

Welcome

Welcome

Before we start....

- If the fire alarm goes off....
- Toilets...
- Comfort Breaks...
- Lunch
- Resources around the room..
- Ask Questions...



 onward

Agenda

- ❑ Welcome from Jackie Carter
- ❑ Engaging with Our Customers – Leanne Baldwin
- ❑ Networking Lunch
- ❑ Wellbeing, Benefits & Reward – Chris Jones
- ❑ Sharing Your Experiences



onward

Jackie Carter

Executive Director of People

Onward

Creating positive spaces

About Me & My Leadership Journey

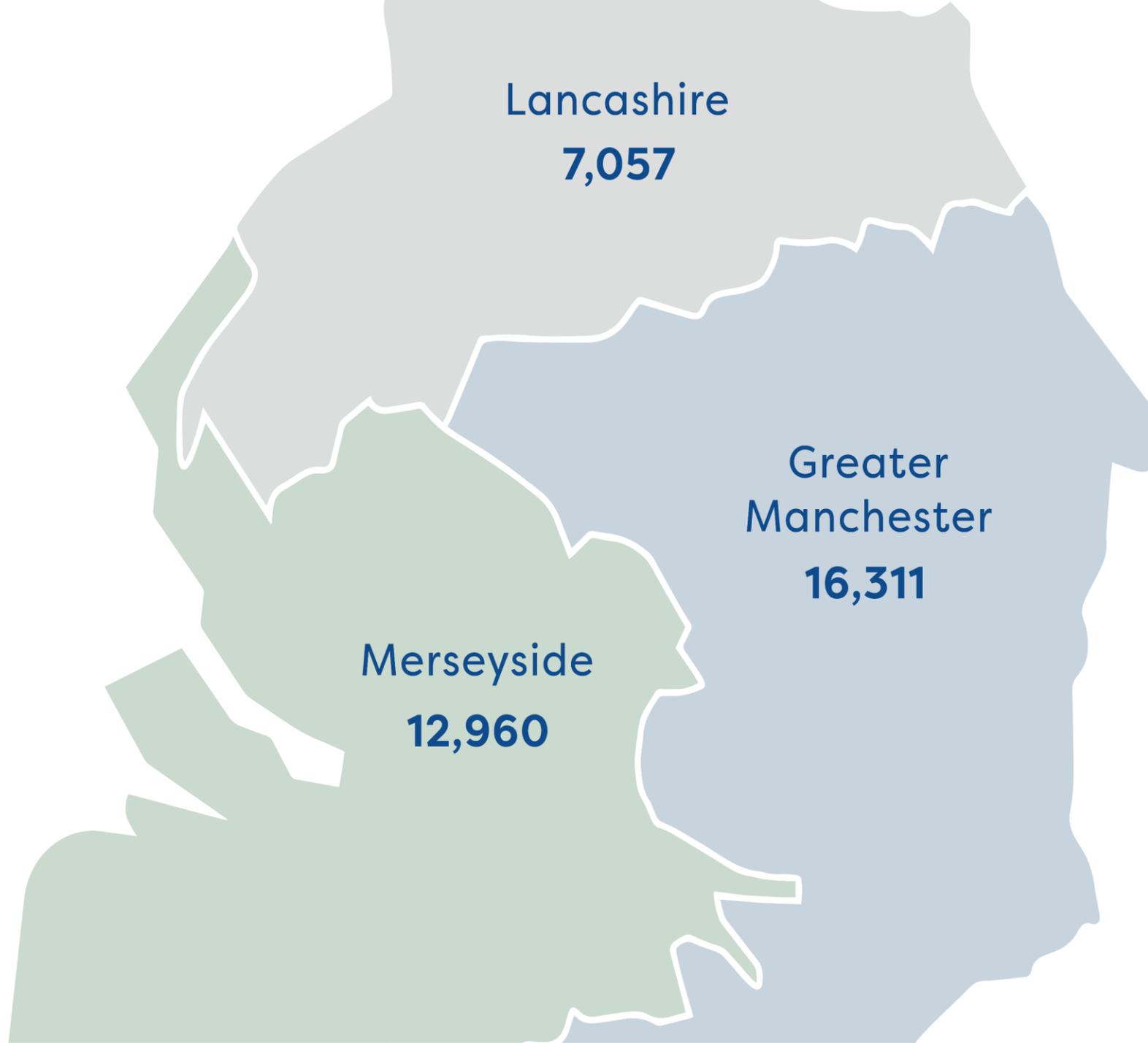
About Onward

Our homes

Total owned	
General needs	20995
Affordable rent	2261
Intermediate rent	139
Older persons housing	3946
Supported housing	1902
Care homes	77
Low-Cost Home Ownership	1408
Leasehold	5431
Market Rent	156
Non-social	13
Total	36328

12% of our stock is pre-1919.

We have a leasehold management subsidiary, CPS, which manages 5,000 homes which are not owned by Onward.



Our Customers

Whilst all our customers are different, we have three distinct groups of customers:

- Customers living in social and affordable rented homes – 65% of our customers live in rented homes that are let to people from local authority housing registers.
- Customers living in Specialist Living Homes – 16.3% of our customers live in Specialist Living Homes. These homes provide a safe, secure place to live for people who need extra help and support to live independently, including housing for older people, people with learning disabilities and people with a physical disability.
- Customers living in homes where they own a share in the property – 18.7% of customers live in leasehold properties where Onward provide site management services and/or own a share in the property



Our Executive Team



Bronwen Rapley
Chief Executive



Jackie Carter
Executive
Director of People

Colleague Experience
Business Partnering
Learning & Talent Development
Strategic Projects



Dani James
Executive
Director of
Finance

Finance
Governance & Legal
Data Insight & Analytics
Procurement



Matthew Saye
Executive
Director of
Operations

Housing, Specialist Living & Home
Ownership
Customer Experience
Digital Strategy
ICT



Sandy Livingstone
Executive Director
of Property

Growth & Regeneration
Maintenance
Property Investment
Health & Safety & Landlord
Compliance

OUR CORPORATE PLAN

Delivering the Corporate Plan

Our Corporate Plan is underpinned by **five key themes** that will deliver better outcomes for customers and colleagues

ENABLING:

Helping people take control of their lives and neighbourhoods.



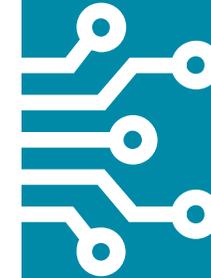
ENVIRONMENT:

Reducing carbon by making our homes warm, dry and comfortable.



TECHNOLOGY:

Using modern technology and better data to improve customers' experiences.



LISTENING:

Being a listening landlord that is easy to contact, responsive and a human presence.



COLLEAGUES:

Learning how to do a better job for our customers and an employer people love working for.



The Onward Difference

We are an **enabling Landlord**.

We put **customers at the heart** of everything we do

By **providing warm and secure homes** we provide the foundations for our customers to be their best

We **work within the community** with partners to go beyond housing

We are also an evolving the organisation... the next stage in our own development

Some big areas of change..... First Time Fix Maintenance, Systems for our Future, Development of in-house services



Our Evolution

The Evolution Programme

- Led by the Senior Leadership Team
- To focus on specific key programmes of work aimed to deliver fundamental change to the business
- To ensure a clear focus and understanding of timeframes, impact and progress
- Providing structured support to key change programmes across the business
- Ensuring we continue to evolve and collaborate to deliver the best service possible for our customers

Key Areas of Change

- Systems for our Future
 - Sits within digital strategy with a key focus of implementing a new housing management systems and supporting systems
- First Time Fix Maintenance
 - Grow our in-house repairs team
 - Create a service that delivers a 70% first time fix
- People & Culture
 - All of these are underpinned by our culture and the need to adapt and grow
 - We will do this through a variety of initiatives including Leadership Development and embracing a digital first approach

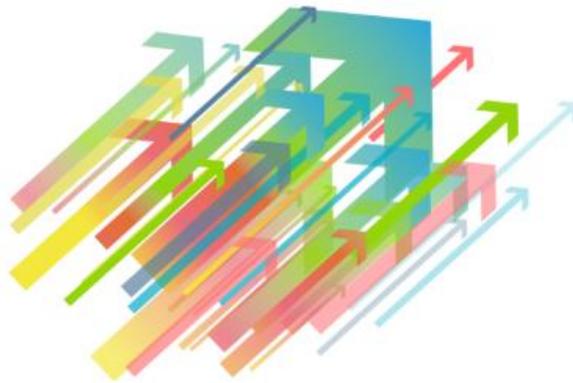
ONWARD VALUES

Our Onward Values



RESPECT

for our customers
and each other



EXCELLENCE

at delivering meaningful
services to our customers



CREATIVITY

in our approach
and ambition

Comfort Break



Leanne Baldwin

Customer Involvement Specialist

Onward

Creating positive spaces

Onward

Our Customer Voice



How the Social Housing Regulation Act became

LAW

[Social Housing Regulation Act: 6 years in the making | Shelter \(youtube.com\)](#)

A focus on customer voice and achieving greater accountability

2017 **Grenfell Tower Disaster** – Sparks immediate review of Social Housing Practice.



2020 **The Social Housing White Paper** – Presents a charter setting out 7 commitments that social housing customers should expect from their landlord, including customer voice.

It outlined plans for new regulation and a strengthened Housing Ombudsman. Plans include regular inspections for landlords >1,000 homes and powers for the Ombudsman to issue failure orders.



2023 **Tenant Satisfaction Measures**, a review of the **Decent Homes Standard** and **New Consumer Standards** have been outcomes of The Social Housing White Paper and the Review of Social Housing Regulation.



The '**Housing Ombudsman New Code**' 2.0 becomes law from April 2024.

2024 **Awaab's Law**, introduced in the Social Housing Regulation Act 2023 - requires landlords to investigate and fix reported health hazards within specified timeframe.



All of this adds up to a **focus** from the government, the media, and the **regulator** on **customer voice** and achieving greater accountability.



Corporate Plan

“Getting the basics right and listening to you will be the foundation for everything we do”.

Onward



The Onward Difference

Our Corporate Plan 2022 - 2030

Customer Involvement



Our Customer Strategy is one of our ten strategies that set out how we will deliver our Corporate Plan. This strategy sets our overall objectives for customer involvement.



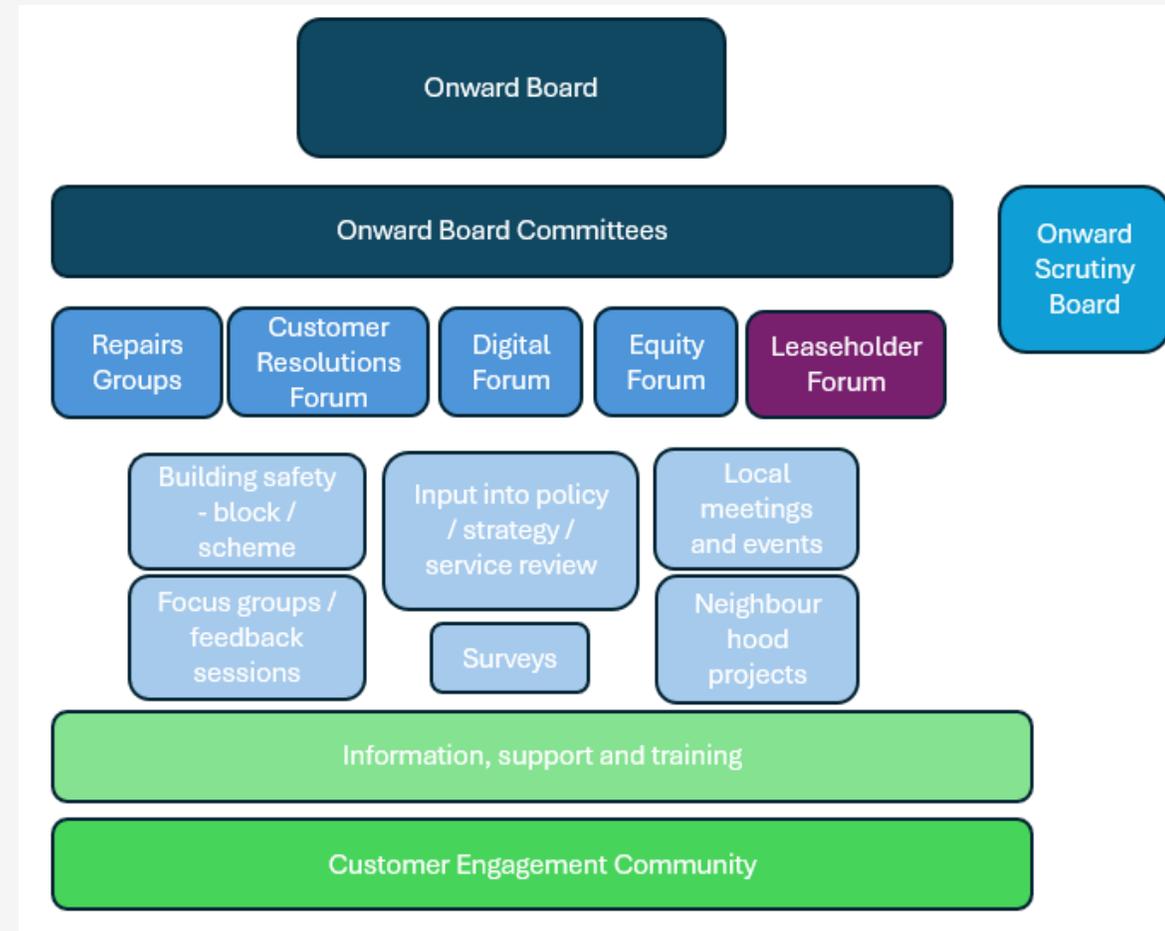
Our Customer Involvement Policy sets out the ways in which we will involve and listen to our customers. Over 800 CEC members responded to a survey to help us review our approach.

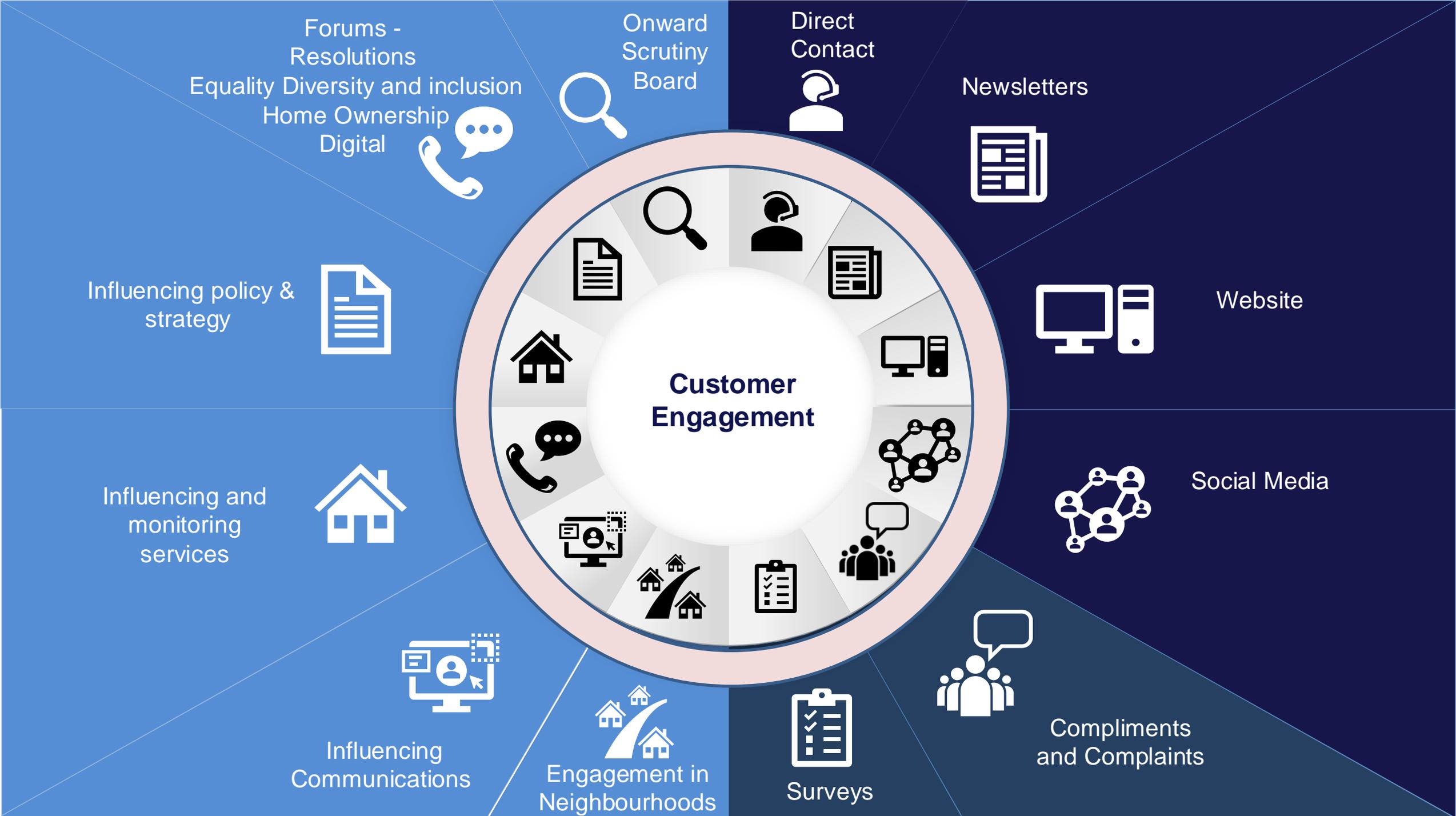


We offer a blend of involvement opportunities to suit the diversity of our customers



We monitor involvement so that we can take action to improve diversity where required







Welcome to the Spring edition of the Your Voice newsletter.

Spring is finally here. I am sure you will join me in welcoming the brighter days and warmer weather. In this edition:

- Learn about how we are listening to your feedback during neighbourhood walkabouts and our regular contact with customers to make meaningful changes
- Meet Jude, a member of our Equity Forum
- We share what our Onward Scrutiny Panel have been reviewing on your behalf
- An opportunity to win a new slow cooker which you won't want to miss out on

And much, much more!

Thank you to all our members who continue to get involved and share their views with us. We look forward to working with you this year.

Val Alker
Interim Customer Involvement Manager

The screenshot shows the top navigation bar with the "Onward" logo and links for "FIND A HOME", "FOR CUSTOMERS", "FOR INVESTORS", "ABOUT US", "NEWS", and "CONTACT US". There is also a search icon, a "MY ONWARD" button, and a hamburger menu icon. The main content area is titled "Your Opportunities" and lists several categories: "Events", "Customer Engagement Community", "Your Voice Newsletter", "Training", "Prize Draw Winners", "Become a member", "Onward Scrutiny Board", "Tenants' and Residents' Associations", and "Neighbourhood planning". To the right, there is a section for "Your Voice Newsletter" which includes a description, a "Take a look at our latest newsletter." link, a thumbnail of the newsletter cover, and a "DOWNLOAD" button. At the bottom, there is a link to "Explore previous editions of Your Voice".

Your Opportunities

Events

Customer Engagement Community

Your Voice Newsletter

Training

Prize Draw Winners

Become a member

Onward Scrutiny Board

Tenants' and Residents' Associations

Neighbourhood planning

Your Voice Newsletter

Members of our Customer Engagement Community receive our exclusive Your Voice newsletter which provides updates and information from the Customer Engagement Team.

Take a look at our latest newsletter.



Your Voice Newsletter
Spring 2024

In this issue: how we are listening to customer feedback to make meaningful changes and a chance to win a new slow cooker.

DOWNLOAD

Explore previous editions of Your Voice

Questions?

Welcome Event: Networking Lunch

Scott Brerton

Social Investment Specialist

Natasha Laws

Social Investment Specialist

Sandra Harrison

Customer Care Manager

Lisa Morreale

Sales Advisor

James McGarry

Safer Neighbourhoods Specialist

Laura Corlett

Safer Neighbourhoods Specialist

Andy Brown

Repairs Team Leader

Peter Riding

Electrical Team Leader

Sonia Thompson

Neighbourhood Delivery Manager

Tom Crookston

Customer Service Team Leader

Vincent Clark

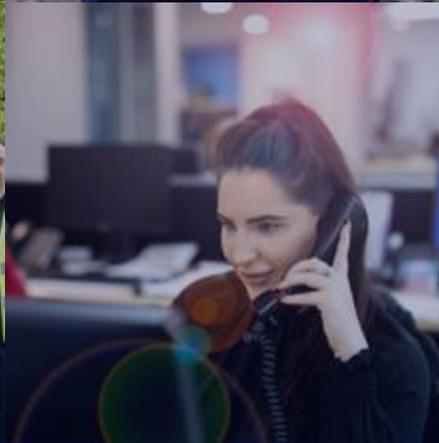
Environmental Services Manager

Natalie Glasier

Head of Home Ownership

Networking Lunch





Welcome Back

Supporting your Development

Onward+



We launched a new Customer Service programme called Onward Plus last year. So far over 900 colleagues have attended a session and completed the training.

The intention is this programme will give colleagues the power to be a:

- Positive
- Listening
- Understanding
- Service provider

Attending Development Sessions

Learning & Development

[Request Training](#)

[Cancel Training](#)

[Learning for Life](#)

Select a Training Course ×

Select Course

Please select the course and date that you wish to attend. Then click 'Next'.

Search

Select	Course Title	Start Date	Start Time	End Date
<input checked="" type="checkbox"/>	Introduction to Social Housing	03/11/2023	09:00	03/11/2023
<input type="checkbox"/>	Onward Welcome Tour	08/08/2023	09:00	08/08/2023
<input type="checkbox"/>	OPM Lite drop in session	21/09/2023	12:00	21/09/2023
<input type="checkbox"/>	OPM Lite drop in session	23/11/2023	12:00	23/11/2023
<input type="checkbox"/>	OPM Lite drop in session	22/02/2024	12:00	22/02/2024

[Next](#) [Cancel](#)

Chris Jones

Reward & Engagement Manager

Our Onward Values



FOCUS ON **EXCELLENCE**

Alan has encouraged and supported me over the years in more ways than one. He's a great bloke and one of the good guys, a real people person.



FOCUS ON **CREATIVITY**

Chauntelle is always an inspiration to the community and is an amazing colleague to work with.



FOCUS ON **RESPECT**

She listened and understood what I was saying - a very friendly person, and she went the extra mile to book my repairs.

Our Values in Action

Activity

In your groups, discuss the Onward Value you have been given, capturing your thoughts on the flip chart paper provided.

Think about:

1. What does this value mean to you personally.
2. How have you seen this Value demonstrated in previous workplaces or daily life?
3. How do you think this value will influence your work here at Onward?

Finally, capture some actions that you will take to ensure you uphold this value in your day-to-day role



Case Study

“You have no idea how much of a difference you have made to me, my life, and the situation I've been in. I have spoken to Karen and am relieved to hear that the housing element of my universal credit award will now cover the majority of my rent minus about £10 per week. That has taken such a weight off my shoulders.

They are going to take £60 per month from my Universal Credit towards my arrears. I'm so relieved. No more struggling to pay the £100. Once I get help submitting my out-of-time appeal to Hyndburn Borough Council, which I went through three years ago, the arrears will be cleared, and I should get some money back myself. I just wanted to let you know how much your help and kindness have given me.

The hope that I had for mine and my boys' future in our house is now in abundance once again. From spending the last almost 12 months with our security hanging in the balance to how much better I feel now in the space of just one week since you came to my house.

I am beyond grateful to you. I really appreciate everything you have done for my boys and me.

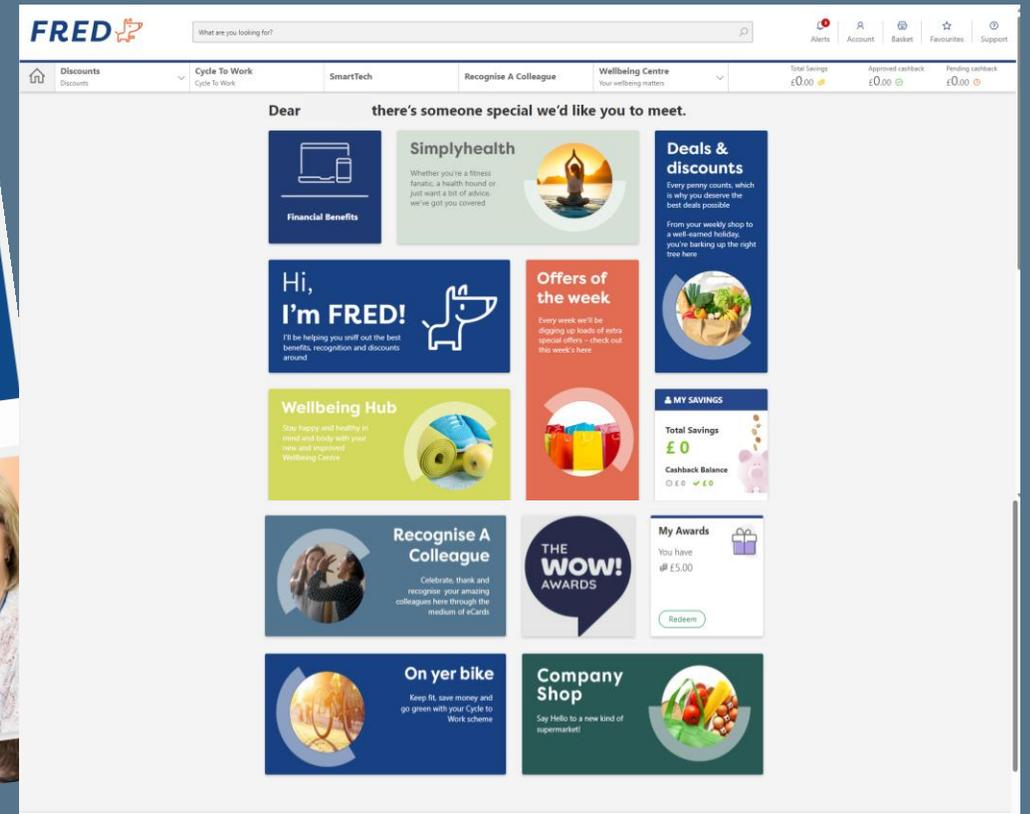
Thank you from the bottom of my heart”.

Onward

Colleague Benefits

FRED

i.e. Free, Recognition Employee Discounts



Smart Spending App

Download for your smartphone today!

- From anywhere, at any time, and on one app, you'll have access to the exclusive employee discounts given to you by Onward Homes on the SmartSpending™ App.

How does it work?

- Purchase Instant Vouchers to use in-store and online. They'll be saved in the app so you can use them even when you're offline.
- Order, activate, and top up your Reloadable Cards at a discount directly from the app. And use them in-store and online every time you shop.
- Collect Cashback when shopping online on your phone and use your savings to use towards future discounted purchases.

How do I get the App?

Follow these three simple steps to start saving on the go:

1. Search 'SmartSpending' in the Apple or Android app store and download the app.
2. Open the app and select the 'Get Started' option.
3. Enter the email address and password you use for your colleague discounts offering or use the Magic Code option.

And that's it! You'll then have your exclusive colleague discounts directly on your phone.



Smart Tech

What is SmartTech?

- SmartTech is a net salary deduction benefit that offers colleagues instant access to free financing on Curry's technology and white goods products

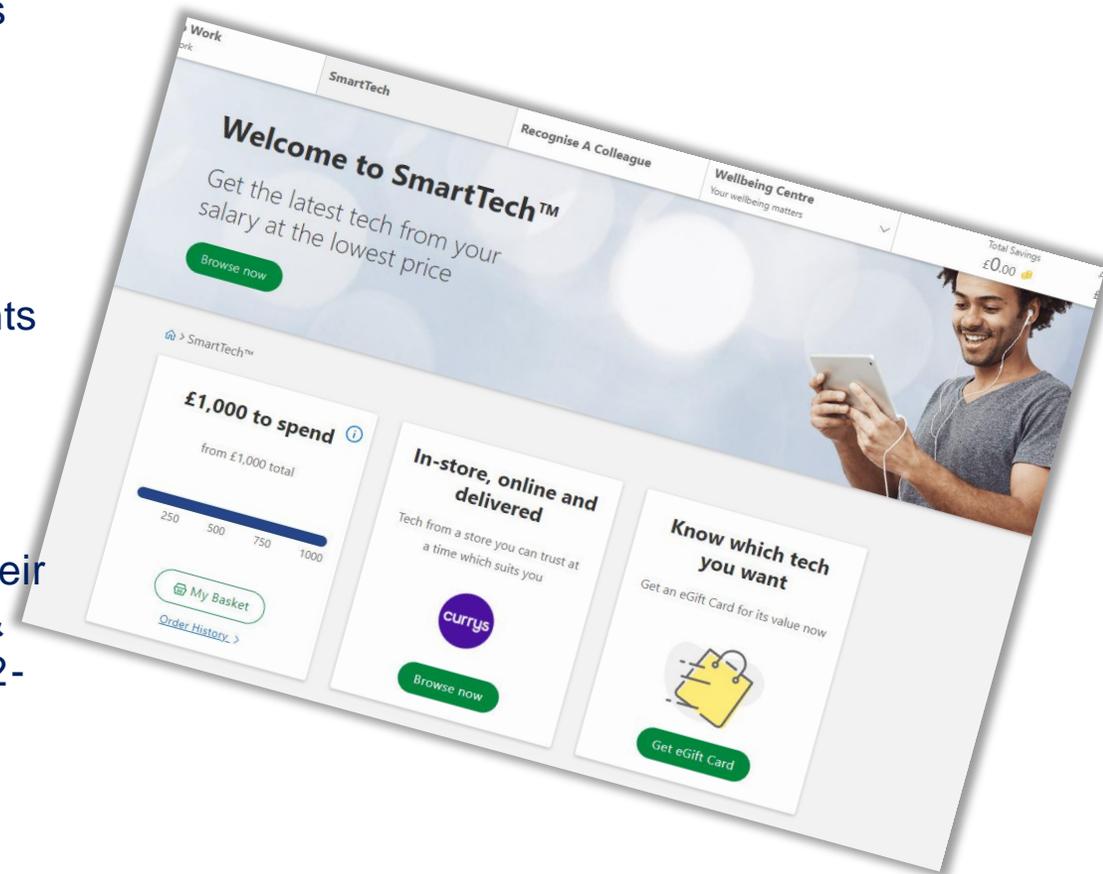
How does SmartTech work?

- SmartTech is designed to make the latest technology and white goods easier to afford. It allows colleagues to spread out payments over time, by taking them straight from their salary at 0% APR.
- It usually takes 3-4 weeks to implement this service.

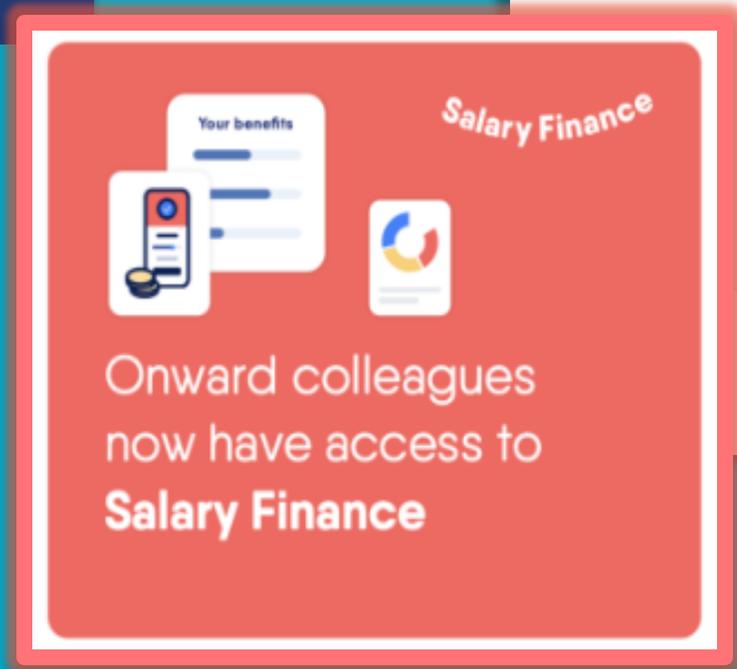
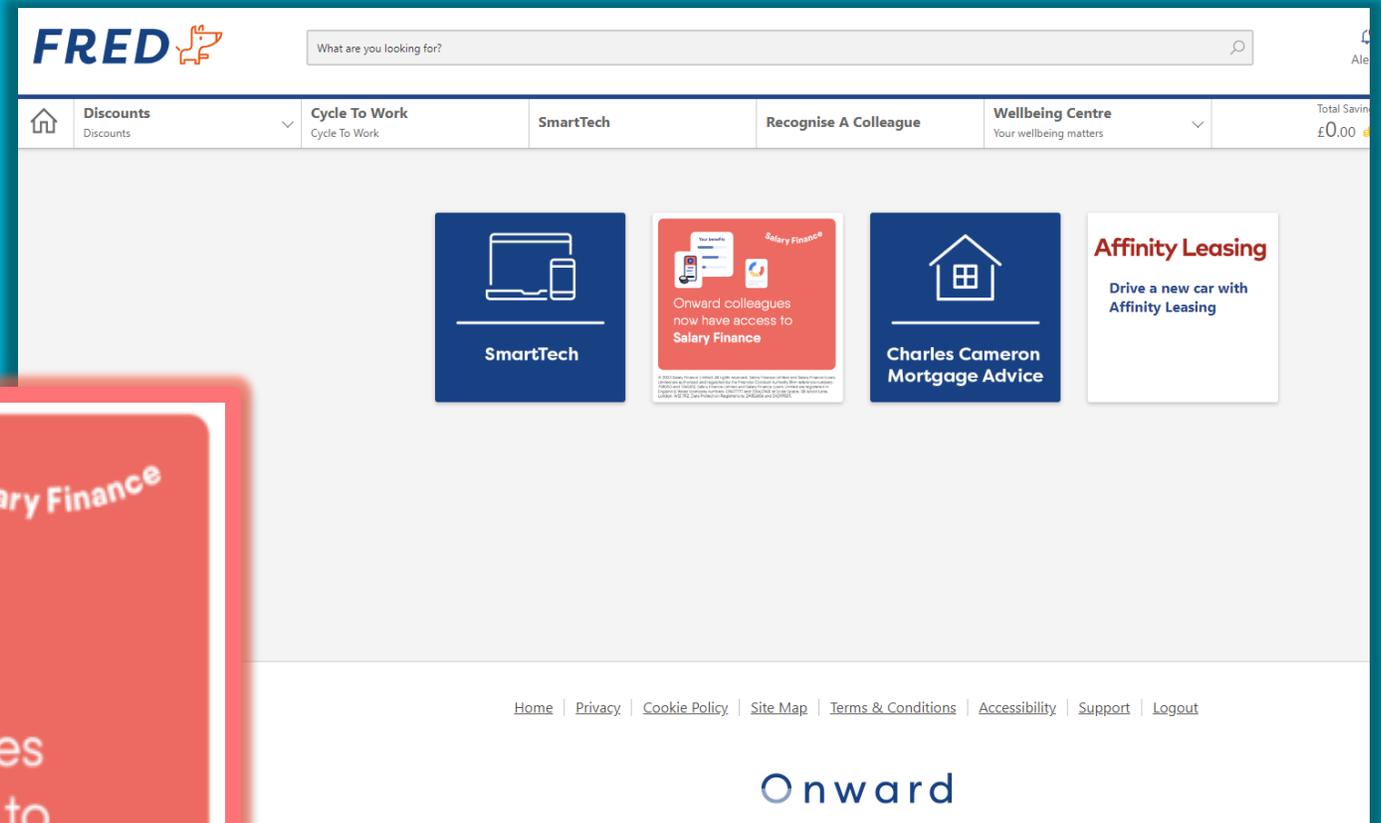
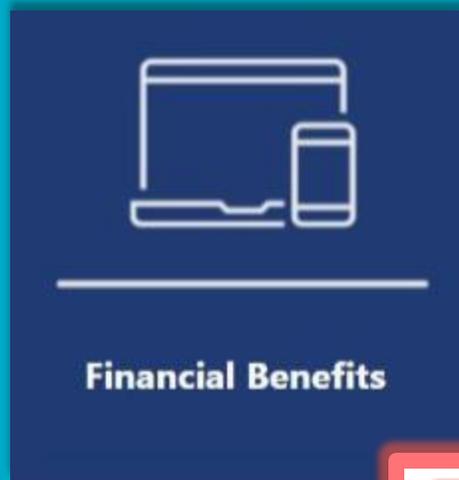
With over 5,000 products to choose from, there's something for everyone, from small gadgets to white goods. Colleagues can get their tech straight away from any of Currys PC World's stores with Click & Collect, or have it delivered to their door. All products come with a 12-month warranty as standard, to give them peace of mind

How do I access it?

- Colleagues can access this benefit offering through the Financial Benefits tile on FRED.
- Please note that colleagues can only access their purchased voucher twice in a 12 month period and the voucher limit is £1,000.



Salary Finance



What Services do Salary Finance Offer?

Borrow

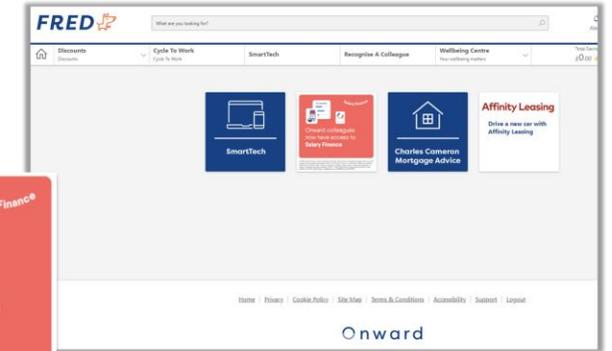
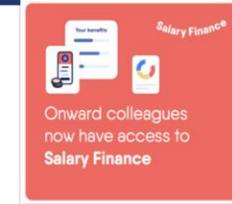
- 2 out of 3 UK employees are refused loans from banks
- Borrow benefit helps colleagues take control of their debt with one, low-interest loan to repay high-interest debt and afford the important things they need
- SF offer loans of up to £25,000 at lower repayments than those of traditional lenders
- For loans under £5,000 - if colleagues get offered a better rate elsewhere, SF promise to match it
- The current APR is 13.9%.

Advance

- Advance gives colleagues access to their pay as it is earned, to help with emergencies and support better budgeting
- Colleagues can access up to 50% of their earned salary up to 3 times in one month
- Each transaction costs the colleague £1.69 (no other charges apply)

Save

- Save benefit helps colleagues create a regular savings habit straight from your salary
- Savings Account through Coventry Building Society provides 3.4% variable interest

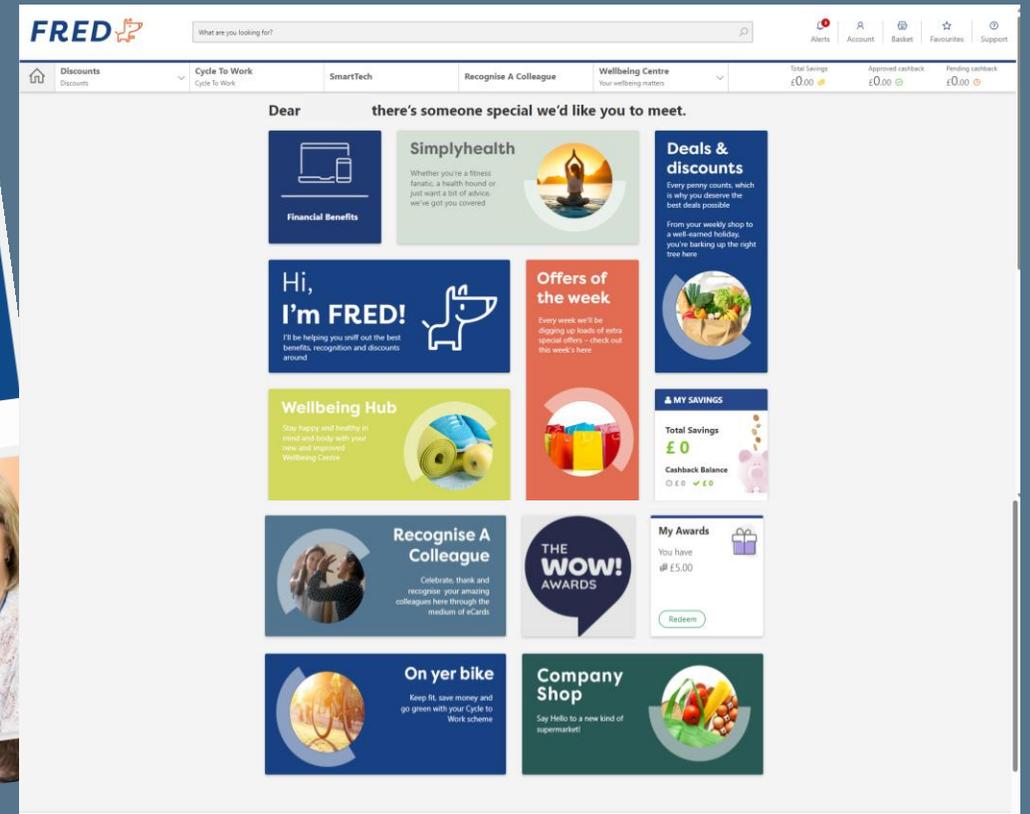


Onward

Colleague Benefits

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How does it work?

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- Collect Cashback when shopping online on your phone and use your savings to use towards future discounted purchases.

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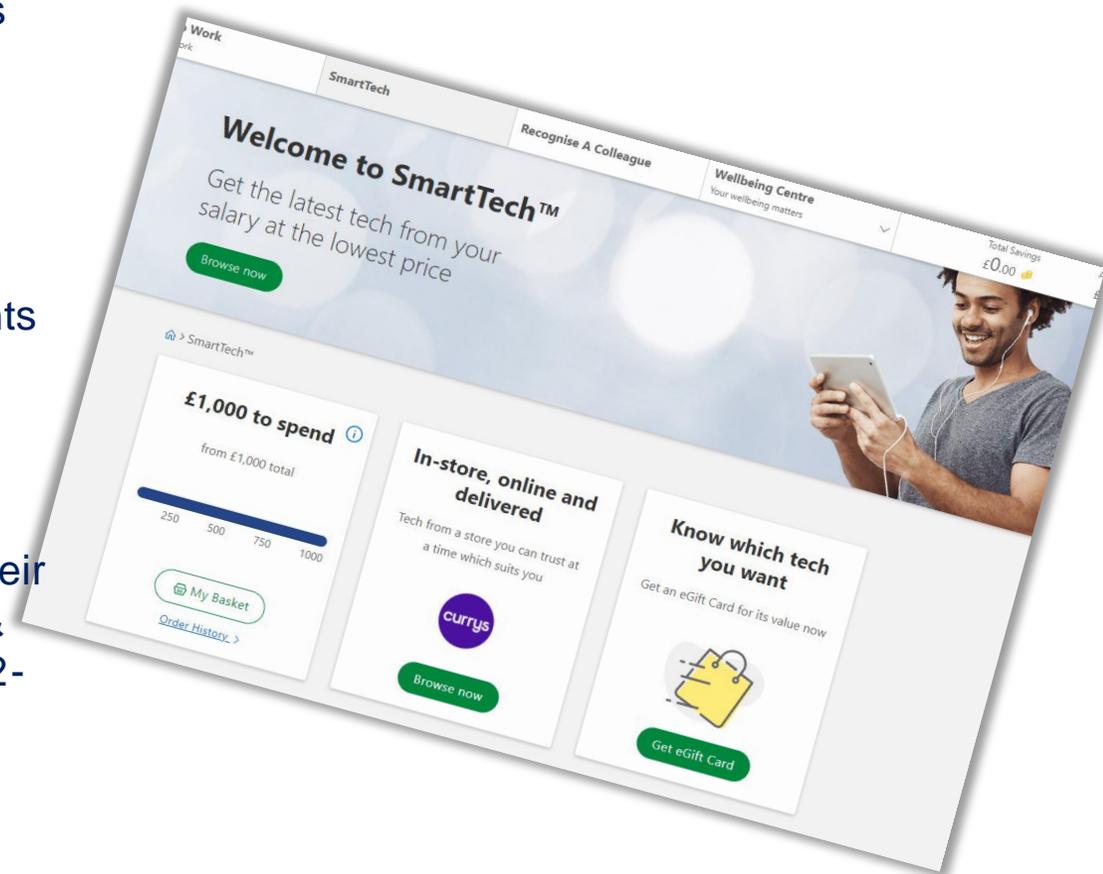
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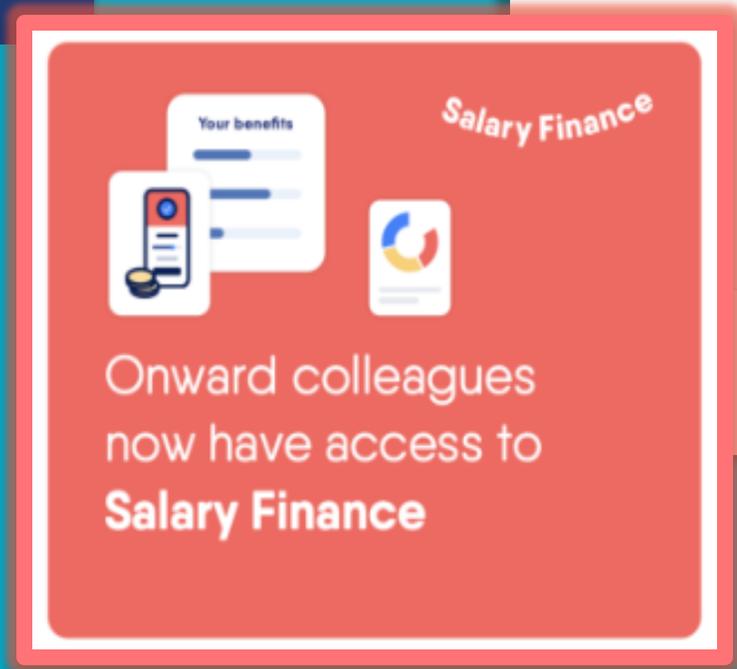
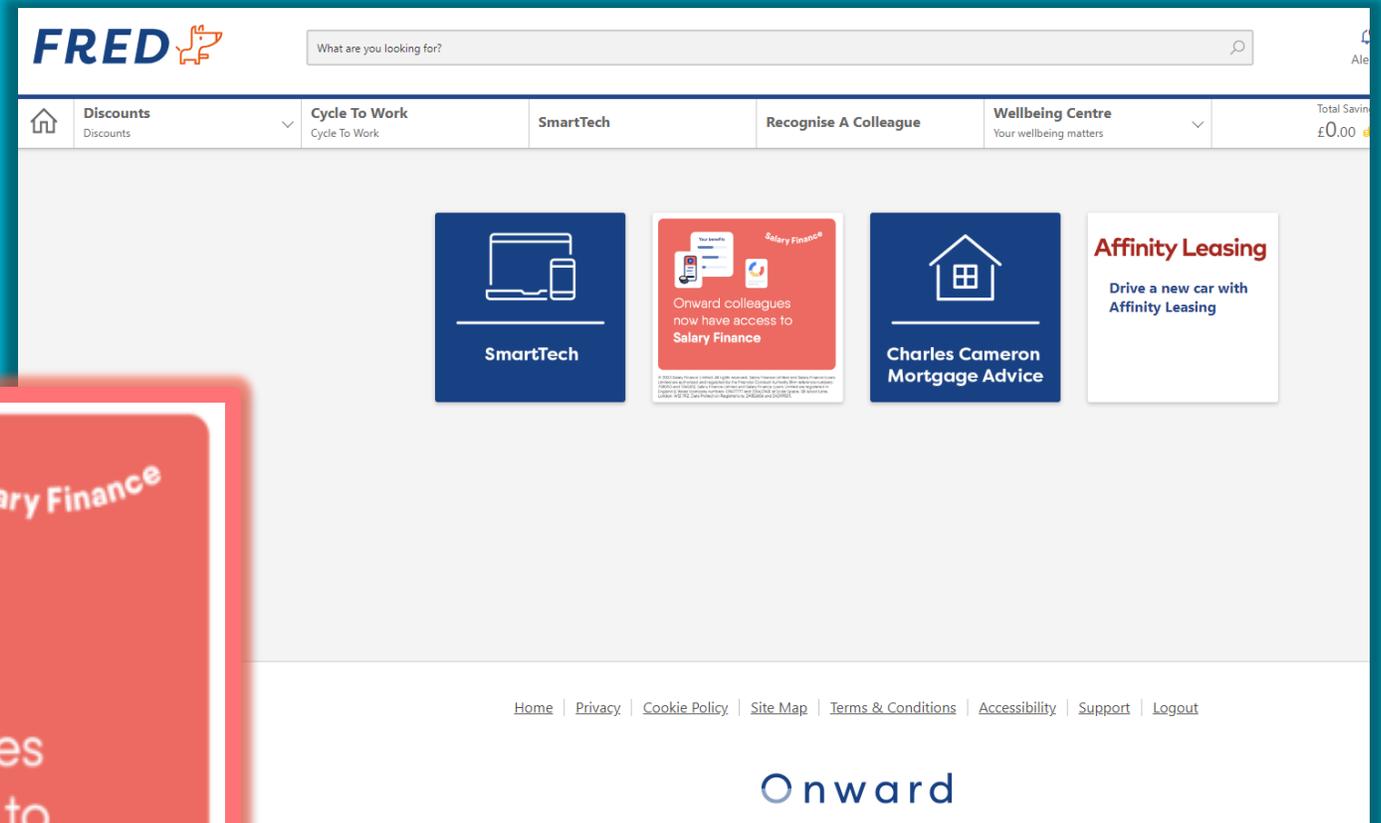
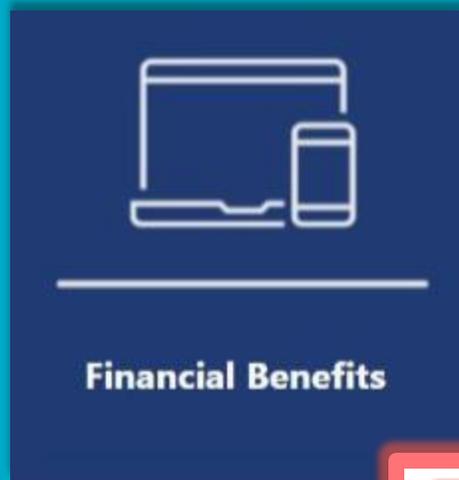
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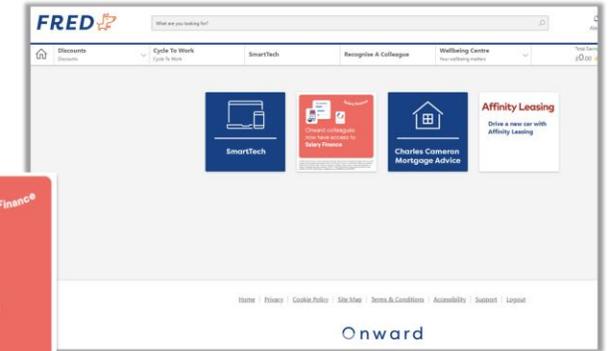
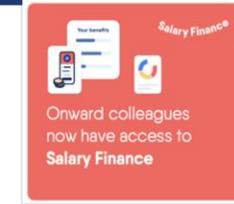
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Charles Cameron

What is it?

Charles Cameron provide Independent FREE Mortgage Advice and this benefit has been launched following feedback from the Colleague Survey where colleagues have requested financial support and is another example of our 'You Spoke, We Acted' commitment.

Benefits of the Service

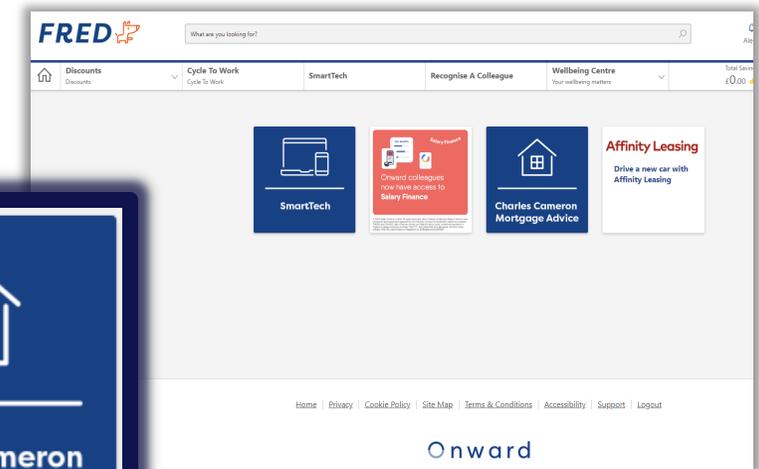
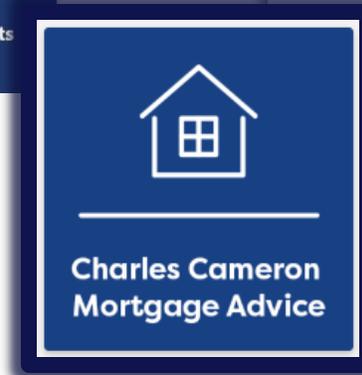
- Dedicated Advisers & Administrator
- As many meetings as you require
- Full application support
- Time, Stress & Money Saving

Charles Cameron can provide advice on the below Mortgages:

- First Time Buyers
- Shared Ownership
- Home Movers
- Buy to Let
- Purchases & Remortgages
- Commercial & Bridging Loan

How do I access it?

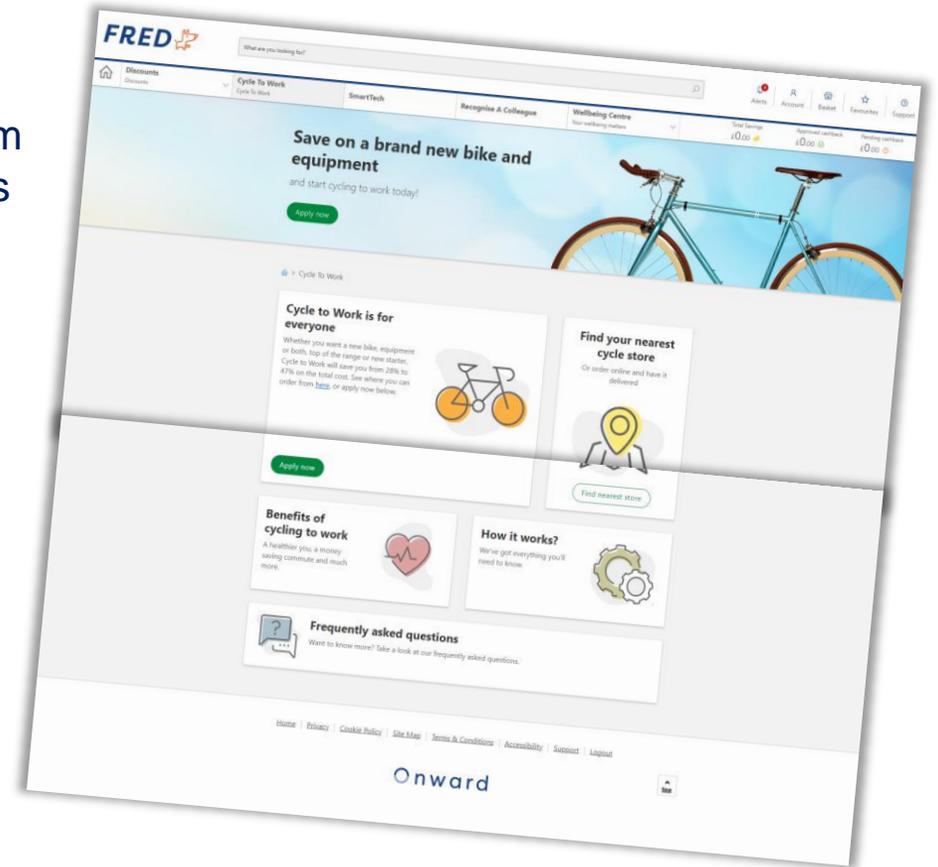
Colleagues can access this benefit through the Financial Benefits tab on FRED.



Cycle To Work

How does it work?

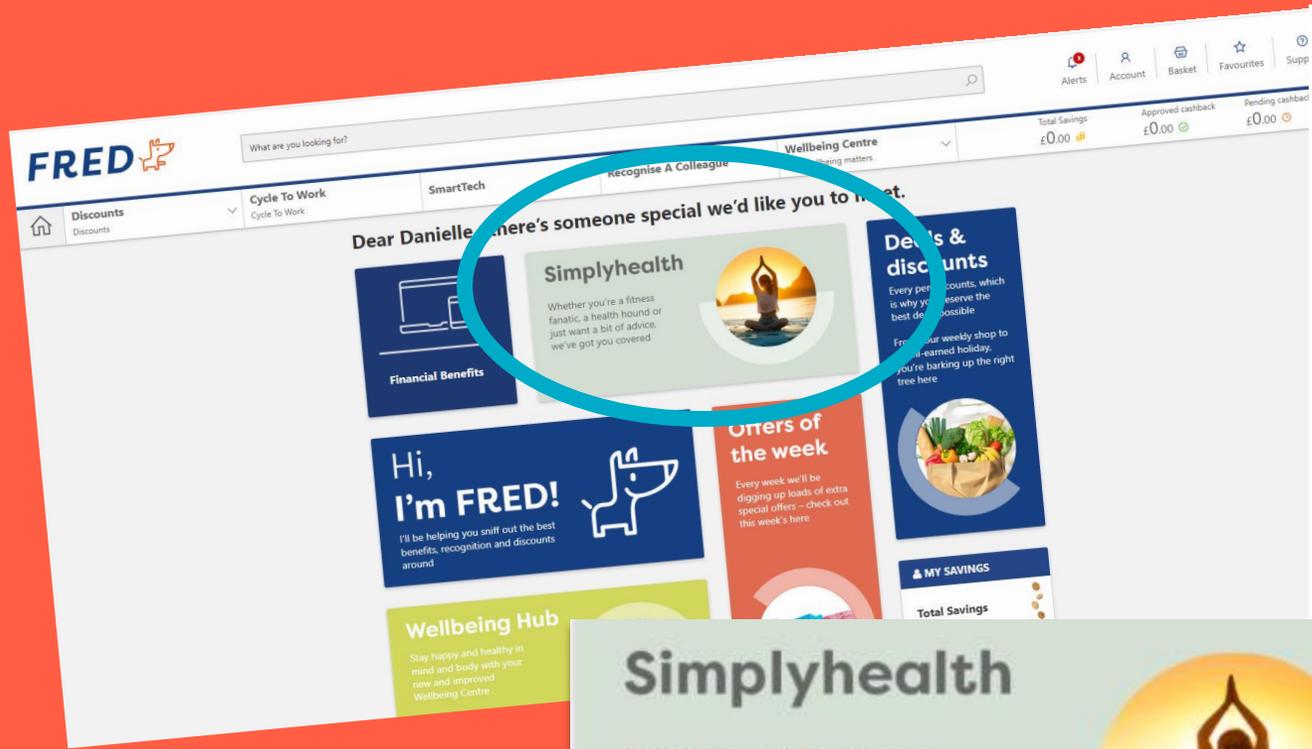
- Cycle to Work allows you to order a new bike, equipment or both up to the value of £2,000.
- Onward pays for the order up front, and you agree to hire the bike from them, and you pay them back through your salary to make tax savings of 30% - 47%.
- When your application is successful, you'll be given a Letter of Collection (LoC) to use in-store or online at over 1,250 cycling retailers.
- As well as all of the health and wellbeing benefits of cycling to work, you'll also have exclusive access to a range of other benefits whilst Cycle to Work payments are deducted from your salary:
 - Lifetime safety checks on all cycles obtained through the scheme
 - Lifetime guarantee on Halfords brand cycles
 - 10% off cycling essentials in any Halfords store for the duration of your initial hire period (restrictions apply)
 - Access to all instore sale and promotional prices at Halfords and Tredz
 - 14 days free cycle insurance



Onward

Colleague Wellbeing

SimplyHealth



EXPLORE YOUR SIMPLYHEALTH PLAN

- Make a claim
- Get GP access
- Counselling & Advice
- Simplyhealth partners
- My claims
- My policies
- My documents
- Personal details
- Simply Rewards
- My Wellbeing

Get the new SimplyPlan App

gives you quick and convenient access for claiming your money and track your healthcare claims making the admin of your

GET IT ON Google Play | Download on the App Store

Simplyhealth

Whether you're a fitness fanatic, a health hound or just want a bit of advice, we've got you covered



Simplyhealth

What can I claim?

Colleagues can claim cashback on lots of different benefits including:

- £100 for dental check ups
- £100 for glasses and contact lenses
- £250 on physiotherapy

- Colleagues also have the option to add their partner and increase their level of cover so they can claim back even more if they need to.
- Colleagues can add a maximum of 4 children aged up to 24 onto cover and those children will share a claims pot.
- New Joiners can expect to receive their SimplyHealth login details via email approximately 2-3 weeks after their start date with Onward.

Simply Rewards

- 100+ rewards available to all Simplyhealth members to support lifestyle, making it easier to keep minds and bodies healthy.



Employee Assistance Programme

What is it?

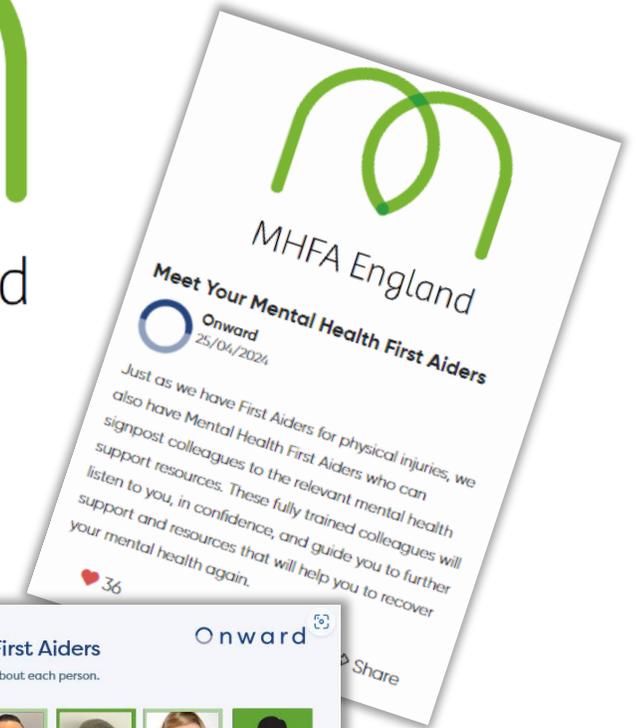
- Through your Simplyhealth cover you have access to an Employee Assistance Programme (EAP), but did you know that this offering extends to your partner and children?
- Even if your partner or children aren't named on your Simplyhealth, they still have access to use the EAP service.
- If a child is under the age of 16 years old and they call the EAP helpline, Health Assured will need to point them in the right direction of a support service who speak with children as they are not able to supply support for children who are under the age of 16. They can however, support a colleague's child up until the age of 24 years old and the colleague's partner.
- The main purpose of the EAP service is to provide 24/7 confidential counselling to colleagues and their family, but they also offer a number of additional services which include:
 - Legal Support
 - Financial Guidance
 - Wills and Probate
 - Childcare

How do I contact the EAP service?

- The confidential EAP helpline number is 0800 975 3347 and they can also be contacted online.
- Further details are available through the Simplyhealth tab on FRED.

Mental Health First Aiders

- Just as we have First Aiders for physical injuries, we also have Mental Health First Aiders who can signpost colleagues to the relevant mental health support resources.
- These fully trained colleagues will listen to you, in confidence, and guide you to further support and resources that will help you to recover your mental health again.
- You can find an up-to-date list of Mental Health First Aiders by visiting the following page on Our Space [Onward \(employeeapp.co.uk\)](https://employeeapp.co.uk)



Onward

Colleague Voice

Colleague Forum



Your Colleague Forum

 **Onward**
16/09/2022

We are committed to the continuous improvement of Onward's colleague experience, and we are always looking for ways to further develop our communication with our internal customers... you!

 0  2  Share

Overview

“The Onward Colleague Forum exists to promote and support effective colleague representation and consultation across Onward by promoting employee engagement and providing an important mechanism for consultation to take place between employees and managers.”

Colleague Forum Video

The Colleague Forum recently created a video which gives you an overview of what they do and gives you a chance to put a face to the name of some of the members. You can view the video here <https://youtu.be/hkmWO3Fd6jY>

Colleague Forum highlights so far...

You might be aware that there has been an Onward Colleague Forum in place for a few years now. Here's just a few of their successes:

- Leading on the Colleague Survey Action Plans, which have led to introduction of new colleague initiatives including the 'Learning for Life' with an annual £150 for colleagues to spend on learning outside of work.
- Supporting the roll-out of training on Mental Health First Aid and Mental Health Awareness.
- Collated and delivered constructive feedback to Exec in relation to the recently announced Pay Award which resulted in a positive outcome for colleagues.
- They recently took part in the panel process that looked at the potential providers for the new pension schemes

Equity Forum



EQUITY FORUM

Your Equity Forum Overview

 Onward
16/09/2022

The ultimate goal of the Equity Forum is to make sure Onward is an inclusive place to work and that we consider a wide range of needs when making decisions that affect colleagues and customers.

 0  0  Share

Overview

The ultimate goal of the Equity Forum is to make sure Onward is an inclusive place to work and that we consider a wide range of needs when making decisions that affect colleagues and customers. As a Forum we aim to meet our goals by:

1. Acting as a safe space to discuss and raise relevant issues and concerns to allow Onward to develop appropriate actions to enable an inclusive culture.
2. Commenting and informing on the development of our policies and procedures.
3. Giving colleagues the opportunity to share their views on and raise broader awareness of our Diversity & Inclusion.
4. Continuing to drive our approach through lived experiences and allyship.

Commitment

By being a member of the Equity Forum, colleagues commit to supporting with the promotion of campaigns throughout the year. They will also be involved in creating blogs and will be actively involved during the monthly calls as we continue to drive positive change across Onward.

Equity Forum Video

<https://youtu.be/PyLmz1mbudk>

Colleague Recognition



Recognise A Colleague



Select eCard

 Happy Dirwali	 Happy Hanukkah	 Excellence	 Creativity
 Respect	 Happy Pride Month	 Eid Mubarak	 Happy Easter
 Happy Chinese New Year	 Merry Christmas	 Happy Christmas	 Congratulations

AD AK GB JD +9 eCard

Andrew Dean, Andrew Kidds and 11 others have received a **Thank You** eCard from **India Ikonomides**

A massive thank you for your involvement in our Onward Environmental campaign this week. From creative blogs and feed posts, to training sessions and days spent with colleagues, you have all helped to showcase how Onward Environmental are making #TheOnwardDifference for colleagues and customers 🌟

[See less](#)

React Comment 3 days ago

WOW Awards



What are the WOW Awards?

- The WOW! Awards is an organisation which recognises outstanding customer service based purely on customer nominations.
- WOW Awards also hold an annual ceremony to recognise the “best of the best” organisations and employees and this year Onward made the final!

Who is eligible for a WOW Award?

- All colleagues are eligible for a WOW Award, however most nominations are received by those colleagues who deal with customers on a face-to-face basis.
- Even though we all have customers, whether it be internal or external, the majority of nominations are currently received by Customer Services.

Do we receive regular WOW Awards data?

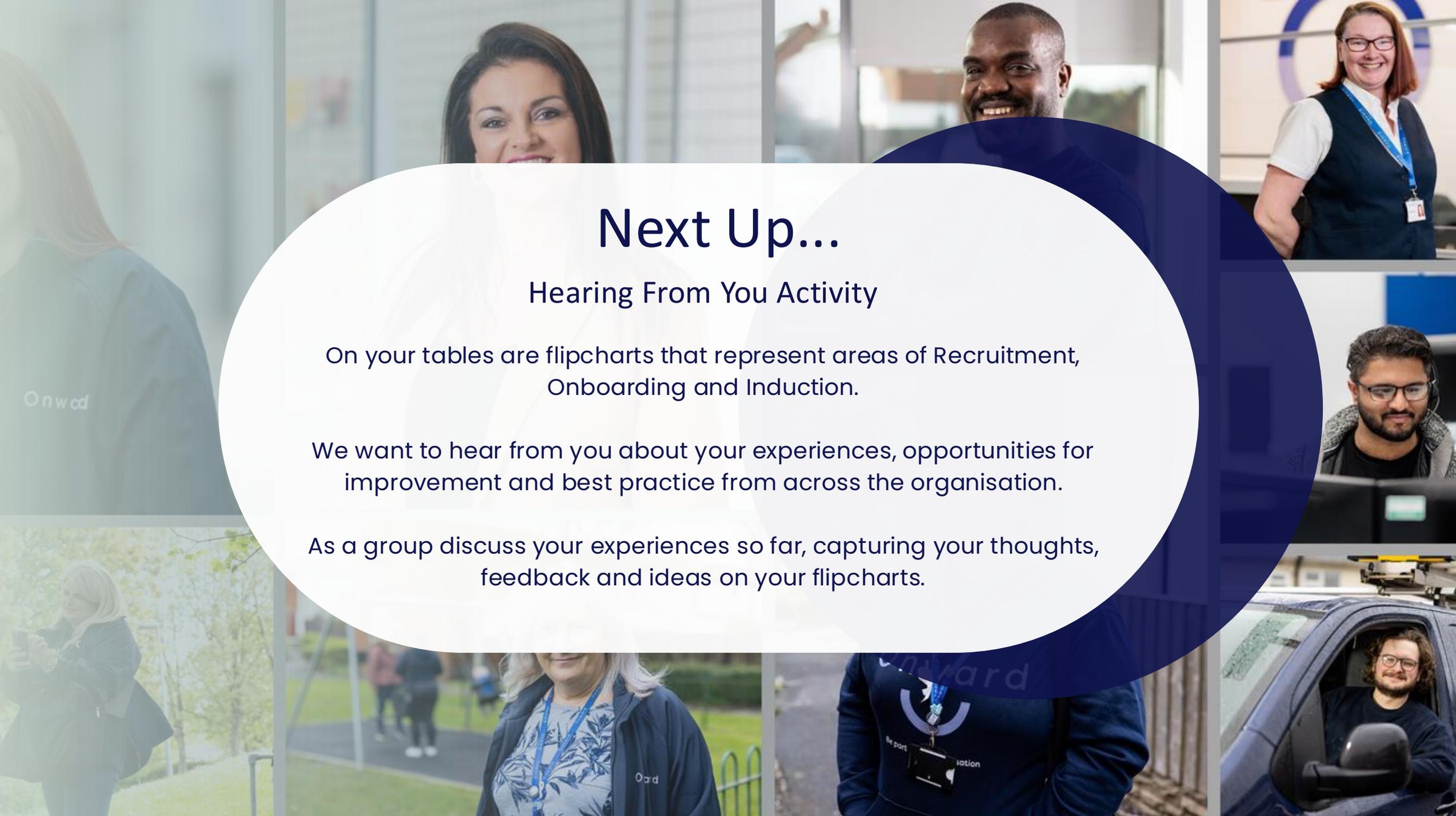
- We received WOW Awards data on a monthly basis which includes an individual leaderboard and also a list of which areas of the business were nominated the most.
- This information is posted on Our Space on a monthly basis.

Are the WOW Awards linked to the Onward Values?

- The OnAwards are linked to our 3 Values; Creativity, Excellence and Respectful and customers nominate colleagues on this basis.

Onward

Any Questions?



Next Up...

Hearing From You Activity

On your tables are flipcharts that represent areas of Recruitment, Onboarding and Induction.

We want to hear from you about your experiences, opportunities for improvement and best practice from across the organisation.

As a group discuss your experiences so far, capturing your thoughts, feedback and ideas on your flipcharts.

Evaluation Form

