

Repositioning our Cultural Capital

Angela Lockwood, Group Chief Executive





Culture eats strategy for breakfast



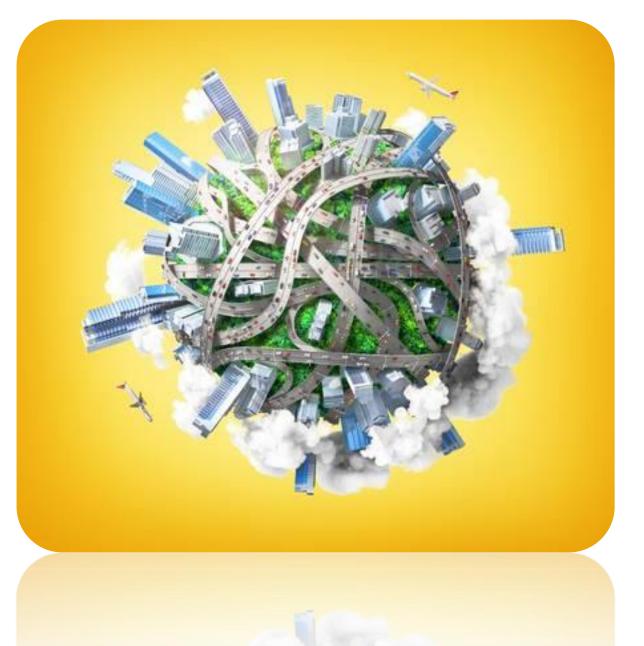


"the ideas, customs and social behaviour of a particular people or society"



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

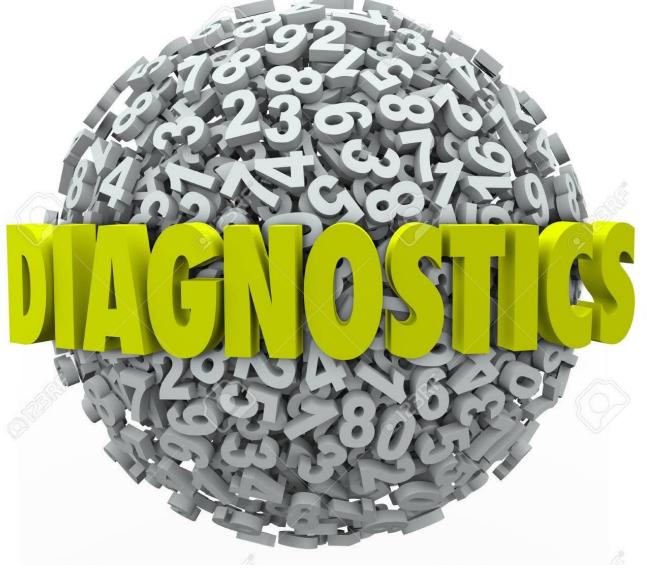
Quality dialogue















"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











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