



Keyword search

- ┆ Home
- ┆ Finding a home
- ┆ Residents
- ┆ Getting involved
- ┆ Care & support services
- ┆ Home improvement agency
- ┆ Furniture store
- ┆ Working for us
- ┆ About us
- ┆ Vision, mission & values
- ┆ Performance & policies
- ┆ Customer contract
- ┆ Confidentiality
- ┆ Management team
- ┆ Board of management
- ┆ Membership of Broadacres Housing Association
- ┆ Councils & other agencies
- ┆ Contact us

Performance & policies

Broadacres is a customer focused organisation that fully believes in, and is committed to, continuous improvement in the services it provides.

Our **corporate plan** outlines how we will deliver our vision and mission up to 2012. Our key themes are:

- Community investment
- Improving existing homes and services
- Greater customer involvement
- Improved efficiency and value for money
- Provision of new homes
- Continuing to invest in ensuring a well-trained committed workforce

Our **performance management framework** sets out how we translate those themes into individual projects and activities through our service improvement plan which is updated on an annual basis.

We also track how well we are doing through performance indicators.

[Please click here to view our 2008/2009 Annual Performance Review.](#)

[Please click here to view progress of our 2010/2011 performance indicators'.](#)

[Please click here to view customer satisfaction levels for quarter 4 2009/2010.](#)

Previous Annual reports and Performance reports can be obtained by contacting Andrea Carroll, Team Secretary.



[Please click here to view the Internal Controls Assurance.](#)

Our Policies

Click on the links below to download the policy document;

A - C

[Anti-Social Behaviour - Statement of Policy](#)

[Asset Management Strategy](#)

[Care Services Strategy](#)

[Community Investment Policy Statement](#)

[Criteria for Prioritising our Service Reviews](#)

[Customer Involvement Strategy](#)

D - F

[Disability Equality Scheme](#)

[Disability Equality Scheme - Easy read version](#)

[Disability Equality Scheme Action Plan - Easy read version](#)

[Diversity Policy](#)

G - I

[Gender Equality Scheme](#)

J - L

[Lettings Policy](#)

M - O

P - S

[Procurement Strategy](#)

[Race Equality Scheme](#)

[Risk Management Strategy](#)

[Single Equality Scheme](#)

[Single Equality Scheme Action Plan](#)

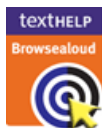
[Single Equality Scheme - Easy read version](#)

[Single Equality Scheme Action Plan - Easy read](#)

T - V

[Value for Money Strategy](#)

W - Z



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