



Our formula for
the future



People & culture

We will have an agile, inclusive, and values-based culture that engages and empowers our people to better meet the needs of our customers and the organisation.

This means



- 📦 We will be an attractive and competitive employer with more flexible working opportunities for all team members.
- 📦 We will continue developing our culture with an emphasis on:
 - customers
 - collaboration
 - an engaged and empowered workforce
 - our FACTS values
 - equity diversity and inclusion
 - health, safety, wellbeing and sustainability.
- 📦 Safe, inclusive and inspiring workplaces that are well-used.
- 📦 We will balance the needs of the organisation and team members and have a fit for the future agile workforce.
- 📦 All team members will have learning and development opportunities that will include developing their leadership skills.
- 📦 Our workforce will be digitally skilled.
- 📦 All our employees will be customer-focused and:
 - embrace consumer regulation
 - understand customers
 - be clear about our responsibilities as a social housing provider
 - know how to deliver effortless customer experiences, and
 - help to tackle the stigma of social housing.

Key measures



To track our progress and ensure that we stay on track we will:

- 📦 Ensure that all our people complete all mandatory training.
- 📦 Enroll all our managers in the Leadership Academy and continue encouraging our people to take part.
- 📦 Achieve an employee net promoter score of at least +58.
- 📦 Retain our Investors in People Platinum status.
- 📦 Continue to work towards fairness and equity for all our workforce, to achieve an increase of at least 18% in our next EDI assessment.
- 📦 Aim for 3% of our workforce to be in apprentice, graduate or trainee positions.