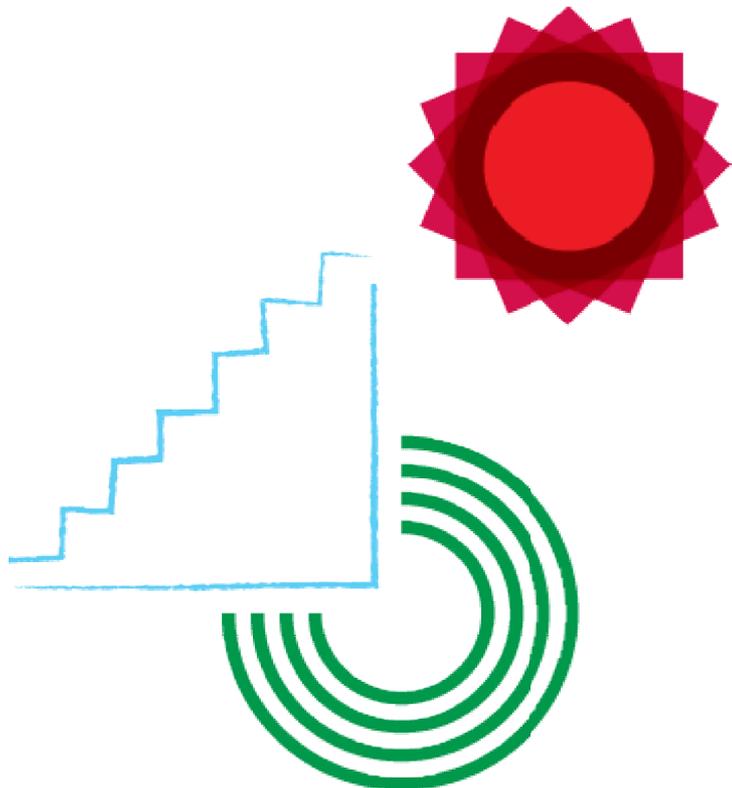




ENGAGE  
FOR  
SUCCESS

# EMPLOYEE ENGAGEMENT AT FIRST WESSEX

Case Study by Steve Jones



## EMPLOYEE ENGAGEMENT AT FIRST WESSEX

First Wessex...

- Provides homes and services to local Communities;
- Operates in Hampshire and parts of Surrey;
- Has offices in Aldershot, Eastleigh, Portsmouth and Gosport;
- Manages and/or maintains around 20,500 affordable homes for rent or purchase and approximately 50 communal supported living schemes;
- Develops in excess of 300 new homes each year;
- Has a mission: 'Working with our customers to develop communities to be proud of'
- Over 800 staff
- Turnover in excess of £90m per annum

First Wessex was the result of a merger of three separate organisations about 5 years ago and as a result faced a massive challenge of bringing the three cultures together and defining a single culture.

There was a real commitment to wanting to deliver excellent service and a commitment to developing a programme to support that.

The company invested a lot of time, money and energy in getting the culture right. Not just for the staff but also for the customer. Moving it from a staff led 'rigid' autocratic culture to a customer focussing culture.

This was achieved and is still being achieved by reducing customer and staff effort by empowering staff to come up with better ways of doing things, being able to challenge the status quo, for the benefit of customers and staff alike.

By using a programme called 'Simply Better' it has given staff a context to ask of themselves, others and customers

*'Is there a Better Way of doing this?'*

The supporting videos and PDF give you a greater understanding of the programme and its impact on clients, the staff and the business.

