

Repositioning our Cultural Capital

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Culture eats strategy for breakfast

What is culture?

“the ideas, customs and social
behaviour of a particular people or
society”



Chaos?



Health and Well-being



Change?



Political

Ideological



No burning platform

**Desire to
transform**



A strong voice

Decision making

Influence

Flexible and fluid

Collaboration

Peer working

Co-creation

Challenge and feedback

Relationships

Quality dialogue



NORTH STAR

Creating homes, building futures



“I”

“we”

“all of us”

Positive Impact?



Sickness Absence

	% Absence	% Due to Work Related Stress
Year 1	8.9%	38%
Year 2	4.8%	30%
Year 3	1.4%	0%



	Operating Surplus	Tenant Satisfaction
Year 1	£0.69m	88%
Year 2	£1.46m	87%
Year 3	£3.9m	91.7%



- ◆ **95%** felt that the leaders of the organisation clearly communicated the vision and objectives
- ◆ **95%** trusted their leaders
- ◆ **98%** felt trusted to make decisions
- ◆ **99%** state that North Star values guide how they operate
- ◆ **98%** felt encouraged to take the initiative in their role

2015 **3* Sunday Times Best Company**



2016 **BUPA BITC Award Winners**



2018 **IiP Platinum Award**



**INVESTORS
IN PEOPLE** | **Platinum**
Until 2020

2018 **24housing Number 1 Landlord**





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