

**Welcome to  
The Barnet Group**

**The Barnet  
Group**

# About Us

The Barnet Group is a not-for-profit Local Authority Trading Company that is wholly-owned by the London Borough of Barnet. It provides a range of services, including social housing and homelessness, adult social care, support, and private sector lettings.

We are the parent company to:

- **Barnet Homes** – responsible for the management of the borough’s 13,000 council homes on behalf of Barnet Council. It also works to prevent homelessness and allocates homes to social housing applicants. Since July 2020 Barnet Homes delivers a repairs and gas service for council homes.
- **Bumblebee Lettings** - an online estate agents providing quality bespoke property services to landlords and tenants, throughout Barnet and the surrounding areas. Bumblebee was set up to offer customers a trustworthy and accountable service, mixing public sector values with private sector professionalism.
- **Opendoor Homes** – a subsidiary of Barnet Homes and gained Registered Provider status from the then Homes and Communities Agency in 2016. Opendoor Homes has an ambitious new build and acquisitions programme, and currently owns over 500 homes, with plans for many more. It strengthens The Group’s housing foundations by building and acquiring new homes for those in most acute housing need. Opendoor homes is a community and benevolent society registered with the Financial Conduct Authority.
- **TBG Flex** – TBG Flex recruits and employs new staff. Flex is the Group’s one stop shop for resourcing staff and will be fundamental to making our business growth strategies commercially viable in the future.
- **Your Choice Barnet** – an adult social care company that provides services to adults within the borough. This includes people who have learning and physical disabilities, autism, profound and multiple disabilities, mental health support needs and older people, some of whom also require support to live well with dementia. **Your Choice Care** is a provider of care homes, day care centres and dementia-friendly care which sits within Your Choice Barnet. It provides exceptional care to Care Quality Commission (CQC) registered services across Barnet.

We offer services to the community, such as training, employment and benefits support.

# Our values

**Our mission:** To make a real difference to every customer.

**Our vision:** For customers to be our biggest advocates.

## Our values

- **Show respect** – Being the best we can to each other and our customers.
- **Find solutions** – A workplace where challenge and initiative are valued, and collaboration is real.
- **Make a difference** – A culture which nurtures our individual and collective potential to make even more of a real difference.

**Be people centred – Treat everyone you meet as an individual, and remember, one size does not fit all.**

Our people are passionate about making a difference, and we're proud to play an important role in improving people's quality of life.

Whether it's council tenants and leaseholders, social housing residents living in Opendoor Homes properties, people at risk of homelessness, people living in market rental properties, or people with learning or physical disabilities, we are committed to providing great service at great value.

Regardless of whether our people's roles are focused on supporting customers of Barnet Homes, Your Choice (Barnet), Opendoor Homes, Bumblebee Lettings, or the whole Group, we pull together as one big team, and recognise that our employees' dedication to our goals is our greatest asset.

We know how important it is for you to enjoy your job, and to feel appreciated, valued, and rewarded for your hard work.

Our mission would be impossible if we didn't have great people working for us. Every area of our business is important, and no matter your role within our diverse organisation, you have a vital part to play.

We have a supportive working environment set up to help you develop your skills and reach your potential.

We are committed to equality and inclusion by valuing our people and celebrating their differences. Whatever your background or goals, we want you to be able to develop at The Barnet Group and build a future in our team.

# The way we work

## Our strategic plan

The Barnet Group's Strategic Plan sets out our five-year vision from 2019-24 for how we will continue to deliver good services whilst supporting our customers and Barnet Council through the challenges they face. The objectives we have set are based on our review of the external environment, the needs of our customers and employees, and our own strengths and weaknesses. This plan is complemented by a strategic action plan of priority activities that support our aims and will ensure we reach our goals.

By 2024 we want The Barnet Group to be seen as a leader in the sectors in which we operate, and for our customers to be our biggest advocates. To do this, we will need to be more innovative in the way we deliver services and to make continual and sustained change. We must also attract the best staff by being a great place to work. If we are to realise our ambitions, we must continue on our journey to transform and modernise.

We must ensure we achieve the greatest impact from everything we do, including our financial decisions, the way we deliver our services, what we expect from our people, and the investments we make in systems and technology. We will make sure that operations across the Group's diverse range of activities meet the high standard expectations of customers, regulators, and our stakeholders and partners. We will focus our efforts on driving value for money in all our activities.

We are committed to supporting the Council in investing in fire safety and implementing best practice fire safety measures in our

high-rise blocks. As a result of a review of our approach, we will continue to prioritise and enhance the safety of our customers, and will engage with residents and increase awareness.

We will provide excellent services in our core areas of operation, and will seek to maximise potential outcomes and achievements and ensure appropriate skills and resources are shared by continuing to work with partners, as we have in the Welfare Reform Task Force, BOOST, and Love Burnt Oak. We will support customers who continue to be affected by welfare reform. In order to address the wide range of issues that can be linked to homelessness, we must continue to find ways to address the growth in demand and deliver early intervention.

We will develop and adopt more flexible and efficient services, focusing on the priorities of our customers, and providing choices to meet their needs and aspirations. We will review and simplify our service delivery, aiming for resolution at the first point of contact. We will aim to optimise our processes with a view to increase digitisation and offer increased choices to customers who prefer to access services in this way.

We will grow and transform the services within Your Choice (Barnet) to deliver efficiencies whilst ensuring improved outcomes, increased effectiveness, high customer satisfaction, and the promotion of greater independence and choice.

The provision and management of housing,

homelessness, and adult social care services are why The Barnet Group exists; however, the growth of our business over the past 3 years has had the added benefit of acting as a catalyst to achieve savings, improve services, and retain and develop quality staff. We therefore intend to achieve further growth in future years in order to sustain our core services.

We will continue to grow and potentially diversify our Registered Provider Opendoor Homes and our private lettings company Bumblebee, adopting innovative service models in order to achieve positive outcomes and deliver effective and efficient services. We will also continue our ambitious development and acquisition programmes in order to increase the housing supply within the borough and help to meet growing demand across different tenures.

We recognise that our staff are our greatest asset. We will focus on employee wellbeing and engagement to make The Barnet Group a great place to work, and to attract, develop, and retain the best staff. We will continue to find ways to deliver social value, including providing apprenticeships and training. We will also invest in technology that supports our staff to deliver effective

services and provides positive outcomes for customers, and will focus on realising the benefits of this investment.

We will continue to be transparent and accountable to our customers for the decisions we make and the services we provide. We will be responsive to changes within the housing and adult social care sectors and mindful of the current economic climate, but will continue to make long-term strategic decisions for the benefit of this and future generations.

Through our ambitious growth and development of new homes, arising opportunities in Adult Social Care, and our robust approach to supporting Council initiatives and other services over recent years, we have supported the London Borough of Barnet to overcome many of its challenges. We believe we have developed a proven model for local government delivery where more is achieved with fewer resources.

By the end of the life of this strategic plan we will have outperformed our peers, our customers will experience easy-to-use services and increased positive outcomes from their engagement with us, and our staff will be proud of our accomplishments.



# The Barnet Group to 2024

Having developed a successful track record of improvement and demonstrated our organisation's competence, we are confident in and excited by the prospect of continuing this growth over the next

five years. Ultimately, however, success is not just measured through figures, and we remain focused on the experience of our customers and the outcomes we achieve through working together.

**If you are a customer** you will be satisfied that your services are being delivered reliably to a good standard, with a concern for your wellbeing. You will feel that our staff are friendly, approachable, and have your best interests at heart. You will find services inclusive, easy to access, and appropriate to your needs, and you will feel confident that we will get things right when you contact us. You will be treated fairly and with respect.

**If you are a tenant or leaseholder** you will feel safe and connected in your community, and proud of your home. You will have opportunities to be meaningfully engaged to improve services and decision-making, and enhance local cohesion. You will receive services that are delivered in a manner to enable and empower you. You will have increased opportunities to access key services online so that you are able to have your needs met in a way and at a time that is convenient for you.

**If you use our Care and Support services** you will be satisfied that your services are provided in a way that ensures you are kept safe and your welfare is safeguarded. You will be treated with kindness, dignity, and respect, and in a caring manner that puts you, and your goals and ambitions at the centre of how your support is delivered. You will receive services that achieve good outcomes and support you to maintain a high quality of life, delivered by staff who are equipped with the skills and knowledge they need to provide positive and individualised support.

**If you are an employee** you will perceive The Barnet Group as a great place to work, and an organisation of which you can feel proud. We want our customers and partners to feel our passion, and for our staff to feel empowered to be their best. You will feel highly engaged and will both understand and support the objectives of the Group and how you contribute to our aims, and you will feel confident that your efforts will be supported and recognised. It will be clear that the diversity of our employees makes us stronger and better-able to help our customers.

**If you are a stakeholder** you will think of The Barnet Group as a trusted partner. You will feel confident that the Group is a financially robust, high-performing organisation that is able to deliver on its promises. The Group's ability to innovate and effectively bring other organisations together to achieve the best results for the borough and its residents will provide assurance to stakeholders that it can be trusted to grow and diversify.

# Corporate and individual responsibilities

We take our organisational responsibilities very seriously. On The Vine you will find dedicated sections with useful information and essential guidance that must be followed at all times:

- [Data protection](#)
- [Equalities and Inclusion](#)
- [Safeguarding](#)
- [Health and Safety](#)

## Key policies and procedures

Our [Code of Conduct](#) has been created to help you understand the behaviours we expect of you and to provide you with guidance and support. It is essential reading for all new starters.

In our policies directory on The Vine you will find our policies, procedures, and other important documents. Essential policies for you to read and understand include:

- [Equality, Diversity, and Inclusion Policy](#)
- [Data Protection Policy](#)
- [Acceptable Use Policy](#)
- [Secure Email Policy](#)
- [Health and Safety Policy](#)
- [Fire Safety Policy](#)

You may also need to refer to the following - please see The Vine for a full list of policies

- [Data Protection Incident Reporting Procedure](#)
- [Whistleblowing Policy](#)
- [Grievance Policy](#)
- [Anti-Bullying and Harassment Policy](#)
- [Transgender Equality Policy](#)
- [Safeguarding Policy](#)

# Employee support

We take the health and wellbeing of our staff very seriously. If you feel that your workloads are becoming overwhelming or are juggling other pressures, People at Work have independent counsellors and advisers available to talk to. They also provide bereavement support and help when you need it. It can really help to talk to people outside of your usual circle of colleagues, line manager or even friends. People at Work is confidential.

You can email [counselling@peopleatwork.co.uk](mailto:counselling@peopleatwork.co.uk) or 01548 511 65 to get in touch with People at Work.

## iTrent

[iTrent](#) is the name of our HR system. You can use it to book your annual leave and record sickness. You can also use it to access and book onto our wide range of training opportunities. You can find more information about iTrent on our intranet, The Vine, on the [Employee Development page](#).

# Boards and governance

You can find out more information about our boards at [thebarnetgroup.org](http://thebarnetgroup.org). The Barnet Group, Barnet Homes, Your Choice (Barnet), Opendoor Homes, TBG Flex and Bumblebee Property each have their own Board. Barnet Homes also has a Resident Board, which provides an opportunity for residents to be involved in Barnet Homes' governance by scrutinising our services. There are also spaces for residents on the Barnet Homes and The Barnet Group boards.

The Boards are responsible for

- monitoring operational and budgetary performance
- setting the strategic direction of the company
- identifying new business opportunities

As well as the board meetings, the Group has two committees that meet throughout the year, these are:

- The Audit & Risk Committee
- The Governance and Remuneration Committee

The Audit and Risk Committee consists of five members and meets four times per year. The Committee runs to provide oversight of the financial reporting process, the audit process, the company's system of internal controls and compliance with laws and regulations.

The Governance and Remuneration Committee consists of six members and meets four times per year. The Committee runs to ensure that the board of directors structures, procedures and operations align with the company's governance ambitions, corporate



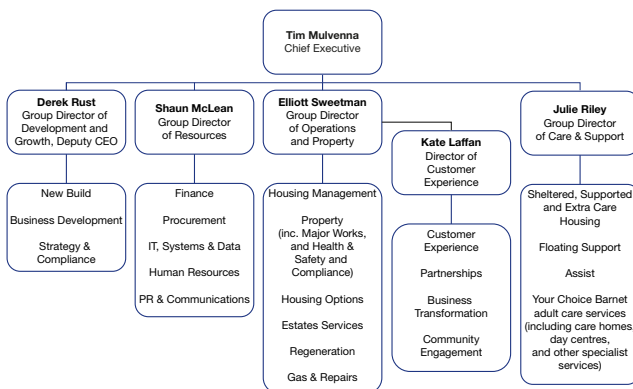
values and external compliance demands. The Committee also sets the company’s remuneration policy, determines each executive director’s total individual remuneration package and sets the targets for performance-related pay.

The Barnet Homes Resident Board is TBG’s highest level of resident involvement. It is a group made up of Tenants and leaseholders and the main function is to be accountable to the Barnet Homes Group Board and residents living in properties managed by Barnet Homes in monitoring the performance of Barnet Homes’ housing management services that are provided to tenants and leaseholders. The Barnet Homes Resident Board is not part of The Barnet Group Limited’s formal governance structure; however, it plays an important role in monitoring operational performance, influencing strategic priorities and policy, and making recommendations to the Barnet Homes Board.

The Resident Board hold 4 main business meetings a year and 4 separate sessions to look into service area’s in more depth, they also have the capacity to instruct the Resident Support Group to carry out activities such as focus groups, mystery shopping and resident surveys to back up evidence to recommend changes to services to aid improvement.

## Structures and teams

You can view full team structure charts on [The Vine](#). Here is a broad structure showing where each team or service sits within the business.



## The London Borough of Barnet

The Barnet Group is wholly owned by the London Borough of Barnet (Barnet Council), although it has independent boards that play a significant role in setting its strategic direction and managing the business. We have a very close working relationship with the council, and your role may include a large amount of work with our council colleagues. In addition to providing some independent services through Opendoor Homes and Bumblebee, we provide a number of services on behalf of the council, including its homelessness, social housing allocations, management of council social housing, and a range of specialist adult social care services.

# Customer involvement

We offer a variety of involvement opportunities for Barnet Homes and Opendoor Homes Tenants and Leaseholders, some of our opportunities require more commitment than others, although we also provide task and finish activities for residents with limited time to spare. We endeavour to make sure our opportunities are all inclusive and representative of all our customer base. Some of the opportunities available include;

- Resident Board
- Resident Support Group
- Opendoor Homes Involvement Group
- Focus Groups
- Mystery Shopping
- Resident Surveys
- Resident Association/Community Groups
- Garden Clubs



# Our Executive Team



## **Tim Mulvenna, CEO**

Tim is The Barnet Group's Chief Executive Officer. Tim joined in February 2018 from London and Quadrant, where he was their Group Director of Customer Service. He has more than 15 years experience in customer service, in a number of industry sectors, including telecoms, charity and IT. He has a degree in Business Administration.



## **Derek Rust, Group Director Development & Growth, Deputy CEO**

Derek has been with Barnet Homes since it transferred from the Council in 2004 and oversaw the transfer of the Council's Homelessness service in 2012. Derek was appointed Deputy Chief Executive in December 2015. He is directly responsible for development of new homes and asset management, overseeing wider service delivery in Barnet Homes



## **Kate Laffan, Director of Customer Experience & Service Improvement**

Kate was previously the Assistant Director, responsible for our Housing Options service. As of June 2019, she is our Director of Customer Experience & Service Improvement.



## **Shaun McLean, Group Director of Resources**

Shaun joined The Barnet Group in January 2020. He moved into the housing sector as he values the importance of making a social contribution and finds it a rewarding role. He oversees Finance, procurement, IT, Systems and Data, Human Resources as well as PR & Communications.



## **Julie Riley, Group Director of Care & Support**

Julie joined the Group in early 2014 and has responsibility for all of the Your Choice services and Sheltered Housing, Floating Support and Assist within Barnet Homes.



## **Elliott Sweetman, Group Director of Operations and Property**

Elliott has been with Barnet Homes since 2006 and is directly responsible for Customer Access, Tenancy & Estate Management, Leaseholder Services, Repairs & Maintenance, Income Collection, Financial Inclusion and Homelessness & Housing Options. Elliott has a strong track record of creating, inspiring, and leading ambitious and high-performing teams to deliver great quality services to customers, whilst achieving significant cost efficiencies.

# Our offices

## Bristol Avenue, Colindale

### Who works at Bristol Avenue?

Development, Growth and New Initiatives, Strategy and Compliance, Finance, Procurement, IT, Systems and Data, Human Resources, PR and Communications, Learning and Development, Housing Management, Housing Options (our homelessness service) Health and Safety, Customer Experience, Property Services, and Business Development.



### How to get to Bristol Avenue

**Address:** 3rd Floor, 2 Bristol Avenue, Colindale, NW9 4EW

The office is well served by public transport with several bus routes serving the area (125, 186, 204, 303). Colindale Tube station (Northern Line, Edgware branch) is also just a 5-8-minute walk.

### Parking at Bristol Avenue

**Parking in the area is limited and we would encourage all who can to use public transport.**

There is a large controlled parking zone (CPZ) around the office, so you are advised to take public transport if you can.

The office is not inside the Greater London Ultra Low Emissions Zone (ULEZ), though some parts of Barnet are, so you should check your car's eligibility at [tfl.gov.uk](https://www.tfl.gov.uk). The Barnet Group will not cover the cost of your daily ULEZ charge.

If you do need to travel by car, nearby paid parking is available at Colindale Underground Station, Watling Avenue, Bunns Lane, Mill Hill Broadway Station and Daws Lane. All are within a 20 to 30 minute walk of the new office with good public transport links.

There are five disabled parking spaces directly outside the Colindale building (on Valentina Avenue) for blue badge holders. In addition, following parking regulations, any blue badge holders will be able to park free of charge in any CPZ in and around the area at any time.

## My FM Portal

Log in to [myfmportal.co.uk](http://myfmportal.co.uk) to access building information as well as facility services to simplify your time working in your office.

**Request ID Badge:** You can complete your access pass request online on myfmportal.

**Report a Fault:** If you experience any issue in the building submit a report online. Go to 'My Building' and click on 'Helpdesk'.

**Visitor Management System:** All visitors to the estate must be booked in to the Colindale building. You can make and manage your visitor bookings and requirements online via the estate Portal.

**Local Area:** Access information about local amenities and travel.

## Where to go

### For Food

- Sainsbury's Local
- Tesco Express
- Co-op Food
- ITJL - café (staff discount available)
- Wenzel's The Bakers
- Spaccanapoli - Pizza
- Eat Tokyo - Japanese takeaway (staff discount available)
- Bang Bang Oriental - Asian Food hall
- Jun Ming - Chinese cuisine
- Mibento - Taiwanese Café
- The Beaufort - Pub and Dining



### Amenities

- Colindale Avenue Post Office
- Park View Health Club (staff discount available)
- PureGym
- Leisure centres at: Barnet Copthall, Burnt Oak, Hendon, Finchley Lido and New Barnet (staff discount available)



# Grahame Park, Colindale

## Who works at Grahame Park?

Estates and Repairs services

## How to get to Grahame Park

**Address:** 17 The Concourse, Grahame Park, Colindale, NW9 5XA

The office is well served by public transport with several bus routes serving the area (125, 186, 204, 303). Colindale tube station (Northern Line, Edgware branch) is also just a 10-12 minute walk

## Parking at Grahame Park

**Parking in the area is limited and we would encourage all who can to use public transport.**

If you do need to travel by car, nearby paid parking is available at Colindale Underground Station, Watling Avenue, Bunns Lane, Mill Hill Broadway Station and Daws Lane. All are within a 20 to 30 minute walk of the new office with good public transport links.

## Requesting an ID Badge

Request your Id Badge using the FM Portal at [myfmportal.co.uk](http://myfmportal.co.uk) and collect it later from the Colindale Office.

New members of staff need to request an access fob from the Office Co-ordinator who will arrange for them to sign for the fob. Only employed staff or staff on a short term contract who work from the GPO are entitled to an access fob, (other than directors, Heads of Service) others need to ring the bell.

## Where to go

### For Food

- Sainsbury's Local
- Tesco Express
- Co-op Food
- ITJL (staff discount) - café
- Wenzel's The Bakers
- Spaccanapoli - Pizza
- Eat Tokyo - Japanese (staff discount)
- Bang Bang Oriental - Asian Food hall
- Jun Ming - Chinese cuisine
- Mibento - Taiwanese Café
- The Beaufort - Pub and Dining

### Amenities

- Colindale Avenue Post Office
- Park View Health Club (staff discount)
- PureGym
- Leisure centres: Barnet Copthall, Burnt Oak, Hendon, Finchley Lido and New Barnet



# Your Choice Barnet



Your Choice Barnet offers specialist care and support to adults with a range of physical and learning disabilities.

We enable people to live their lives as they wish, giving them the support they need to become as independent as possible.

We also offer consultancy services and can manage services on behalf of other organisations.

## Our services

**Ansell Court** - It is a fantastic new Extra Care scheme, developed by Barnet Homes on behalf of Barnet Council. It provides tenants with the very best in independent living and the peace of mind that on-site care and support is available, day and night.



**Community Space** - It is a day service offering support for adults with a wide range of learning disabilities. Our staff support people to take part in activities that meet their needs and interests. The focus is to support people to develop skills, gain more independence and become a valued part of their community.



**Enablement** - Your Choice Enablement supports people after stays in hospital.

**Flower Lane** - It provides specialist support to people on the autism spectrum. We offer a diverse range of activities within our main centre and out in the community. Our experienced staff work with individuals to build upon their existing skills, helping them to become more independent and enjoy life to the full.



**Independent Living** - It offers specialist support to adults with a range of physical and sensory impairments. We work with individuals and in partnership with other organisations to help people reach their potential and get the most out of their life.



**PA Choices** - It matches people who are in receipt of direct payments with personal assistants who are able to support them on a day to day basis.



**Rosa Morison Day Centre** - It is a day service for adults with profound and complex learning and physical disabilities. We pride ourselves on giving people the support to exercise choice and independence in their day-to-day lives.



**Supported Living** - It helps people with learning disabilities to live as independently as possible in their own home. By offering service users support in all areas of living, we help them to enjoy life to the full, both at home and out and about.

**Valley Way Respite Service** - It is a respite service for adults with complex learning disabilities, physical disabilities, autism and challenging behaviour. Our service gives families and carers a chance to take a break from their caring responsibilities overnight, for several days or weeks.



## Our care homes - Your Choice Care

In 2019, three care homes and two day centres joined The Barnet Group. YCC provides exceptional care to CQC-rated services across the borough of Barnet.

Apthorp Care Centre, in Barnet, North London, provides expert care and support for individuals, including those living with dementia, in a safe and comfortable environment.

Dell Field Court in Finchley, North London, provides specialist residential care for older people, including those living with mild dementia, in a safe and homely environment.

Meadowside in Finchley, North London, provides specialist care for older people, including those living with dementia, in a modern and welcoming environment.

## Requesting an ID badge

YCB and YCC staff can obtain their ID Badge via Human Resources.



# Equality and inclusion

Equality and inclusion is central to everything we do at The Barnet Group. We want to create a workplace where everyone can be themselves and knows they can reach their full potential.

We value our people and respect and celebrate their differences. We're proud that our colleagues come from different backgrounds and have varied outlooks, and we know that bringing together these experiences and unique points of view makes us a stronger organisation and better able to serve our diverse customers.

We are always looking for ways to support our colleagues and are committed to being responsive to demands to create staff networks and support groups. Our Race Equality Steering Group supports staff from ethnic minority backgrounds and allies, and is championing our work to strengthen race equality within our organisation. This includes driving our Race Equality Action Plan, which is an important part of our wider equalities and improvement work as we strive to find ways to become a more efficient and effective business with equality of opportunity and outcome for our people and our customers.

If you are interested in joining the Race Equality Steering Group, please contact Laura Giles, Head of Strategy and Compliance.

## Gender Pay Gap

The Barnet Group undertakes a mandatory review of the Gender Pay Gap every year and commits to an action plan where improvements are needed. The Gender Pay Gap is a measure of what women are paid relative to men and shows the difference between the average (mean or median) earnings of men and women across the workforce. We publish information on our Gender Pay Gap results on our website – you can view it here: [\[link\]](#)

## Ethnicity Pay Gap

The Barnet Group is currently reviewing the Ethnicity Pay Gap as part of its equalities work. Unlike the Gender Pay Gap, this isn't a mandatory exercise in the UK, but we have committed to understanding this within our businesses and to publishing the results and identifying any action we can take to improve equality within our business.



# Hybrid working

All staff at The Barnet Group can work remotely, as long as it suits their job role. Any arrangements will need to be made with their line manager.

On [The Vine](#) you will find our policy that sets out our approach to hybrid working (currently called the Flexible Working Policy), and our Hybrid Working Principles that should be followed by all staff.

## Lone working

If your role involves lone working, your manager will brief you on the process. Please request a lone working device by speaking to the Health and Safety team.

## IT systems

We have a broad range of IT systems which allow staff to work effectively from remote locations. This is predominately built around the Office365 suite of applications.

# Learning and development

The Barnet Group is committed to the development of its staff. There's a wide range of training available, tailored to suit your job role, including in-person event, eLearning and virtual training.

## The eLearning Hub

The Barnet Group has recently launched its eLearning hub.

The hub will provide access to a range of courses to support all staff learning and development. The modules available will be continually developed to meet staff needs as well as the priorities and initiatives of The Barnet Group.

## Why eLearning?

- any time, any place learning, as long as you have an internet connection. This will give greater flexibility and support 'just in time' training
- online training ensures consistent training messages are received
- it is training that you can refer back to and refresh when you need to
- learn on demand whenever and wherever you have internet access.

The Learning and Development Team will continue to develop the e-learning hub, adding new courses every couple of months – watch out for the updates via The Loop, The Vine and emails. If you cannot find the content you want or would like to support us in developing further training courses please contact the Learning and Development team.

If you are working for Your Choice Barnet, or another front-line service, you may also use another eLearning service called My Learning Cloud. You will be provided with information on this by your manager when you start working at The Barnet Group.

# Stay connected

**The Loop** - The Barnet Group weekly staff magazine

[The Vine](#) - The Barnet Group's intranet , it is the best place to hear about the latest news and access a wide range of resources

**Regular Executive Team briefings** - These take place in-person or online. You will receive an email invitation when one is taking place.

## Flex Benefits

All employees are entitled to the Flex Fund which gives them access to the benefits of their choice, including pension, Flex Bank (voucher scheme), medical cash plan, dental insurance and dining cards. For more information visit our intranet, [The Vine](#) or contact HR.

# IT support

For support with:

- VPN
- Citrix
- Logins
- Emails
- New user requests
- Laptop issues
- Printer issues

CAPITA Customer Support Group (CSG) at [capitalgsprod.service-now.com](http://capitalgsprod.service-now.com)

0208 359 3333

For a office entry ID card (this will also be used to print documents)

[myfmportal.co.uk](http://myfmportal.co.uk)

Login using your Windows username and password

Access to The Vine - The Barnet Group's staff intranet

[barnetcouncil.sharepoint.com/sites/TBG02](http://barnetcouncil.sharepoint.com/sites/TBG02)

Login using your Windows username and password

iTrent Employee Self Service Portal (HR system)

[bargrli.webitrent.com/bargrli\\_ess/ess](http://bargrli.webitrent.com/bargrli_ess/ess)

TBG Business System Support (for support with QL, Integra, iTrent, Swordfish, Keyfax, Pentana, MARS)

[thebarnetgroup-portal.nethelpdesk.com](http://thebarnetgroup-portal.nethelpdesk.com)

Login using your Windows username and password

Email [tbgservicedesk@nethelpdesk.com](mailto:tbgservicedesk@nethelpdesk.com)

or

0208 610 3537

Non-Capita related IT Support Issues



2 Bristol Avenue, Colindale, London NW9 5EW



[thebarnetgroup.org](http://thebarnetgroup.org)



[info@thebarnetgroup.org](mailto:info@thebarnetgroup.org)



[@thebarnetgroup](https://twitter.com/thebarnetgroup)