorp Perrow Arboretum on the outskirts of Bedale is considered unique because it was the creation of one man, Colonel Sir Leonard Ropner. His son, Sir John developed it into the visitor attraction it is today.

## CONTACTS

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