



# Housing Support Strategy **2023 - 2028**

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## INTRODUCTION

**Our Housing Support Strategy sets out Broadacres vision to provide excellent, inclusive, person-centred services which will grow over the life of this Strategy.**

At Broadacres we recognise that housing with support is crucial for our most vulnerable customers and that the provision of this support has a positive impact on the quality of a customer's life, empowering them to have a voice and to engage with the wider community.

We own and manage a number of supported housing schemes across North Yorkshire and over the last few years we have carried out an extensive review of our services.

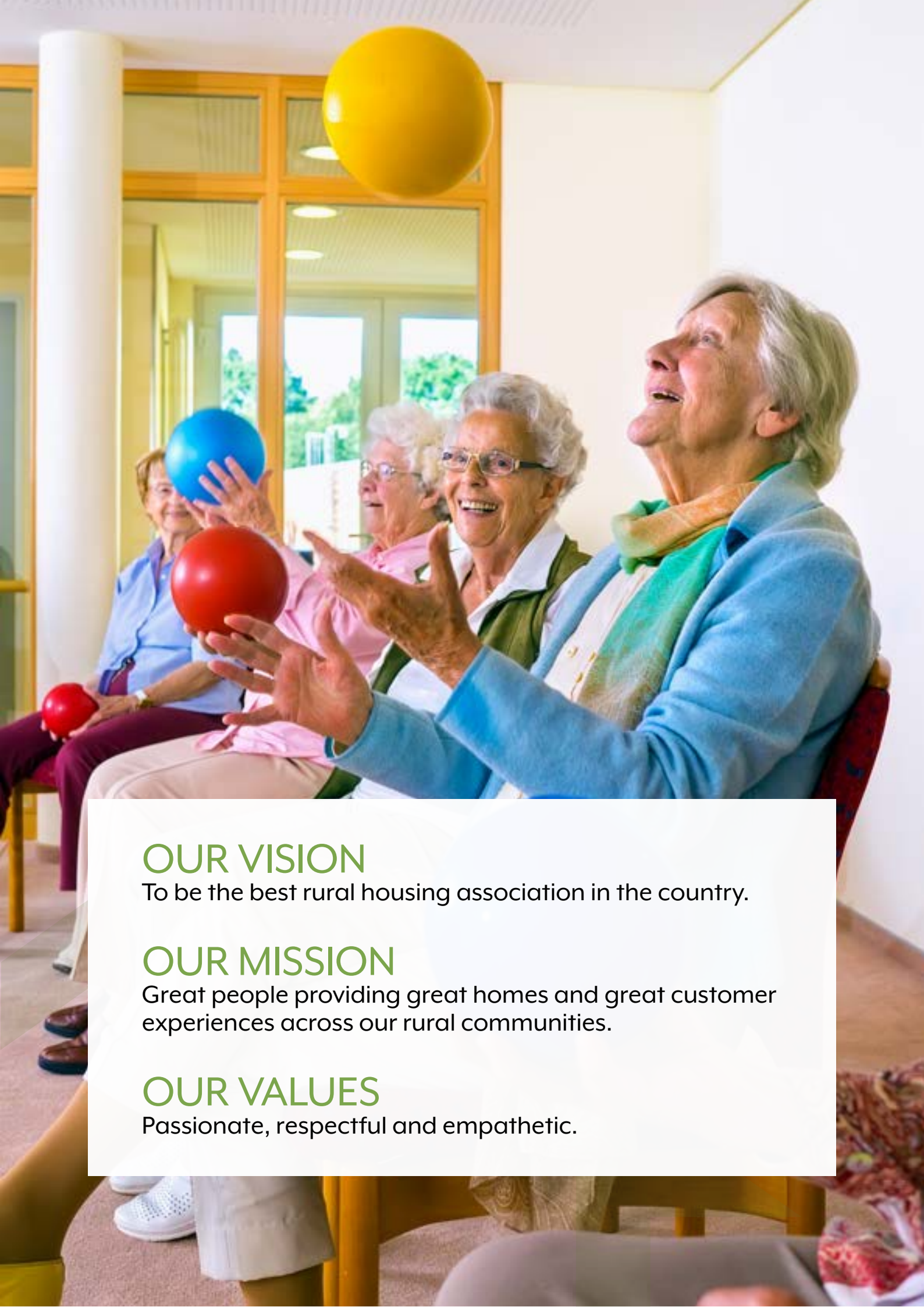
The review considered:

- The profile and performance of the supported housing schemes.
- Key risks.
- Supply and demand for support services in North Yorkshire.
- Funding opportunities.

- A view on value for money.
- The effectiveness of our current service models.
- Our customers experience.
- The effective utilisation of our assets and resources in cementing Broadacres position as a placeshaper within our communities.
- Working collaboratively with our stakeholders to positively contribute to the physical, social and emotional health of our communities.
- The safety of our customers.
- Regulatory and legislative compliance.
- The terms and conditions of existing supported housing contracts.

The review concluded that Broadacres excel in providing holistic housing related support and that services regulated by the Care Quality Commission (CQC) pose too great a risk for the organisation as we recognise this is not our area of expertise.

Broadacres have as a result transferred services to specialist providers that do not fulfil our core business objectives.



## 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 VALUES

Passionate, respectful and empathetic.

# WHAT IS SUPPORTED HOUSING AT BROADACRES?

**Supported housing is about recognising that not all customers can live independently without some additional support and assistance. Providing support in an integrated way can help individuals develop the necessary skills to sustain a tenancy, live independently and reach their full potential. Supported housing is designed to meet specific customers needs and provide a person-centred approach.**

Supported housing at Broadacres includes housing for older people, young single homeless people, for customers with learning disabilities, mental health needs and for those fleeing domestic abuse. We also provide specialist accommodation for customers who have been sleeping rough.





## We have the following type of accommodation available:

- Supported accommodation for customers with learning disabilities.
- Supported accommodation for customers with mental health needs.
- Extra care schemes.
- Sheltered housing.
- A women's refuge for single women and women with children fleeing domestic abuse delivered in partnership with Independent Domestic Abuse Services (IDAS).
- Supported accommodation for homeless young single people aged between 16 to 25 delivered in partnership with Foundation.
- Supported accommodation for individuals and families fleeing domestic abuse.
- Supported accommodation for those that have been sleeping rough.
- An enhanced care and mental health offer for customers with a learning disability and/or autism and complex mental health conditions receiving care from the National Health Service (NHS) delivered in partnership with Positive Individual Proactive Support (PIPS), Humber and North Yorkshire Integrated Care Board (ICB) and North Yorkshire Council.

We also provide a floating support service for customers living in their own home with a mental health need.

# OUR APPROACH

## We will:

- Provide services where we excel and where our colleagues are highly skilled and qualified.
- Deliver services in partnership with local authorities, health services, specialist support providers and the voluntary sector.
- Continually enhance the skills and knowledge of colleagues through professional development.
- Deliver a customer offer at each of our support schemes detailing the service our customers will receive.
- Streamline services and maximise efficiencies to demonstrate value for money.
- Deliver tailored services to meet customer expectations.
- Work with partners to positively contribute to the physical, social and emotional health of our customers and communities.
- Ensure safeguarding is embedded throughout the organisation and that the needs of the customer are paramount. All front-line colleagues will be trained to level 2 in safeguarding.



# CORE PURPOSE OF THE STRATEGY

**The core purpose of the Strategy has four elements:**

1. To be a partner of choice with a view to expanding service provision.
2. To identify funding opportunities to ensure financial viability.
3. To review service provision to promote inclusivity for all.
4. To be a landlord of choice by maximising the customer's experience.

**The drivers for these elements are to:**

- Meet current and future needs.
- Keep our customers safe, well and happy.
- Provide excellent person-centred services.
- Be affordable.
- Provide the right services in the right place.
- Put customers at the heart of decision making.
- Deliver our Strategy together with partners and stakeholders to assist them in the delivery of their agenda.
- Provide value for money.
- Support working together to deliver more homes.
- Ensure our homes are fit for the future.
- Deliver supported housing in a challenging funding environment.
- Provide services that are inclusive for all.





# DEVELOPING OUR STRATEGY TOGETHER

**Working with a range of stakeholders, colleagues and most importantly our customers we have developed this Strategy.**

## **Customer consultation**

Through formal and informal consultation events we have consulted with our customers who have provided great insight into what they value and what we can do to improve our customer offer.

We have considered the views of members of the Performance and Improvement Panel and the Customer Network. We also held a focus group to listen to the views of customers who expressed an interest in becoming involved in shaping our policies and the future direction of Broadacres supported housing services.

## **Colleague consultation**

We held consultation events with colleagues across the organisation including Finance, Development, Human Resources, Customer Engagement, Housing and Property Services in the formulation of this Strategy.

## **Stakeholder consultation**

We held a stakeholder consultation event and sought the views of our partners from health, local authorities, North Yorkshire Police, support providers and the voluntary sector when devising this Strategy. We work closely with our partners to ensure the Strategy contributes to the health and wellbeing of residents in North Yorkshire.

# WHAT WE WANT TO ACHIEVE

Our Strategy aims to promote excellence, growth and embed equity, diversity and inclusion.

## 1. We will deliver excellence by:

- Ensuring customers are at the heart of decision making, shaping and influencing our services.
- Delivering a customer offer for each of our supported housing schemes detailing the services our customers will receive.
- Providing social activities for customers giving them a voice, promoting inclusion, meeting their cultural needs, addressing loneliness, isolation, physical and mental health, wellbeing and empowering customer engagement.
- Reviewing opportunities to increase the scope of our extra care and sheltered housing services and introduce a more personalised bespoke service for customers.
- Ensuring all our colleagues working at the refuge are Independent Domestic Violence Advisor (IDVA) trained.
- All our colleagues working to the Chartered Institute of Housing (CIH) Professional Standards.
- Delivering service specific training plans as agreed with our commissioners and partners.
- Developing a model for move on accommodation to increase scheme utilisation and to provide customers with a settled home.
- Reviewing our extra care services with a view to extending the service provision to cover weekends and bank holidays.
- Developing our safeguarding arrangement to reflect any changes in our operating environment and to deliver best practice.
- Helping the Government end rough sleeping by 2027.
- Retaining the Domestic Abuse Housing Alliance (DAHA) accreditation.



# ”

Our DAHA Assessors said:

**“We know the dedication, commitment, and hard work it takes to adopt and then embed standards of good practice and the success here is so well deserved. By undertaking this work, we know that lives of victims/survivors will have been improved and in fact saved. Broadacres can be considered a beacon of good practice around domestic abuse in North Yorkshire”.**



## **2. We will grow our services by:**

- Developing and implementing a marketing strategy for our extra care and sheltered housing services.
- Maintaining and strengthening our partnerships with North Yorkshire Council, the Health Service, support providers and the voluntary sector.
- Reviewing funding opportunities with a view to expanding services.
- Expanding our provision of supported accommodation for those with learning disabilities, mental health needs and those fleeing domestic abuse.
- Looking at opportunities to develop new extra care schemes and other supported housing with specialist support providers.

### **3. We will embed and embrace equity, diversity and inclusion.**

**We celebrate and embrace differences and we will create a safe space for people to be their authentic self.**

We aim to provide a service that is fair, personalised and diverse by embedding equity, diversity and inclusion in our:

- Leadership and governance.
- Policies, procedures and processes.
- Recruitment.
- Training.
- Service provision.

We will influence and support by:

- Supporting the wider community.
- Celebrating differences and inclusion.
- Role modelling our great work.
- Supporting our customers to develop.

We will:

- Adopt the Anti Racism Charter.
- Develop and implement an equity, diversity and inclusion strategy for all our services.
- Examine where services can be expanded or developed to meet the diverse needs of our customers.
- Retain the DAHA accreditation.



## REVIEW

Overall responsibility for this Strategy sits with Broadacres Board of Management and our Senior Leadership Team. The delivery of the Strategy will be monitored through the Customer Experience Director with the Head of Customer Experience Housing and Support having operational ownership.

We will report to the Customer Experience Committee annually on targeted outcomes achieved.

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