

INFORMATION ABOUT SPRINGBOARD

Springboard has over 30 years' experience in providing quality housing and support services to local people.

We own or manage:

- general needs homes, mainly in East London and Essex, ranging from studios and flats to larger homes for families. Most of our new customers come to us through nomination by local authority
- homes for older people, where we provide varying levels of care and support
- homes for people with special needs, including people with mental health problems and/or learning disabilities
- shared ownership and leasehold properties.

We work with 24 local authorities and are proud to provide much-needed housing for communities; in addition, as part of Genesis Housing Group, we are developing new affordable homes well into the future.

We are distinguished by our responsiveness and commitment to working with vulnerable people. We believe that everyone has a right to a home that enables them to achieve their full potential.

Part of the Genesis Housing Group

Springboard is a subsidiary of Genesis Housing Group. Genesis is one of the UK's largest and most successful providers of homes for rent and sale.

Genesis is a very flexible group with subsidiaries that deliver landlord and community services and is a centre that supports the subsidiaries' work with a variety of technical, financial and business support services. Through Genesis, our employees benefit from opportunities for personal and career development through, for example, secondments and job swaps.

Genesis Group Structure

Other companies within the Genesis Group are:

Genesis Community

Launched in 2005, this new independent charitable foundation was set up specifically to tackle the challenges of deprivation and social exclusion in the most disadvantaged areas. Genesis has always been strong on community development and regeneration. Through Genesis Community, even more projects can target vulnerable people and hard-to-reach groups. New initiatives for financial inclusion, safer communities, training and employment will foster hope and positive change.

pathmeads

Pathmeads is the largest registered social landlord providing temporary housing and management services to local authorities across London. This subsidiary owns no

property, but manages over 20,000 homes for other landlords including local authorities, housing associations, private sector landlords and private investors. Working in partnership with local authorities, Pathmeads has helped to house 6,000 homeless families this year



PCHA provides homes for more than 10,000 households across 13 London boroughs and in a number of other areas in the south east. This includes care and support services for vulnerable residents. Set up in 1965 to provide homes at low rent for needy local people "irrespective of colour, race or creed," this founding member of the Genesis Group has 40 years' experience of owning and managing homes and working with local authority partners to ensure fair access to homes for those people most in need.

Accreditation

Springboard is a recognised *Investor in People* with a record for commitment to development by our staff and strong support for managers.

'I think they are excellent for keeping us informed and aware of what is going on. They are very people focussed which is hard in such a widespread organisation.' *'Training has been continuous since I started'* and *'The training was one of the reasons why I decided to join the company'* are typical comments to the IIP assessor from our staff.

In 2004, we were also delighted to be awarded *Chartermark* Status, which is the Government's national standard for customer service.

Springboard also achieved the national good practice award during the European Week for Safety and Health 2003 and the Award for Innovative methods in the delivery of vocational training (NVQs).

Mission and Values:

In 2006, the Genesis Group adopted the following mission and values:

Our mission

Customers come first at Genesis. We provide quality homes and make sure they are better places to live in by delivering services that customers want and by building and supporting communities. We continue to expand our business so that we can make more of a difference. We use experience and innovation to make things happen.

Our values

At Genesis we:

- Put our customers first;
- Work together and value everyone's contribution;
- Treat people as individuals, with integrity and respect;
- Focus on getting positive results;
- Try new ways of doing things to get better at what we do; and
- Make efficient use of our resources.

Customer Service Standards

Our customer service standards cover how customers are treated, how quickly we respond to the customer, the confidentiality and privacy of the service, and a commitment to review and improve services together with aim of encouraging customer involvement in the process by:

- Treating all customers respectfully
- Providing a prompt response
- Dealing with repairs effectively and efficiently
- Dealing with customer telephone calls within response times
- Reviewing performance against standards
- Listening to customers' views
- Monitoring and reviewing the service.

THE BENEFITS OF WORKING FOR GENESIS:

A commitment to Diversity and Equal Opportunity

As part of Genesis Housing Group, we at Springboard want to encourage diversity and eliminate discrimination. This applies to the way we work with our colleagues and also to the services we provide in communities.

We aim to ensure that our workforce is truly representative of all sections of society and that each employee feels respected and able to give their best. And we will work together to ensure that our residents, and other customers, are provided with a responsive and culturally sensitive service, which addresses issues of discrimination and harassment in our housing.

We aim to recognise the needs of individuals and treat each person, in employment and through service provision, with dignity and respect.

We recognise that some forms of disadvantage and discrimination are widely experienced by particular groups (because of race, ethnic origin, colour, national origin, disability, sexuality, religion, gender, marital status or age). We oppose all forms of unlawful and unfair discrimination and will seek to achieve equality by eliminating discrimination and promoting social cohesion. Genesis Community, the Group's social regeneration subsidiary, develops and implements projects that actively contribute to the social cohesion of communities.

The genesis Group is a member of COFEM (Career Opportunities for Ethnic Minorities). This represents a commitment to supporting all our staff from black and ethnic minority backgrounds to develop. Further information is available from Human Resources. This is an excellent opportunity for staff from black and ethnic minority backgrounds to receive coaching and networking experience to assist in their career progression.

Annual Leave

All employees benefit from 26 days leave per annum (pro rata for part time); leave entitlement is increased by 2 days in your second year of service, calculated on a pro rata basis in regard to the month in which you complete your first year. This is in addition to bank holidays.

Grading System and Evaluation

Our grading system incorporates the majority of jobs to ensure fairness and consistency. We regularly benchmark salary levels against external organisations and carry out internal assessments.

Annual Salary Increases

The majority of salaries are currently reviewed annually in April, taking into account affordability.

Reward based on performance

Springboard is committed to a system of performance management to develop all staff and achieve the Association's business objectives. Staff will be eligible for performance-related pay for Grades D to F in accordance with criteria linked to a comprehensive appraisal system. Staff employed in Grades A to C are eligible for our bonus scheme through recommendation of their line manager for exceptional work.

Special Contribution Award

The Genesis Group operates Special Contribution Award Scheme. Winners will receive cash sums for 'going the extra mile' and achieving something special. Staff and teams can be nominated for this award by their colleagues and managers.

Sick Leave and Pay

The following sick leave and pay arrangements are in operation within the Association:

During your probationary period, or extended probationary period	Up to a maximum of 10 days
During the 1 st year of service (after completion of probationary period)	One month's full pay and one month's half pay
During the 2 nd year of service	Two months' full pay and two months' half pay
During and after the 3 rd year of service	Three months' full pay and three months' half pay

Contributory Pension Scheme

The Genesis Group provides a flexible Stakeholder pension scheme delivered by AXA. This scheme, which was selected after extensive research, offers significant benefits, for example:

- Genesis will match your contributions up to 7.5% irrespective of your length of service
- You will have the ability to access full pension details securely online
- The plan can be transferred if you leave Genesis
- There are low administrative charges for all staff, irrespective of your length of service

We will be pleased to provide details upon request.

Payment of professional subscriptions

Professional subscriptions are paid on your behalf or reimbursed where membership is relevant to the post.

Flexible Working Policies

Genesis operates a comprehensive range of policies in recognition of the diversity of our staff and their individual needs. We will always try to allow flexibility for those with family responsibilities, including partners. Provisions include paid and unpaid leave to meet particular circumstances, alternative working patterns and extended leave arrangements for those with families outside of the UK.

Childcare Vouchers

Springboard offers a salary sacrifice childcare voucher scheme which enables our staff to choose their own childcare provider and to have their childcare costs reduced.

Training and Development

Our training and development programme is diverse and offers a wide range of subject matter and high quality training. As an Investor in People (IiP) we are fully committed to developing our staff. All new staff complete a Genesis induction course, Health & Safety and Diversity training. A wide variety of technical- and skills-related courses is available.

We are committed to the personal development of our employees and offer support to those wishing to undertake professional qualification or skills development where this is relevant to the role.

Visit our websites for further information:

www.springboardha.org.uk

www.ghg.org.uk