



**YOUR  
ANNUAL  
UPDATE**

**CELEBRATING  
OUR SECOND YEAR  
OF THRIVING  
FUTURES**



**HONEYCOMB  
GROUP**



**JULIE GUILDFORD SMITH**  
Honeycomb Group CEO

# Welcome to your annual Thriving Futures update.

As a Honeycomb Group customer, you are at the heart of everything we do.

Over the past year, we've taken time to really listen to what you've told us. Through conversations, events and everyday interactions, you've shared what matters most: feeling safe in your home, being treated fairly, being listened to, and getting the right support when you need it.

Earlier this year, we asked for your honest feedback on how well we were performing against these priorities and what you would like to see us focus on in the new financial year.

Your feedback has been incredibly valuable. Throughout this document, you'll see how your voice has helped identify key areas for growth and shaped exciting new opportunities.

You'll be able to identify the ambitions you have endorsed and highlighted as priorities via a 'customer endorsed' label that looks like this:



This document also highlights some of our proudest moments and key achievements from across the Group over the past 12 months.

Together, we have accomplished a great deal, from delivering new homes and expanding our support services to achieving a positive outcome from our Regulator of Social Housing inspection. These successes, along with many others, demonstrate the positive impact we continue to make across our communities.

While it is important to celebrate these achievements, we must also remain focused and realistic about what it will take to achieve our 2029 Thrive Year ambitions.

We proposed with involved customers that we extend the build phase of our corporate plan. It's so important to have strong foundations in place - we call these the 'brilliant basics' - before we move into a growth phased. You agreed and so our build phase is now extended to 2028.

Your feedback has truly helped shape our priorities for the year ahead, ensuring we maintain momentum while continuing to strengthen the areas that matter most to you, our colleagues and communities.

**Thank you for continuing to share your views.**

**All the best, Julie**

**Improve**  
**24-25**

**Build**  
**25-28**

**Thrive**  
**28-29**

# Strategic objectives

To achieve our vision, we have five strategic objectives:



# Strategic objectives explained

## Homes that help people thrive



Great quality affordable homes, that are economical to run, safe and a place that you can feel proud of.

## Thriving customers



Effective services that help break down any barriers to your happy home.

## Thriving communities



Building partnerships to achieve our aim of creating and sustaining thriving, well-designed and connected communities, that are well-managed and sustainable. We are placeshapers.

## Thriving business



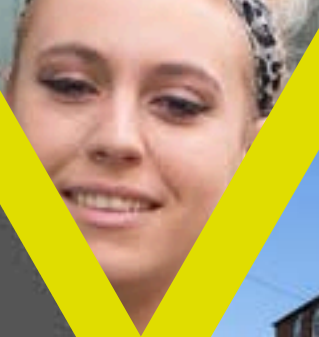
Building organisational strength so we can do more for new and existing customers. A strong and resilient business, we focus on value and investing where it matters most.

## Thriving culture



A 'can do' culture with a skilled and happy workforce, that goes out of their way to make things happen for you. We are all driven by a clear vision, shared values and consistent behaviours.

# HOMES THAT HELP PEOPLE THRIVE



# Homes that help people thrive

QUALITY, AFFORDABLE HOMES THAT ARE ECONOMICAL TO RUN, SAFE AND A PLACE THAT CUSTOMERS CAN FEEL PROUD OF

## Shaping the future together: A message from the Honeycomb Executive Team.

Providing safe, secure, and happy homes is the foundation of everything we do and we want to make sure we maintain consistency and quality as we continue to grow and deliver new homes across Honeycomb Group.

As we move forward, we'll maintain a strong focus on delivering high-quality housing services, while proactively responding to emerging challenges and opportunities, and increasing affordability pressures. By deepening our understanding of the impact these factors can have on you and your home, we will shape our services to

better meet your evolving needs and support your wellbeing.

We will also explore innovative approaches to housing options, including looking into whether we can use Group-owned stock to support initiatives within Glow and Concrete. This would reduce our reliance on private landlords - not only helping us have more control over the quality of homes but ensuring these homes truly work for you. Through this approach, we will continue to create homes that do more than provide shelter - they will enable you to feel secure, supported, and empowered to thrive.

## KEEPING YOU SAFE IN YOUR HOME

Your home is where you feel safe, make plans, and build your future, so keeping that foundation strong remains our top priority.

We continue to focus on the things that matter most to you. Key health and safety checks, including fire, asbestos and legionella assessments remain at 100% target, helping to make sure your home is safe and secure.

We've also strengthened how we respond to damp and mould. As part of Awaab's Law, introduced in 2025, we created a dedicated specialist team to deal with these issues quickly and effectively.

The team are meeting these new, stricter targets - making sure significant cases are identified early, prioritised, and resolved within agreed timescales.

Alongside this, we've also invested in new internal systems and improved data to better understand the condition of your home and respond more quickly to issues.

And by increasing building condition surveys and strengthening how we track and manage safety information, we're taking a more proactive approach, helping us identify risks earlier and keep your home safe, well maintained and fit for the future.



## PROJECT SPOTLIGHT



### A new system to manage home safety

We're strengthening property safety through our C365 project. The C365 system collects and manages your home's safety and compliance information, making it easier to track. This project is all about making sure we maintain our commitment to keeping you safe in your home.

## RESPONSIVE REPAIRS YOU CAN RELY ON

When it comes to repairs, you told us how important it is to feel confident in your home and to trust that when something needs fixing, it will be taken seriously. That's why we've invested significantly in our repairs service.

Since welcoming our contractor, LC Construction, in 2025, we're completing non-emergency repairs within our target timescales. We'll continue to work closely with our customer repairs group to make sure this service remains shaped by you.

We're also improving how we bring empty homes back into use, helping more people access housing sooner. Stronger processes, better tracking, and new ways of working - such as giving our teams more control to carry out inspections - are helping reduce delays and improve efficiency.

You've also told us that planned maintenance improvements, such as kitchens and windows, are a priority. We're seeing improvements in how you feel about the condition of your homes, and we've developed a significant programme of investment works for 2026/27.

## CREATING MORE HAPPY HOMES



Alongside improving existing homes, we've made strong progress in growing our homes offer. Over the past year, we've delivered 25 new supported homes across Stoke-on-Trent, providing tailored accommodation for young people and care leavers, survivors of domestic abuse, and people rebuilding their lives following homelessness.

We've also seen more customers using mutual exchange to move home, with our online community continuing to grow and helping more people find homes that better meet their needs.

As we continue to grow, we're taking a more joined-up approach across our housing and support services. One of the options we're exploring is using our Staffs Housing homes to further support our charities Glow and Concrete - reducing our reliance on private landlords, and creating more stable, long-term housing options.

## STRATEGY SPOTLIGHT

### Asset Management: Investing in thriving homes

Over the past year, we've strengthened our understanding of the condition of our homes through surveys, inspections and improved data.

This means we've been able to take a more informed approach to investment and maintenance, ensuring resources are targeted where they're needed most.

We've also continued making progress towards achieving and maintaining 100% decency, while strengthening safety and

compliance performance across our homes.

You've also helped influence our investment priorities, ensuring future improvements reflect the needs and expectations of those who live in, and know, our homes best.



## MAKING HOMES AFFORDABLE TO RUN



We know that the cost of living is one of the biggest pressures you are facing. Many of you told us that rising bills, especially energy costs, are having a real impact on your day-to-day life.

That's why we are strengthening how we manage and own the energy performance of your homes, particularly when it comes to efficiency. We'll help you better understand how your home performs and what that means for your comfort and your costs.

you said...

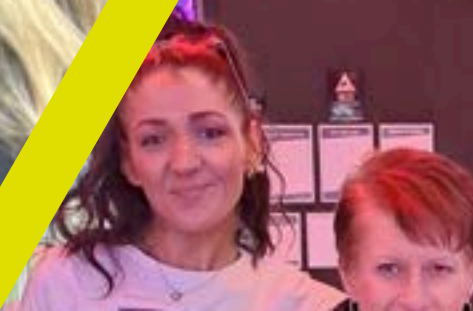
*"Bills are going up so efficiency is paramount"*

By improving how we understand the condition of homes and their energy performance, we can take a more informed and long-term approach - helping to reduce running costs for you while also strengthening the long-term sustainability of your homes.

We will also explore wider affordability opportunities including a social value fund to signpost you to wider community support as and when needed.



# THRIVING CUSTOMERS





# Thriving customers

EFFECTIVE SERVICES THAT HELP BREAK DOWN BARRIERS TO A HAPPY HOME FOR CUSTOMERS.

## Shaping the future together.

You truly do remain at the heart of everything we do, and we are making strong progress against our thriving customer ambitions. Recent investment in our customer service and housing management systems - particularly within Staffs Housing - has enhanced our access to customer data and is already delivering measurable improvements in customer experience.

Across the Group, we are intensifying our focus on volunteering as a strategic priority. This not only strengthens the support available to you,

but also enables us to give back to local communities while building valuable skills and capacity within our volunteer base.

Looking ahead, we see a significant opportunity to further enhance customer experience through the development of a single, Group-wide customer strategy. This will streamline internal collaboration and resource use, while creating meaningful opportunities to re-engage with you - ensuring your voice continues to shape our priorities and that we remain focused on what matters most to you.

## CUSTOMER EXPERIENCE - SHAPED BY YOU



We've made significant investment in new systems to improve how you access services and how we respond to your needs.

*"We should always look to improve customer experience"*

Our new housing management system is helping us better track issues, improve communication, and understand your experience in more detail. This work has already led to an increase in how informed you feel over the last 12 months.

We will continue to enhance this with new features, including digital feedback tools, customer surveys linked to your account, and a future online customer portal - making it easier to interact with us and helping us act on your feedback more quickly.

We also want to further customer experience by developing a single, group-wide customer strategy. This will fundamentally change how we design and deliver services - bringing everything together so that no matter where you access support, you receive a consistent, joined-up and high-quality experience.

*"A single customer strategy means getting treated equally."*

This approach will help us:

- improve communication between our teams
- make better use of our resources
- understand your needs more fully
- ensure your experience feels simple and connected

Most importantly, this will create more opportunities for us to re-engage with you, making sure your voice continues to shape our services and that we stay focused on what matters most.

## CREATING MORE WAYS TO GET INVOLVED

You told us how important it is to feel heard and to see your feedback making a difference and this has been a major focus for us.

We've strengthened our approach to communication and engagement, including improving our "You said, we did" activity so you can clearly see how your feedback is shaping services.

Customer involvement continues to play an important role in our improvement journey. Groups like the Customer Assurance Group, help us review performance, shape services and identify where we need to improve. So please do get involved if you can.

## STRENGTHENING SERVICES AND MEETING REGULATORY STANDARDS

We are committed to meeting the standards set by the Regulator of Social Housing and continue to improve the services you receive.

Following our recent inspection, we received a C2 grading for consumer standards. This means we are fully compliant but there are a small number of areas where we could develop. We are already taking action, particularly focusing on our repairs service and how we handle complaints.

## UNDERSTANDING YOUR FEEDBACK AND DRIVING TSM PERFORMANCE

We've also continued to drive improvement through our Tenant Satisfaction Measure (TSM) action group to focus on what matters most to you.

This has already led to improvements in how well we listen and act on your views.

How we collect feedback has changed, increasing the use of digital surveys - allowing us to hear from more customers and gain a broader understanding of what matters most to you.

We're seeing steady improvement across a number of areas, including how informed customers feel and satisfaction with complaints handling. At the same time, we know there is more to do and we continue to work with our involved customer group to drive further improvement.

## SUPPORTING YOU WHEN THINGS GO WRONG

We know that issues like repairs, complaints and anti-social behaviour can have a big impact on your experience.

We've strengthened our complaints service so it's easier for you to raise concerns and get them resolved. We continue to meet both complaint stage 1 and stage 2 timescales, and have also seen an increase in your satisfaction with complaints handling.



## STRATEGY SPOTLIGHT

### Customer Voice Strategy

Having made a clear commitment to placing customer voice at the heart of service delivery during 25-26, we're delighted to share this strategy is now complete.

Key achievements include the embedding of the neighbourhood working model, strengthened customer influence through involvement groups and feedback mechanisms, and improved communications and complaints handling.

This progress has created a strong foundation for our next strategy phase which we are currently developing alongside involved customer groups.



## MAKING IT EASIER TO CONTACT US

We know that being able to contact us quickly and easily is essential. In the last 12 months, we've driven call waiting time down to three minutes, embedded customer hubs so you can speak to us in-person, and continue to use digital platforms like email, social media and SMS.

The next 12 months will see us develop a new customer portal which will enable you to access key information and updates anytime from your preferred device.

## STRENGTHENING VOLUNTEERING & YOUR ROLE IN SHAPING SERVICES



You told us that you want more opportunities to get involved and make a difference and we've made volunteering a bigger focus over the past year.

*"I'd like to see more volunteering opportunities"*

We've maintained a strong and consistent level of volunteering across the Group, with over 70 active volunteers supporting our services throughout the year. This includes roles across housing, support services and community activity - showing how volunteering is now embedded across everything we do.

We've started to embed volunteering more consistently across the Group, making it easier for you to get involved in shaping services, supporting others, and contributing to your community. This includes promoting more opportunities and working to ensure volunteering is part of how we deliver services - not separate from them.

We're continuing to expand volunteering opportunities and make them more visible and accessible.

## ANTI-SOCIAL BEHAVIOUR SUPPORT

We've continued to drive anti-social behaviour support and this impact can be seen in your increased satisfaction scores.

This year, we've focused on ASB data and tracking this information in our new housing management system. This means cases are now recorded more accurately and this data can be used to shape service improvements and inform where targeted support might be needed.



# THRIVING COMMUNITIES





# Thriving communities

**BUILDING PARTNERSHIPS TO ACHIEVE OUR AIM OF CREATING AND SUSTAINING THRIVING, WELL-DESIGNED AND CONNECTED COMMUNITIES THAT ARE WELL-MANAGED AND SUSTAINABLE.**

## Shaping the future together.

Our partnerships are delivering strong outcomes, and we are committed to nurturing these relationships.

We believe thriving communities are built through collective effort - working alongside like-minded, purpose-driven local organisations to provide joined-up, holistic support for you.

As Staffordshire enters a new phase following devolution, we recognise that we need to evolve our strategic approach.

This includes revisiting our ambition to act as a sole strategic partner and exploring opportunities to align with the emerging county-wide authority. This shift presents a significant opportunity to extend our impact,

and ensure our services remain responsive to changing local needs.

We will continue to work as a trusted, proactive partner, driving innovation, deepening collaboration, and playing a central role in shaping resilient, inclusive communities across Staffordshire and our surrounding operating areas.

## SUPPORTING NEIGHBOURHOODS AND LOCAL OPPORTUNITIES

You told us how important it is to feel connected to your community and have access to wider opportunities. We've reached over 85,000 people through our service and awareness digital campaign, helping more people discover the support and opportunities available in their communities.

We've also maintained a strong presence in local partnerships, with representation across more than 60 forums and networks, ensuring we can influence decisions and advocate for the communities we serve.

## BUILDING INFLUENCE AND SHARING WHAT WORKS

We've continued to strengthen our voice beyond local communities, sharing what works and learning from others across the sector.

Over the past year, we've taken part in a growing number of sector speaking opportunities, exceeding our target and demonstrating the strength of our approach. Our work is also being recognised more widely (you might remember Honeycomb being mentioned in the House of Commons last year), with continued success in award nominations and shortlisting.

This recognition reflects the impact of our services and the difference being made for customers and communities every day.

By increasing our visibility and influence in this way, we are strengthening partnerships, creating new opportunities, and ensuring we continue to deliver services that reflect both local needs and wider best practice.

## WORKING TOGETHER TO BUILD STRONGER COMMUNITIES

We believe strong communities are built by working together and we're proud of the partnerships we have in place to support you.

Over the last 12 months we have continued to work alongside local organisations, services and partners to provide more joined-up support.

This includes being part of a successful partnership to deliver a £11.45 million homelessness pathway in Stoke-on-Trent, helping ensure people facing homelessness can access the right support when they need it most.

We've also worked with partners to develop new supported housing across the city, providing safe accommodation for young people, care leavers and people rebuilding their lives. Alongside this, our ongoing partnerships continue to deliver specialist support, including services for people affected by domestic abuse and those needing wider wellbeing support.

This joined-up approach helps make sure you can access the right help, at the right time, and in a way that feels connected and easy to navigate. Whether it's housing, wellbeing support or access to wider opportunities, our partnerships are helping us deliver more for you.

### STRENGTHENING OUR ROLE AS A TRUSTED LOCAL PARTNER

As our operating environment changes, we are adapting how we work with partners and stakeholders to continue delivering the best outcomes for you.

With local government changes taking place in Staffordshire, we are reviewing how we position ourselves as a strategic partner- ensuring we can continue to influence decisions, secure funding, and deliver services that meet local needs.

We're committed to being a proactive, trusted partner -working alongside local authorities, health services, education providers and community organisations to create stronger, more resilient communities.

### DRIVING COMMUNITY IMPACT & SOCIAL VALUE



We are committed to furthering our community impact.

*"Supporting customers into work and education is vital"*

We plan to do this by better aligning activity to further support those of you looking to get into work,

refocusing our social value activity to have a stronger community and customer impact, and improve data insight into communities.

### COLLABORATION AND REPUTATION BUILDING WITHIN THE LOCAL AND NATIONAL SECTOR

We aim to strengthen stakeholder management across the Group, strengthen relationships with key organisations like Homes England, and lead more local forums.

We will build leadership links with peer organisations and ensure our national and regional influence in specialist wellbeing areas remains.



# THRIVING BUSINESS





# Thriving business

**BUILDING ORGANISATIONAL STRENGTH SO WE CAN DO MORE FOR NEW AND EXISTING CUSTOMERS. A STRONG AND RESILIENT BUSINESS, WE FOCUS ON VALUE AND INVESTING WHERE IT MATTERS MOST.**

## Shaping the future together:

To achieve the best outcomes for you, we aspire to be a high-performing, forward-looking organisation where a strong performance culture, high-quality data, and clear accountability drive every decision we make. We will empower our people to deliver against meaningful objectives, fully embedding appraisal and performance frameworks that

align individual contribution with organisational success.

We will harness the power of AI and smart technology to modernise our services, improve efficiency, and unlock new opportunities for innovation and income maximisation, while consistently delivering value for money. Our approach will be grounded in evidence and insight, ensuring that high-quality data underpins everything we do.

At the same time, we will remain steadfast in our commitment to strong governance, regulatory excellence, and financial discipline, maintaining the highest standards reflected in our G1 grading. By balancing resilience with targeted investment, we will create a sustainable platform for growth - one that enables us to adapt, innovate, and thrive in a changing environment while continuing to deliver positive outcomes for our stakeholders and communities.

## DELIVERING A STRONG AND RESILIENT BUSINESS

We remain focused on running a strong, sustainable organisation that can continue to invest in homes, services and communities.

Our financial performance remains stable, with key indicators showing resilience. Our interest cover remains strong, providing confidence that the business can meet its financial

commitments while continuing to invest for the future. At the same time, our operating margin has reduced over the year, reflecting increased investment in repairs and maintenance to improve homes and services.

We continue to carefully balance investment with financial performance, ensuring we deliver value for money while maintaining a sustainable business model.

## MANAGING COSTS AND IMPROVING EFFICIENCY

We are focused on improving efficiency and ensuring resources are used effectively. The cost of managing our homes has increased over the year, driven by higher investment in repairs and capital works. While this places pressure on overall costs, it reflects our commitment to improving quality and delivering better outcomes for you.

## STRENGTHENING FINANCIAL STABILITY AND CAPACITY

Maintaining a strong financial foundation is essential to delivering long-term impact.

Our reserves remain stable, providing a buffer that supports resilience and allows us to plan for the future with confidence.

While financial metrics show some pressure due to increased investment and external challenges, our overall position remains strong and well managed.

Moving forward, we will strengthen our five-year financial forecasting, drive leadership expertise in budgeting and fully embed appraisals, objectives and income maximisation.

## DRIVING VALUE-FOR-MONEY

We remain focused on providing value for money by carefully managing our finances while continuing to invest in the things that matter most to you.

Over the past year, we've invested more in repairs and improvements to homes, helping to raise standards and improve your experience. While this has increased costs, it reflects our commitment to making sure your home is safe, well maintained and fit for the future.

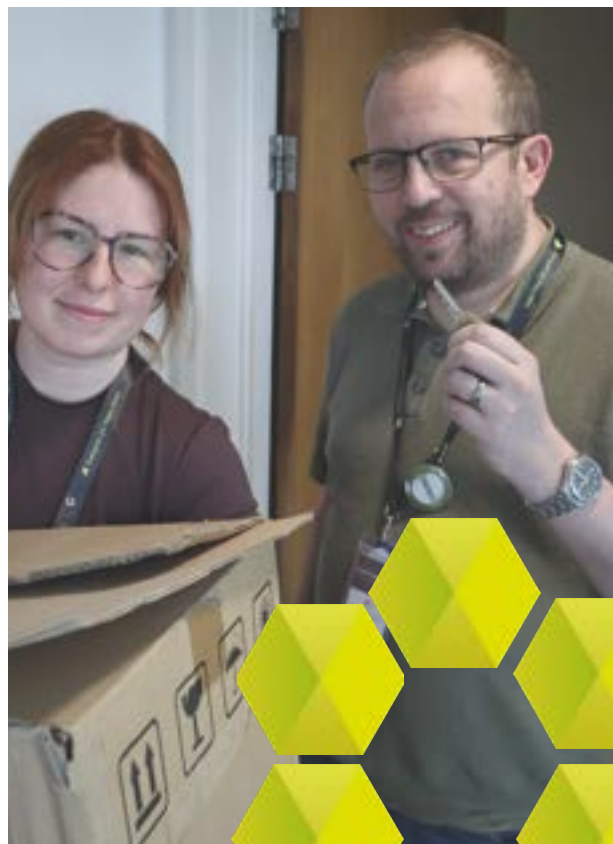
## A COMMITMENT TO GREAT GOVERNANCE



We were delighted to be awarded a G1 rating by the Regulator of Social Housing last year. This is the highest governance grading and highlights our commitment to strong oversight.

*"It would be great to see Honeycomb secure C1 status"*

We wish to replicate this work wider and secure C1 status as mentioned earlier.



## STRATEGY SPOTLIGHT

### Treasury Strategy: Supporting a strong and sustainable future

A thriving organisation needs strong foundations, and our Treasury Strategy helps ensure Honeycomb Group remains financially resilient.

Throughout the year, we've maintained a strong financial position, with funding, borrowing and financial performance all operating comfortably within agreed limits.

Careful financial planning and management have helped ensure we have the resources needed to continue investing in homes, services and communities both now and in the future.

This stability provides an important foundation for delivering the long-term ambitions shared in this document.





## IMPROVING PERFORMANCE THROUGH BETTER DATA AND



We know that strong performance depends on high-quality data and the ability to use it effectively. Over the past year, we've improved how we capture and use data across the business, increasing the proportion of system-generated information. This helps provide more accurate insight, supports better decision-making, and reduces reliance on manual processes.

Looking ahead, we want to continue this journey by improving data quality and management.

*"More self-service will help improve customer service experience"*

We also want to move towards a single, real-time data record supported by AI, and explore smart technology and customer and staff self-service.

### PROJECT SPOTLIGHT



#### Modernising financial systems

Our new Rubixx Accounts system went live earlier this year and is helping modernise the way we manage finances across Honeycomb Group.

By replacing manual processes with more automated systems, colleagues can spend less time on administration and more time focusing on delivering services and supporting you. The project is also improving financial reporting and helping us make informed decisions about future investment.



### PROJECT SPOTLIGHT



#### Driving support service impact through better technology

We're also investing in new technology to support those of you accessing our charity and support services.

Work has started on a new customer relationship management (CRM) system that will replace existing systems used across our charity services.

The new system will help colleagues access information more efficiently, improve reporting and support a more joined-up experience when you are accessing support. As the project develops, it will help strengthen services across our Support and Wellbeing businesses.



# THRIVING CULTURE



# Thriving culture

A 'CAN DO' CULTURE WITH A SKILLED AND HAPPY WORKFORCE THAT WORKS TOGETHER AND GOES OUT OF THEIR WAY TO MAKE THINGS HAPPEN FOR YOU, OUR CUSTOMERS.

## Shaping the future together.

Being an organisation where people feel valued, recognised, and proud to belong - where we retain and celebrate the fantastic colleagues we have, while attracting and recruiting diverse, talented individuals who share our values – remains a priority.

We will develop culture-related work to ensure everyone feels supported to

succeed, with clear purpose, opportunities for growth, and a strong sense of belonging across the organisation. By breaking down silos and encouraging collaboration, we will work as one team, united by shared goals and a commitment to excellence.

You will remain at the heart of everything we do. We will embed a truly customer-first culture across

the group, ensuring every decision, service, and interaction reflects our dedication to delivering positive outcomes and meaningful impact.

We will continue to build Honeycomb as a positive, inclusive place to work - where colleagues feel heard, respected, and empowered, and where our culture enables both our people and our organisation to thrive.

## SUPPORTING OUR COLLEAGUES TO DELIVER THE BEST FOR YOU

Our people play a vital role in the services you receive, and we are committed to creating a positive, supportive and inclusive working environment.

Over the past year, we've seen strong feedback from colleagues, with high levels of satisfaction in key areas. Staff say they feel supported in their roles, are able to work flexibly, and feel empowered to do their jobs well. There are also high levels of staff recommending Honeycomb as a positive place to work and feeling part of a team.

Nurturing a strong culture helps us deliver better services for you, as colleagues feel confident, supported and able to focus on what matters most.

We want to continue this work by formalising leadership development, embedding a stronger customer-centric mindset and being clearer about expected behaviours and values.

We also want to introduce staff awards, embed restorative practice and break-down any silos. And as part of our EDI strategy, we aim to improve staff EDI data to support wider projects.

## STRATEGY SPOTLIGHT

### Creating opportunities for everyone to thrive

Our EDI Strategy has made strong progress during its first year, with a growing focus on customer inclusion and accessibility.

As customers, you are now regularly involved in conversations around equality, diversity and inclusion through our customer groups, helping ensure diverse voices are represented in decision-making.

Alongside this, we've continued embedding inclusive practices into recruitment, engagement and awareness activities, helping build a more inclusive culture for both you and colleagues.





## SUPPORTING PERFORMANCE AND WELLBEING

We recognise the importance of supporting colleagues to perform well while maintaining their wellbeing. Sickness levels remain low and better than target, reflecting the continued focus on workforce wellbeing and support.

At the same time, we are investing in initiatives and programmes to further support colleagues, including wellbeing activity and improvements to how we manage performance and development.

We know that when our colleagues feel supported and valued, this has a direct impact on the quality of service you receive.

## STRENGTHENING LEADERSHIP AND STABILITY

We continue to focus on building a stable and high-performing workforce.

While many measures are positive, staff turnover remains an area where we are focusing our efforts. We are taking action to strengthen recruitment, support colleagues to stay with us, and ensure we have the right people in place to deliver our services in the future.

We are also working to strengthen leadership and development across the organisation, ensuring colleagues are supported to grow and perform at their best.



## STRATEGY SPOTLIGHT



### People Strategy: Supporting the people who support you

Our People Strategy continues to drive improvements that support colleague wellbeing, development and recruitment.

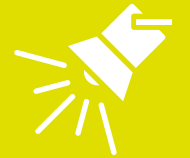
Work is progressing across several exciting projects including a new employer brand and a refreshed recruitment offer. Both driven by customer and colleague feedback.

We've also continued investing in colleague wellbeing, building on our Thrive at Work accreditation and using engagement feedback to shape future improvements.

This work helps ensure we continue attracting, developing and retaining talented people who are committed to making a difference.

## PROJECT SPOTLIGHT

### People Connect: Investing in our people



Delivering Thriving Futures depends on having the right people, systems and support in place. That's why we've introduced a new HR and payroll system, bringing people and payroll processes together into one modern platform.

The new system is already helping reduce manual administration, improve reporting and provide better workforce insight. While you may not see this change directly, it helps ensure that our colleagues have the tools and support they need to continue delivering great services.

## CONTINUING TO BUILD A STRONG CULTURE

We are furthering our work to embed a consistent culture across the organisation.

Some measures, such as appraisal completion and performance tracking, are being refreshed and improved to ensure they are aligned with how we want to work in the future. This will help ensure that all colleagues are clear on expectations, supported to succeed, and aligned with the organisation's goals.

By continuing to invest in our people, we are building a culture that supports both you, and our colleagues - creating an organisation where everyone can thrive.

# Want to get involved?

THE HONEYCOMB FAMILY:



Whether you have a few hours or a few days to spare each week, we have a range of opportunities for you to have your say and inform our homes and services.



**Find out more at:**

[honeycombgroup.org.uk/involved](https://honeycombgroup.org.uk/involved)



**Email our Customer Voice Specialist Jayne:**

[Jayne.Tilolo@honeycombgroup.org.uk](mailto:Jayne.Tilolo@honeycombgroup.org.uk)



**Give Jayne a call on:**

01782 744533

KEEPING THE CUSTOMER VOICE AT  
THE HEART OF EVERYTHING WE DO 

