

- The People & Culture Agenda
- Digital Transformation

Fiona Deal – Executive Director of People & Technology





✓ Achieve 1st Class Customer Service!



'The good news is we are good.....the bad news is we are good!'

Leadership creates culture! Culture eats strategy for breakfast!

Unlocking discretionary effort!

Happy Staff =
Happy customer =
Business Benefit!



'The People and Culture Agenda'

Leadership

Cultural Engagement

Employer Brand





Managers as ROCKSTARs...





Because good homes make everything possible

Clear values and behaviours...





Because good homes make everything possible

Cultural Excellence...



"Everything you think, feel, say or do is either a service or a disservice to yourself and everyone around you."

Shared Mindset

Shared
Language & Actions



Learning & Development





Health and wellbeing ...











Because good homes make everything possible





October 2015 Staff Conference: To Boldly Go

October 2015

Network's first entry Into Best Companies Staff Survey



November 2015 People and Culture Agenda launched at ELT Roadshow



January 2016 How to

Be Brilliant

April 2016 Over 530 staff memberswent through the

April 2017

ROCKSTAR

After Party

February 2016 Gober Cultural People Manager Method workshops on what makes brilliant managers and

May 2017

and Minds 2

leaders



ROCKSTAR

Lounch of ROCKSTAR jamming sessions and training programmes

April 2016

Lounch of

Network Homes

February 2017

Manager Skill Booster Sessions



and Minds 1

HARTS 0 and Minds



September 2016

Gober 4 L's (learn, link, lead and live) launched for managers



October 2016

ELT Roadshow -'Can't Stop The Feeling' video



January 2017 Gober Special Styrie Sessions

(mgi)

Network's second entry Into Best Companies Staff

Survey and named as a 'one to watch' company

best companies



Lounch of

GVIng

mething back



July 2017

Over 200 staff nembers attended **ELT Roadshows**

June 2017

360° manager feedback programme launched



May 2017

Park Sims 'Write First Time' lining, 95% of attended el their communication going on the course

VIP tolent



May 2017

Launch of HARTbeat



NVESTORS IN PEOPLE

March 2018 Investors in People

May 2018

May 2018

ELT Roadshows

ngij

Mary Gober 4 L's



May 2018 Mary Gober Leadership Training

October 2018 Staff Conference

October 2018 Sunday Times Top 100 Staff survey





August 2017

Sponsored walk

to SW9

October 2017 Workshops on embedding Write First Time

S PARK SIMS

October/ November 2017

DOKING AHEAD

Customer Service workputs and Forum Theatre sessions



December 2017

HART Awards and GMng Something Back Showcose Christmas Party

April 2018

HARTS

and Minds 3





one day seminar

Where are we now?



"Outstanding levels of employee engagement"

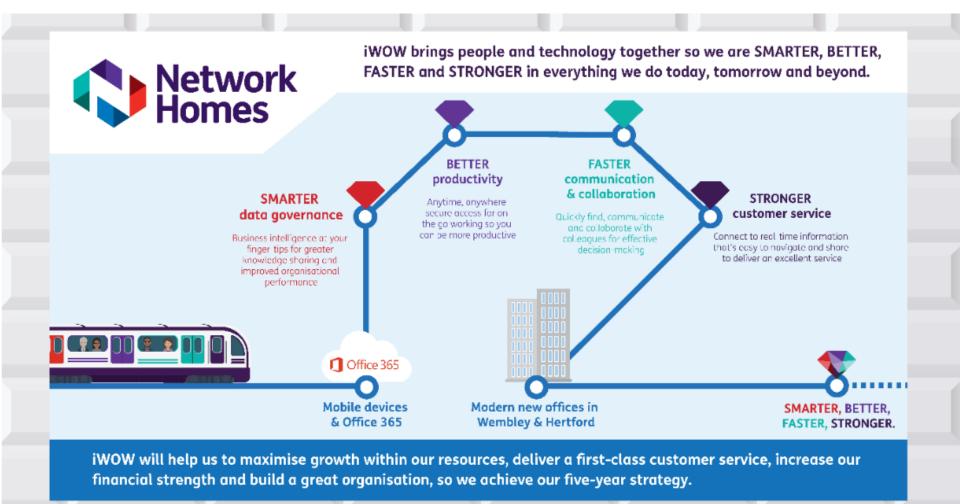
- ✓ 39th Sunday Times Top 100 Employer
- ✓ Sickness absence down from **11** days to **2.9** days = productivity saving of **£450k**
- ✓ Staff turnover down from **24.8%** to **14.5%** = efficiency saving of **£1.2m**
- ✓ Customer satisfaction up from **74%** to **89.2%**
- ✓ **5 x** HR Excellence Awards



What's next? Innovative Ways of Working



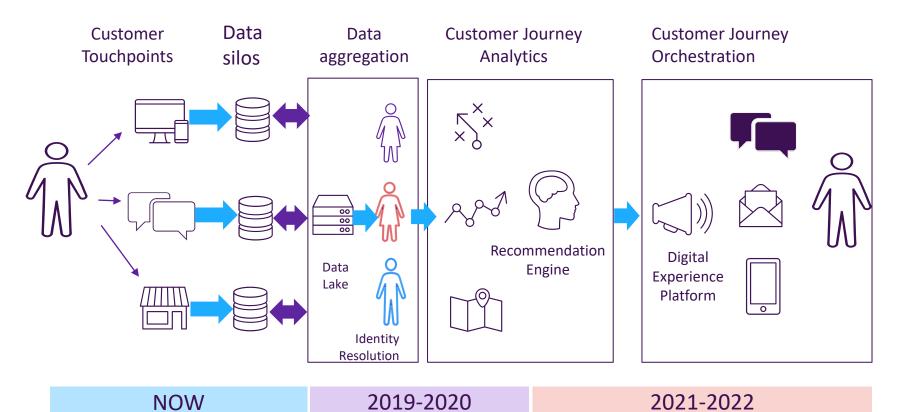






IT Strategy Themes Insight and Connected Intelligence Systems and **Processes Information Management** and Data Innovative Ways of Working **Digital Customer** Network Homes Because good homes make everything possible

Digital Customer





Thank you!



