



Our Future



About us

At Wolverhampton Homes, we manage properties across the city on behalf of the City of Wolverhampton Council. We also provide a wide range of essential support services for customers and city-wide, tenure-neutral services including the Anti Social Behaviour team and the Home Improvement Agency.

With almost 700 employees, we are one of Wolverhampton's biggest employers and we take our responsibility to the city and its residents seriously. Colleagues have told us they gain a huge sense of meaning and purpose from their work here. A safe and secure home is a basic human right, so the work we do – and the ability of our teams to deliver at a high standard – is critical in supporting thousands of people in the city to thrive.

Our number one goal is to provide great customer service and for everybody working at Wolverhampton Homes to be positive ambassadors for the company.

The way you speak to a customer or partner on the phone, your choice of words in an email, how you introduce yourself when you arrive at a customer's home, and whether you return somebody's call or not. That's our brand. And the thing that's right in front of someone at their time of need is what they will remember. So put yourself in the customer's shoes and consider how you'd feel if you were them; always put our customers first and do the right thing.



What matters to us

Our mission, vision and values are the 'why' behind why we do what we do. They add meaning to our work and provide a framework for the decisions we make and the way we operate. We won't always live up to our values, but we should always try to.

Our mission is to help people get on in life. In pursuit of this mission, we will continue to focus our efforts around three key pillars, to support the City of Wolverhampton Council's strategy:

- **Enhance our community and customer focus**

by working in communities to deliver high quality services that keep customers at the heart of everything we do and meet their changing needs and preferences.

- **Provide safe and secure homes**

by managing and maintaining homes and neighbourhoods to a high standard, adapting and improving the existing housing stock and actively contributing to the improved supply of sustainable accommodation options across the city.

- **Support people to sustain their tenancies and homes**

through effective advice and support services that help residents to live independent, prosperous and fulfilling lives. We will continue to work collaboratively with stakeholders to promote independence and individual and community resilience while continuing to provide excellent housing services.

Our mission:



Our vision:



Working together

because we achieve more that way



Open to new ideas

by trying new things



Respecting differences

by being fair and respectful



Delivering our promises

because customer service matters

Imagine Our Future...

Our Future was developed in response to colleague and customer feedback about our company. It's our framework to make changes to improve what we do for our customers and for the City of Wolverhampton Council, ensuring we are ready for increased regulation and new legislation, and to make Wolverhampton Homes an even better place to work.

Our goal is to create a positive and supportive work environment where everyone can thrive and grow. Our business priorities focus on how we do this to ensure we are delivering on our promises for customers.



Colleagues

- Agile workforce
- Values and behaviours
- Employee engagement
- Quality health and wellbeing support
- Learning and development
- Inclusive, diverse and open culture
- New ways of working
- Belonging for an excellent employee experience



Customers

- Customers at the heart
- Early intervention support
- Supportive income management
- Data quality and knowing our customers
- See It, Report It
- Customer voice
- Effective customer communication
- Corporate Social Responsibility
- Invest to save



Regulation

- Governance, risk and compliance
- Keeping customers safe
- Reducing our carbon footprint
- Intelligent data
- High-quality repairs and maintenance
- Systems development
- Business planning
- Consumer standards



It's all about you

We're committed to providing high-quality services for customers and we believe our employees are fundamental to achieving this.

We will provide you with the necessary tools, training and support to excel in your role and achieve your professional goals.

We encourage open communication, feedback and collaboration, and we are always looking for ways to improve and grow as a team.

These are just some of the benefits already being delivered through the Our Future transformation.

Colleagues

A committed and talented team, colleagues live our values and thrive in our learning culture. Our agile approach to work and family-friendly policies support staff to strike a healthy work/life balance, helping us attract and retain the best talent.

We strive to engage our people and empower them to manage their own time, tasks and skills development. Demonstrating our values in everything we do, we encourage collaboration to deliver change as one team in an inclusive and open environment that means everyone can participate and reach their full potential.

Customers

We keep customers updated on how we are performing, resolve their complaints promptly and fairly, and treat them with respect. We are committed to listening and acting on the customer voice to ensure we are keeping customers safe in a good quality home and neighbourhood with services that meet their needs.

Working with our Customer Involvement Panel will enable us to amplify our service delivery. This panel is made up of tenants who work with us to make decisions on the services customers receive and how these can be best delivered. This could be anything from looking at our plans for the future, reviewing regeneration works, checking communications that are sent to customers, looking at complaints and more.

Reducing our operating costs through diversification and digital transformation will enable us to reinvest more in the development and delivery of quality products and services. We continue to focus on supporting customers to sustain their tenancies and thrive.

Regulation

We aim to keep customers safe in their homes by maintaining our properties, estates and communities. Close performance monitoring ensures we are meeting consumer regulation through good quality, safe and secure accommodation and neighbourhoods as well as an effective responsive 24/7 repairs and maintenance service.

We continue to drive down our carbon footprint through reduced travel and increased use of digital communication and collaboration tools. A range of initiatives support customers to save energy and money, so we all contribute to the City of Wolverhampton's net zero carbon target.



How we work

We are committed to supporting colleagues to thrive and fulfil their potential. Our ways of working empower colleagues to do their very best for our customers. We also allow our people flexibility and autonomy in the way they choose to do their job. Alongside this freedom, it means all colleagues take responsibility and accountability to deliver their promises.

put customers at the heart of all we do

are committed to providing a great service

know and value our customers

work together

are inclusive and respect differences



provide feedback and get involved

encourage different views

take personal responsibility

ask questions and try new things

embrace digital

Knowledge sharing

With different office locations, agile working and a large team of trade colleagues working out in communities, it can be difficult to stay in the know with what's going on. We have a range of opportunities to help you stay updated.

Chief Executive briefing

Shaun's briefing is held every six weeks, rotating around our different offices and should be a must-watch for all colleagues. You have the opportunity to ask questions and provide feedback beforehand or during the briefing and every session is recorded and uploaded to the intranet. Shaun will provide updates on our business strategy and progress, internal initiatives relevant to all, news from our board and information from the housing sector.

SharePoint intranet

Important news updates and information relevant to colleagues are shared in the News section of the intranet. SharePoint is accessible on desktop and mobile devices and you can find news right there on the homepage, so just check in every couple of days to make sure you're not missing anything.

Yammer

All our job opportunities are promoted to colleagues on Yammer, and you'll also find customer stories and feedback, upcoming events and welcome messages for new starters. All colleagues can post on Yammer so why not share an update about what you've been working on this week?

#WHLife

Your monthly colleague newsletter will be in your inbox at the start of each month. You'll find a recap on important news from the last few weeks, updates from the housing sector, information on mandatory training, links to the latest SMT briefing and much more. If you only read one update a month, make it this one!

121s

Every colleague should have a regular 121 with their manager. This is an opportunity to talk through progress against your goals, any challenges or support needs and areas where you'd like to develop.

Team meetings

Your team meeting is an opportunity to discuss projects, workload and challenges, as well as share knowledge with your team. Your manager will usually brief you on any new or upcoming workstreams and share important updates from SMT, and it's a great place for you to feed back any comments or concerns.

Feedback

We want to hear your feedback, ideas and suggestions! You can raise these through one of the channels above or by completing the feedback form located on SharePoint intranet. A suggestion box will also be available for our trade colleagues soon.

Our priorities

Colleagues

- My Learning Hub upgrade
- Talent development
- Employer of choice
- Equity, diversity and inclusion
- Employee voice
- Motivational mapping
- Health and wellbeing
- Belonging



Customers

- Customer voice
- High quality digital services
- Feel safe, are safe
- Data quality and insight
- Demand-led services
- Involvement and empowerment
- Community support through partnership working
- Sustaining tenancies
- Working as One City
- Keeping customers safe in a good, quality home and neighbourhood
- To ensure that estates are safe and clean, where people feel they belong and where anti-social behaviour is not tolerated
- Treat customers with respect and act on feedback
- Work with customers for co-creation of our service delivery to ensure it is of highest standard

Regulation

- Health and safety focus
- Scrutiny
- Building safety programme
- Consumer standards
- Performance management
- Carbon reduction
- Regular, transparent performance reporting
- Robust resolution-focused complaints service





@wolveshomes

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