Culture eats everything for breakfast !

- The People & Culture Agenda
- Digital Transformation

Fiona Deal – Executive Director of People & Technology





✓ Achieve 1st Class Customer Service!





'The People and Culture Agenda'





Managers as ROCKSTARs...





5

Clear values and behaviours...





Learning & Development







Health and wellbeing ...













Where are we now?



" Outstanding levels of employee engagement"

- ✓ 39th Sunday Times Top 100 Employer
- Sickness absence down from 11 days to 2.9 days
 = productivity saving of £450k
- ✓ Staff turnover down from 24.8% to 14.5% = efficiency saving of £1.2m
- ✓ Customer satisfaction up from 74% to 89.2%
- ✓ **5 x** HR Excellence Awards



What's next? Innovative Ways of Working







iWOW will help us to maximise growth within our resources, deliver a first-class customer service, increase our financial strength and build a great organisation, so we achieve our five-year strategy.





Digital Customer



NOW 2019-2020 2021-2022



Thank you!

