

deliver the same outstanding service



## MyFutures

### December 2020



## reflect, learn and adapt



create more flexibility for our people and customers

## Our approach to flexible working

## Work is based on deliverables... If those deliverables are punctual and of a high standard, where and how we deliver them shouldn't matter.

Together, through our 'MyFutures Group' we aimed to reflect, learn and adapt our business model to continue offering the same outstanding service, whilst creating more flexibility for our people.

Our approach to flexible working is open, transparent and collaborative. It's about giving our colleagues more choice and not taking things away from them.







## Our Journey - Bottom to Top!



- Representatives from all areas of the business
- Regular surveys conducted
- Weekly comms established



### Processes & Ideas Technology People Customer Assets

- Over 500 thoughts shared
- Requirements refined down to 68 - a large amount of which sit in existing plans/strategies







- Six tests chosen to support vision:
  - Time Management
  - Regional Hubs
  - E-Learning
  - Digital Skills
  - Flexible Working Patterns
  - Digital Mailing

- Development and buy in of proposed vision
- Research findings from test provided to relevant department head

Managed and designed by our collegues

## How We Work



## Where we work





- I ran a brainstorming session
- Lattend Board and group meetings
- I delivered a roadshow to launch a new service
- I developed an idea into something more
- I got to meet new people
- I ran some testing with residents
- I spent some time presenting at a regional team meeting
- I built relationships with colleagues that I may only normally see twice a year

## Innovation



- I meet with my colleagues regularly to wind-down, have fun and build relationships
- I get to celebrate our work and get recognised by the company for my contribution



### Did you know...

By working from home, as a business we're saving 165 tonnes of carbon per year-that's the equivalent of 32 return flights from Manchester to Syndey.

## Our new Hub is coming to life!



## A flexible lifestyle policy

## **Our next generation**



<u> Alex - 25</u>

Alex is fresh out of University with qualifications in Business Management. Alex lives at home with his parents, so doesn't have office space to work from.

## **Our working families**



<u>Tracy - 41</u> Tracy has worked for JJH for 5 years and is married with 3 young children. Tracy works part time and can work from home when her children are at school, she would like to regularly see colleagues.



HOME OFFICE KIT We provide IT and office equipment to help colleagues create a safe and comfortable space to work.



#### LOCAL HOT-DESKS

For those that can't work from home, we help source local hot-desk facilities that cater for individual needs.

#### **E-LEARNING**

We offer an enhanced e-Learning capability to up-skill in digital working, as well as enhance career prospects.

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#### TECHNOLOGY

We enhance our IT & digital technologies - making it easier to work, as well as improve our offer to customers.



#### **MEETING POINTS**

We encourage colleagues to meet where ever and whenever works best for them.

## **Our valuable long timers**



<u>Helen - 58</u>

Helen has worked for JJH for 15 years and is single with older children. Helen has plenty of space at home to work, but she isn't tech-savvy and enjoys socialising with colleagues at the office.



#### **PROPEL HUB**

Colleagues can meet at our flagship innovation hub, catering for collaborative office and creative working.



#### **SOCIAL EVENTS**

We maintain a 'One Team' culture by promoting and encouraging social events for our colleagues.

## **Benefits Overview**

### People

Offer lifestyle guidelines that fit with colleagues personal commitments, allowing them to strike a healthy work/life balance. Helping us attract and retain the best talent



### Residents

Offer more ways for residents to engage with us at a time that suits them. Learn more about them and deliver solutions that improve customer satisfaction



Reduce our non-value adding time and activities, providing more focus to deliver the things that make a difference



### Culture

Empower our people to manage their own time and workload. Encourage collaboration to deliver change as #OneTeam



#### Tell us why you #LoveWhereYouWork

### Environment

Reduce our carbon footprint through reduction in travel and increased use of digital communication tools saving roughly 550K collective miles of commuting per year.

### Productivity



### Market Position

Have a vibrant. forward thinking, 'digital first' workforce that will allow us to stand out in the sector and attract the best talent



### Cost to Service

Reduction in operating diversification and digital transformation will enable us to reinvest more in the development and products and services



## Our digital drive...



## **Digital communication**

- Servicing Emails
- Enabling digital comms -Paper > PDF
- Secure messaging
- Push notifications
- Social media interaction
- Web chat/Chat bots
- Artificial Intelligence



## **Digital Archiving**

- Digitalising document archiving
- Investment in cloud storage and technology







## **Operational Efficiency**

- Enabling self-serve options
- Streamlining operational processes (Lean)
- Reducing print and postage
- Reducing repeat contacts
- Driving digital skills and awareness
- Increasing satisfaction CSAT, ESAT & NPS

# Thankyou!



