

Making Viva Engage the heart of your IC channels landscape

Paul Hickson, Group Head of Internal Communication

Steven Murgatroyd, Senior Internal Communication Manager



Because Community Matters
The Places for People Strategy

We want to be — and be known as — The UK's Leading Social Enterprise
We're changing lives by creating and supporting thriving Communities

We will create and support thriving Communities by...

- 1 Managing Communities**
Looking after the quality and safety of homes and places — whether ours or our Partners'
- 2 Developing Communities**
Building and acquiring homes and places in the right location
- 3 Helping Communities**
Supporting education, health, wellbeing, employment, and inclusion

| Aspirations | How to Win | Our Capabilities |
|------------------------------|---|--|
| Customers 3m | Customers We exist because of our Customers, we always do the right thing | Deep understanding of our Customers |
| Social Value £500m | People Engaged, developed, and trusted People | User-led experiences and data-driven decisions |
| Engagement 85% | Effortless Ensure an effortless experience for People, Customers, and Partners Remove barriers and improve service | People development with laser-focus on D&I |
| Effort | Growth Unlock growth, balance social good and commercial outcomes Grow Communities | Trusted and collaborative Partnerships |
| | Brand Unleash a respected and trusted brand, where there's a fair external narrative | A pipeline of funding and developments |
| | Resilience Ensure economic, environmental, and social resilience for current and future generations | Excellence in end-to-end delivery |

Information correct at time of printing — March 2024

Our People Promises

We are Places for People. We are Community.

This is what we stand for and this is how we roll.
When you're in our Community, this is what you sign up to.



Do The Right Thing. Always.

We always aim to **do the right thing** for our Customers, for our Communities, for each other.

What is the right thing? Never walking by. Owning it. Picking up the litter. Doing that bit extra. Helping. Giving. Being transparent. Making choices for the right reasons. Never letting anyone down. Running through the line.

We know what the right thing is because it's in our DNA. It's who we are.



Fired Up. Ready To Grow.

We have a drive to improve and make things easier. We do something new, and something better, every day.

We have a thirst to learn. We're curious.

We take care of our precious resources so we can reinvest them wisely. We're bold, we're adaptable. We're passionate about thriving Communities.



One Community.

Our differences make us who we are, our shared mission makes us different.

In our inclusive Community everyone is welcome, everyone is important, everyone is supported, and everyone can thrive.



Be Respectful. Earn Respect.

We keep our promises. We're not scared to admit we're wrong. We're open, honest, humble. We'll always listen, we're always accessible.

We are respectful, and we respectfully challenge and question. We trust each other and in turn are trusted.

We recognise, appreciate, and celebrate each other. We say thank you, a lot.



Enjoy Work.

Work can be hard, but we have a very special role to play — to be a force for good for our Customers, for our Communities, and for our society.

That's why we enjoy what we do.

It's a rare opportunity we've been given, we never take it for granted.



We'll make it easy for you to join our Community.

We'll welcome you, make it clear about how things will work, how we'll engage with you, and what we should expect from each other.



We'll be considerate and compassionate, fair and honest.

We'll trust you and want you to trust us. We'll respect you and your individuality. We'll listen, understand your needs, and support you. We'll always think of ourselves as a Customer.



We'll be easy to speak to, easy to deal with, and we'll communicate in the way that works for you.

We'll own it and we'll keep you informed along the way. We'll always aim to do what we say, when we say we will. But if we can't, we'll talk to you and explain what's happening.



We'll listen, say sorry, and get things sorted as quickly as possible.

We'll aim to do the right thing. Always.



Whether it's keeping you safe and secure, improving your health and wellbeing, or providing additional support, we'll always do as much as we can to help you thrive.



We are Places for People. We are Community.
When you're in our inclusive Community, these are the promises we make.

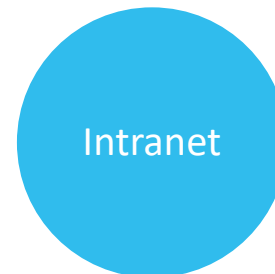
Our Channels



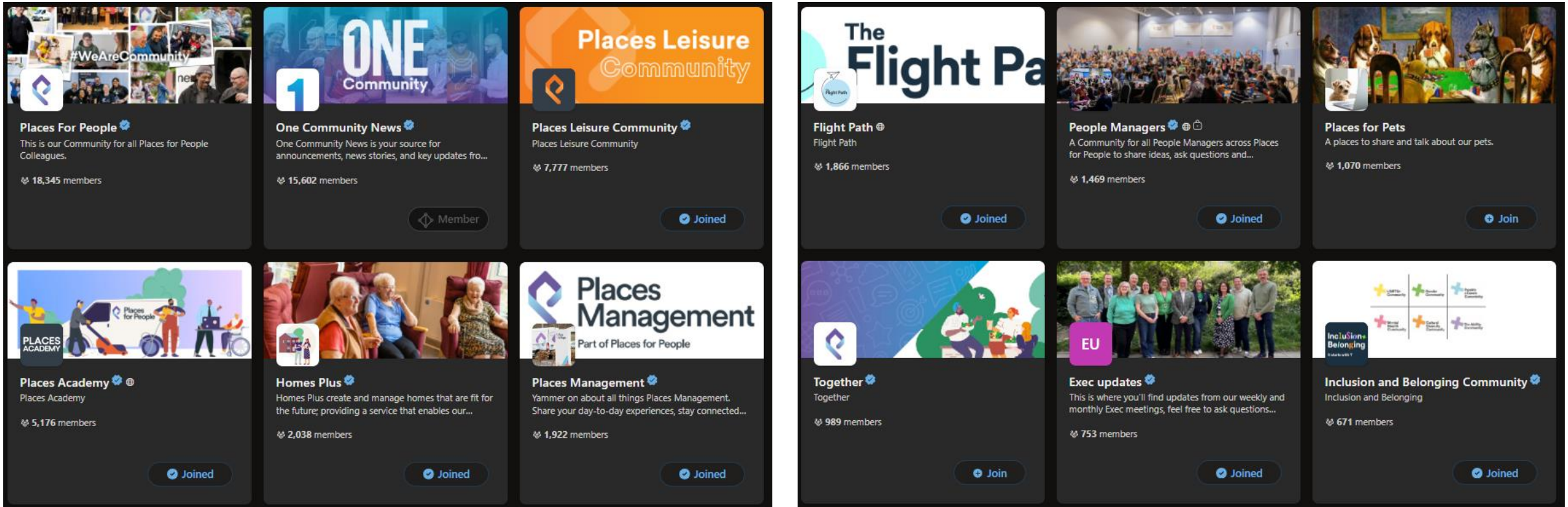
Viva Engage is our core channel



Underpinned and supported by

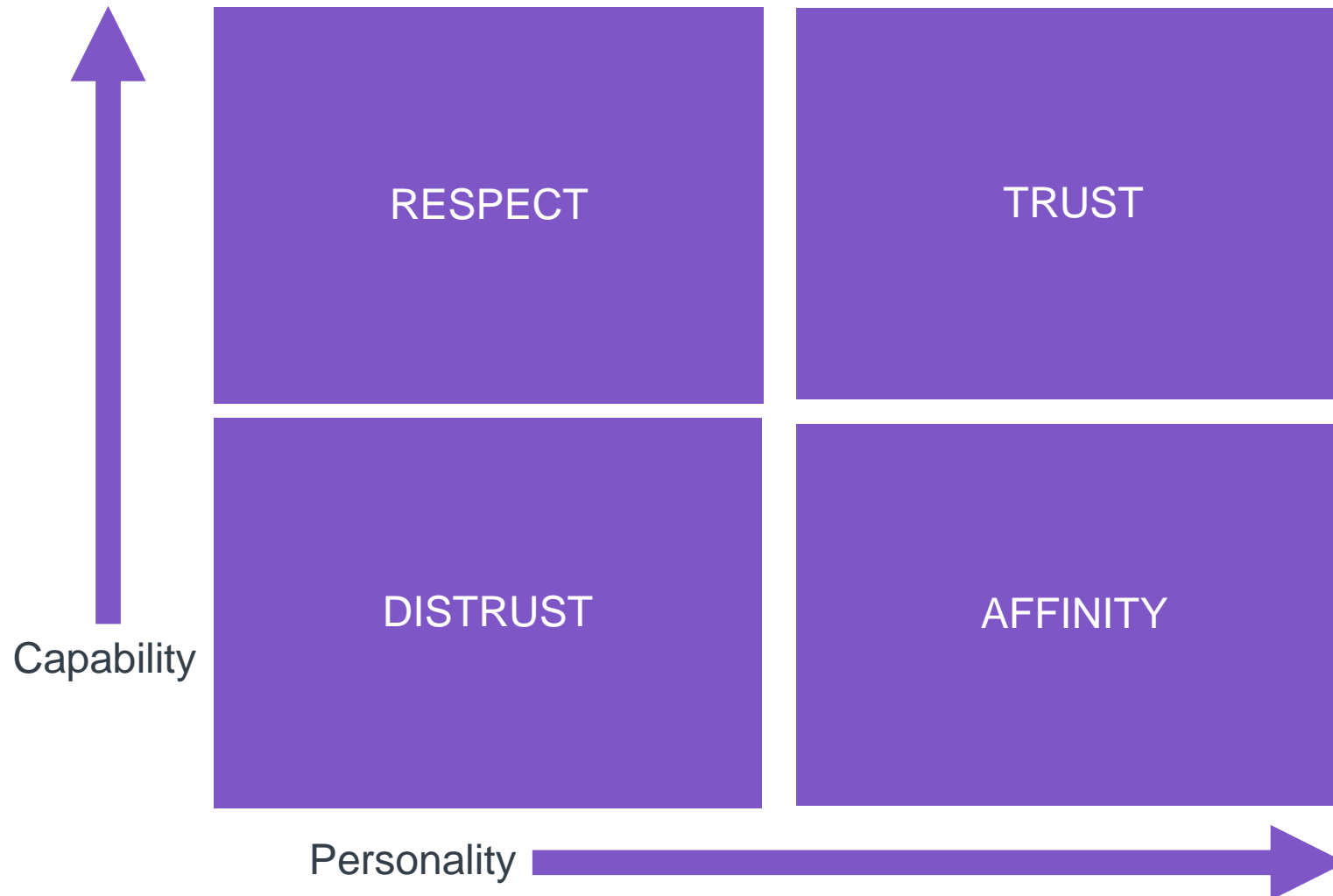


Build the Communities & let them grow



‘Communities are the backbone of our conversations’

Why our leaders are critical to our success



The Importance of Greg

South British Housing Association

Supported by South Ribble Borough Council



Working
With

THE HOUSING CORPORATION

The Old School House

With funding
from the
Department
of the
Environment

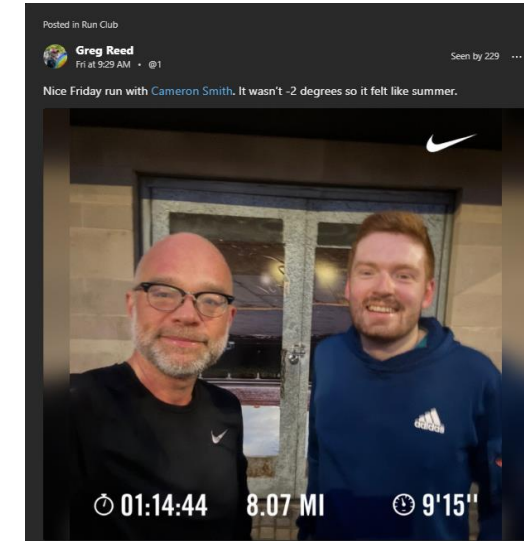
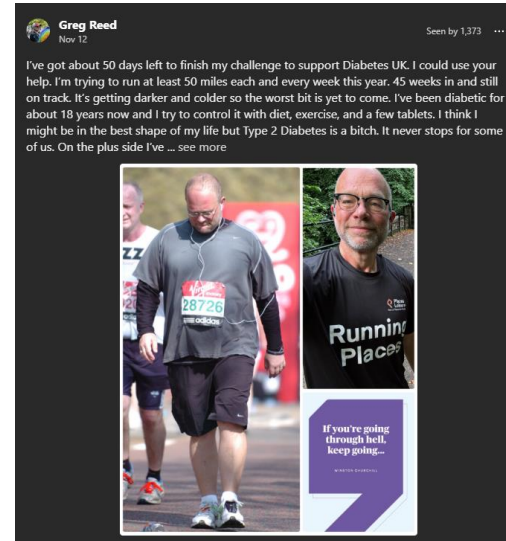
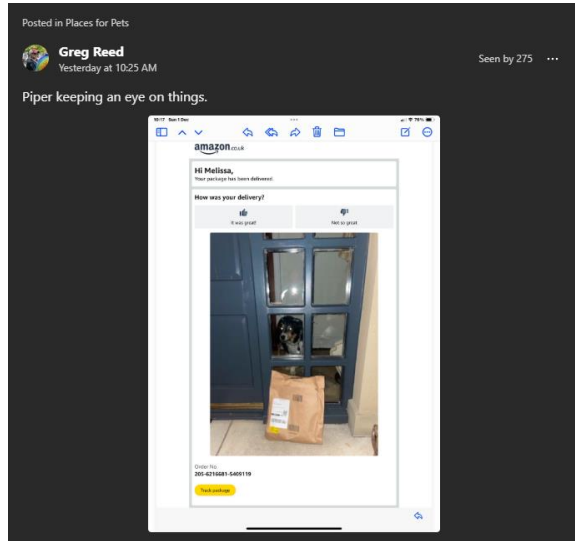
8 - 1&2 Bedroom flats for Rent

All enquiries to :-

61/63 TUNLEY HOLME. CLAYTON BROOK
BAMBER BRIDGE. Tel 01772 - 312075



The power of Greg



User Name

Latest Activity Date

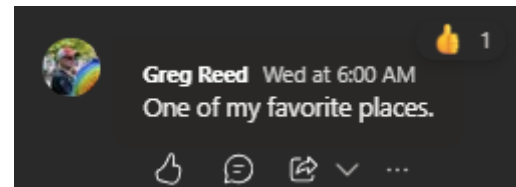
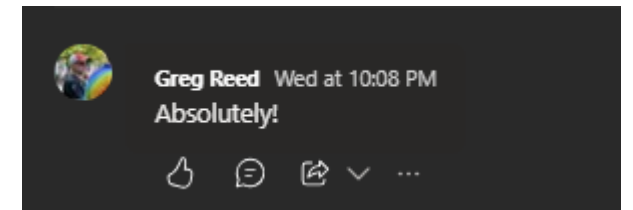
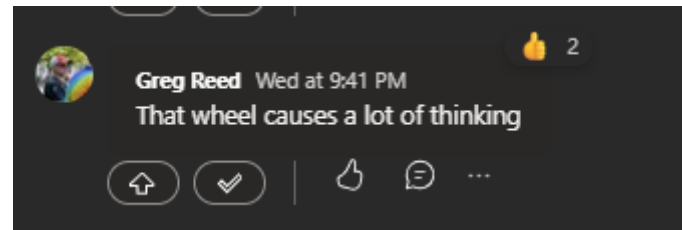
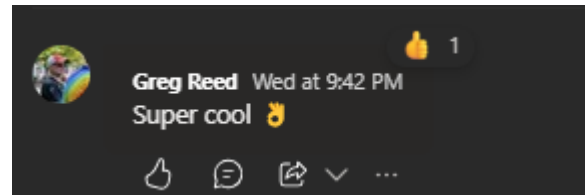
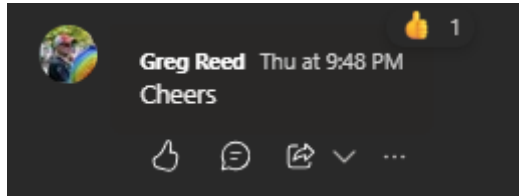
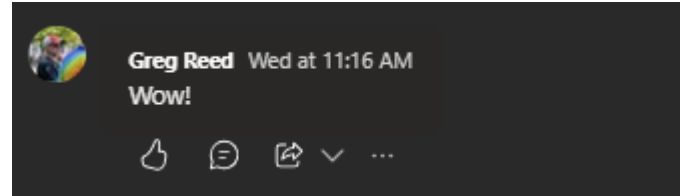
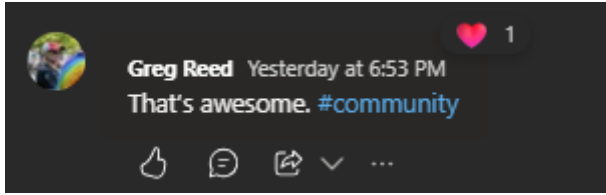
Influencer Score

| | | |
|-----------------------------------|------------|--------------|
| Greg Reed [1288605671424] | 05/10/2024 | 2,571,000.68 |
| Amy Nathan [1288596512768] | 05/10/2024 | 807,728.13 |
| Judy Hardy [1288580612096] | 05/10/2024 | 653,109.89 |
| Rachel Crownshaw [26170485719...] | 05/10/2024 | 589,455.36 |
| Katie Smart [1288584085504] | 05/10/2024 | 583,401.77 |
| Marcus Hulme [1288580628480] | 04/10/2024 | 545,281.00 |


Most Engaged Members

| | |
|---------------------------------|----------------|
| Greg Reed [1288605671424] | [Longest bar] |
| Katie Smart [1288584085504] | [Shorter bar] |
| Rachel Crownshaw [261704857...] | [Shorter bar] |
| Amy Nathan [1288596512768] | [Shorter bar] |
| Judy Hardy [1288580612096] | [Shorter bar] |
| Tom Goodhand [634508722176] | [Shorter bar] |
| Martin Hughes [128858442956...] | [Shorter bar] |
| Paul Hickson [1421719928832] | [Shortest bar] |

The power of Greg




Good, Bad and Ugly

 **Sarah Freeman**
Nov 6 • Edited • @1 Seen by 329 ...

The power of Viva Engage, a post about disappointment not getting on the Pioneer programme turned into a growth opportunity through shadowing, been great to have [Michael Blastland](#) with us this week, job shadowing is such a great way to understand other parts of the business and step outside our comfort zones in a safe environment. If you see jobs you are interested in on career compass then flag it with your manager and they can help arrange some shadowing for you.

Posted in Places For People

 **Gillian Sladen**
May 31 • Edited Seen by 159 ...

Leeds Venues


Sorted now thanks to the power of Viva Engage!

Afternoon everyone. I'm hoping the power of Viva Engage can help with this one.

Does anyone know of a bigish venue (40 people) for a team meeting in Leeds that is accessible to the station. Ideally a community venue (Age UK can't help with the date we have - 16 July). The big room in Stanley House is already in use.


Thank you!!

Announcement posted in One Community News

 **One Community News**
Sep 11 • @5 1 share • Seen by 5,215 ...

When the Gen-Z Colleague writes your Drop The Mic trailer...
[John's](#) intro today is ON FLEEK!

Join us Live at the later time of 1pm on Viva Engage to catch [Greg](#) and John chatting with [Belinda Steward](#) [Karen Halford](#) and [Katie Barker](#) as John says - it's gunna be Bussin'




Watch in Stream

Laugh Comment Share

You and 296 others

Posted in Customer Hub

 **Dre Thompson**
Mar 7 • Edited • @14 1 share • Seen by 203 ...

The power of viva engage 🌟

I put up a suggestion on the platform around a month ago to help us manage our customer decants and short-term housing options more effectively. [Keith Raw](#) contacted me to talk further about this and extended an invitation for me to present my proposal to the futurist group.

Today, I had the privilege of attending the quarterly futurists meeting at our group support centre in Preston.

The day was all about discussing growth opportunities to ensure that we "plant trees for our future" which I found really insightful.

Posted in Homes Plus



Rachel Crownshaw

Oct 13, 2023

Right then, so my well-intentioned announcement on Drop the Mic of changing back to Housing Officers has caused a bit of conversation! Thank you for that - sharing opinion and ideas is the way we make positive change happen together.

Our thinking was twofold. We've heard loads of feedback from Roadshows and whenever we've been out and about in Communities about going back to housing officer as it's recognised by Customers and Colleagues. And we already use housing officer in Scotland, so made sense to create consistency.

The Yammer convo was super helpful. The Regional Directors have had lots of conversations with Place Managers over the past couple of days by way of follow up and generally no-one is wedded to Place Manager. Many of you like Housing Officer. Some of you have made other suggestions.

I care about how you feel about your work and am focused on making the role more rewarding and Effortless. So lets keep the conversation going. I'm going to hold off making any change formally for a while. There's no rush, I want to hear more. We'll speak with Colleague Voice too. Being upfront, whatever happens, I won't please everyone. But hopefully you'll know that you've been heard. Then we can all get behind whatever it is.

Posted in Places For People



Paula Woodcock

Jul 2

Seen by 159

How can we 'do the right thing' and prioritise our customers when we use the Experian company for the DBS process and I am still awaiting on my DBS coming through since 01.05.2024. 2 Months! The weekly changes of the issues they have apparently with my documents is just frustrating. How they cannot see this is impacting on me, my colleagues and VULNERABLE customers is beyond me

Like Comment Share

Numan Kaji and 3 others



Numan Kaji Jul 2

Karen Halford

Like Comment Share



Karen Halford Jul 4

Numan Kaji apologies for the delay in responding I'm just back from holiday.

Like Comment Share



Rachel Crownshaw Jul 2 • Edited

Hi Paula - our people partners can help us, so have you spoken to your line manager/ area manager about this so they can follow up? [Kate Ritchie](#)

Like Comment Share

1 reply



Rachel Crownshaw Jul 2

Paula Woodcock pleased it's getting sorted but sorry it's not been a great experience for you. Hopefully Megan will feed back to Experian

Like Comment Share



Karen Halford Jul 4

Paula Woodcock I am sorry the DBS process has been so protracted. I am tagging in Joanne Owen who owns this process. Jo will be really interested in your feedback so we don't repeat the issues with other colleagues. Thanks for posting. It's really helpful hearing the feedback good or bad.

Shared on Kitesh Patel's storyline



Kitesh Patel

Aug 4

Dad why don't people get along?!

That was the tough question from my daughter as we watched the news this weekend.

As someone born and raised in the UK, the son of an immigrant, this week's riots really hit hard. It's distressing to see our communities torn apart by violence and division. My mum came here in the 60's and always taught us to get along with everyone, no matter our cultural differences.

I might've been overthinking, but we changed our weekend plans 'just in case' and checked in with family and friends who live further away. I haven't had to do this in quite a while.

Personally, I'm disgusted with some of the behaviour I've seen from lots of different groups this weekend. We need to remember that we're stronger united than divided.

If any of my colleagues have been affected, I'm here to listen. Let's work towards understanding and unity.

Posted in Together



Lisa McConnell

Mar 22

Seen by 3,098 ...

I'm sharing this reluctantly. But sincerely. And because it is primarily a housing story.

So my friend Louise took her own life last week. She hung herself. It takes my breath away to write those words. They don't make sense. Her mother answered my text instead of Louise with those words and it has shocked me to my core. Not only for the obvious reasons suicide is shocking. But because she was so frighteninglyjust like me. (only she was much prettier and 2 years younger).

A decent upbringing in a safe loving home, a fancy university degree and long working career with professional success, and a heart and mind for social responsibility. She spent years volunteering for homeless organisations in Edinburgh like Streetwork and Crisis. She went through a nasty relationship breakdown years ago, but didn't have a history of depression and for most of us around her she was a beaming light of sunshine and positivity.

What changed. What was the scariest, most terrible awful thing she could imagine. What was beyond survival. It was Homelessness. She was facing eviction. She really shouldn't have been, but because of a complicated, archaic, and hugely unfair legal system, she was fighting to save her home in a number of different court proceedings that failed her, bankrupted her, and broke her soul. Myself and others who've worked for years in housing tried to advocate and advise in her long fight for justice. None of us imagined this would be the outcome.

QUESTION

Ask a question (required)

0/150

Add more details