Repositioning our Cultural Capital

Angela Lockwood, Group Chief Executive
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
“I”
“we”
“all of us”
## Sickness Absence

<table>
<thead>
<tr>
<th>Year</th>
<th>% Absence</th>
<th>% Due to Work Related Stress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>8.9%</td>
<td>38%</td>
</tr>
<tr>
<td>Year 2</td>
<td>4.8%</td>
<td>30%</td>
</tr>
<tr>
<td>Year 3</td>
<td>1.4%</td>
<td>0%</td>
</tr>
<tr>
<td>Year</td>
<td>Operating Surplus</td>
<td>Tenant Satisfaction</td>
</tr>
<tr>
<td>--------</td>
<td>-------------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>Year 1</td>
<td>£0.69m</td>
<td>88%</td>
</tr>
<tr>
<td>Year 2</td>
<td>£1.46m</td>
<td>87%</td>
</tr>
<tr>
<td>Year 3</td>
<td>£3.9m</td>
<td>91.7%</td>
</tr>
</tbody>
</table>
◆ 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

2018  24housing Number 1 Landlord