

Trivallis.

People Strategy.



www.trivallis.co.uk

Introduction

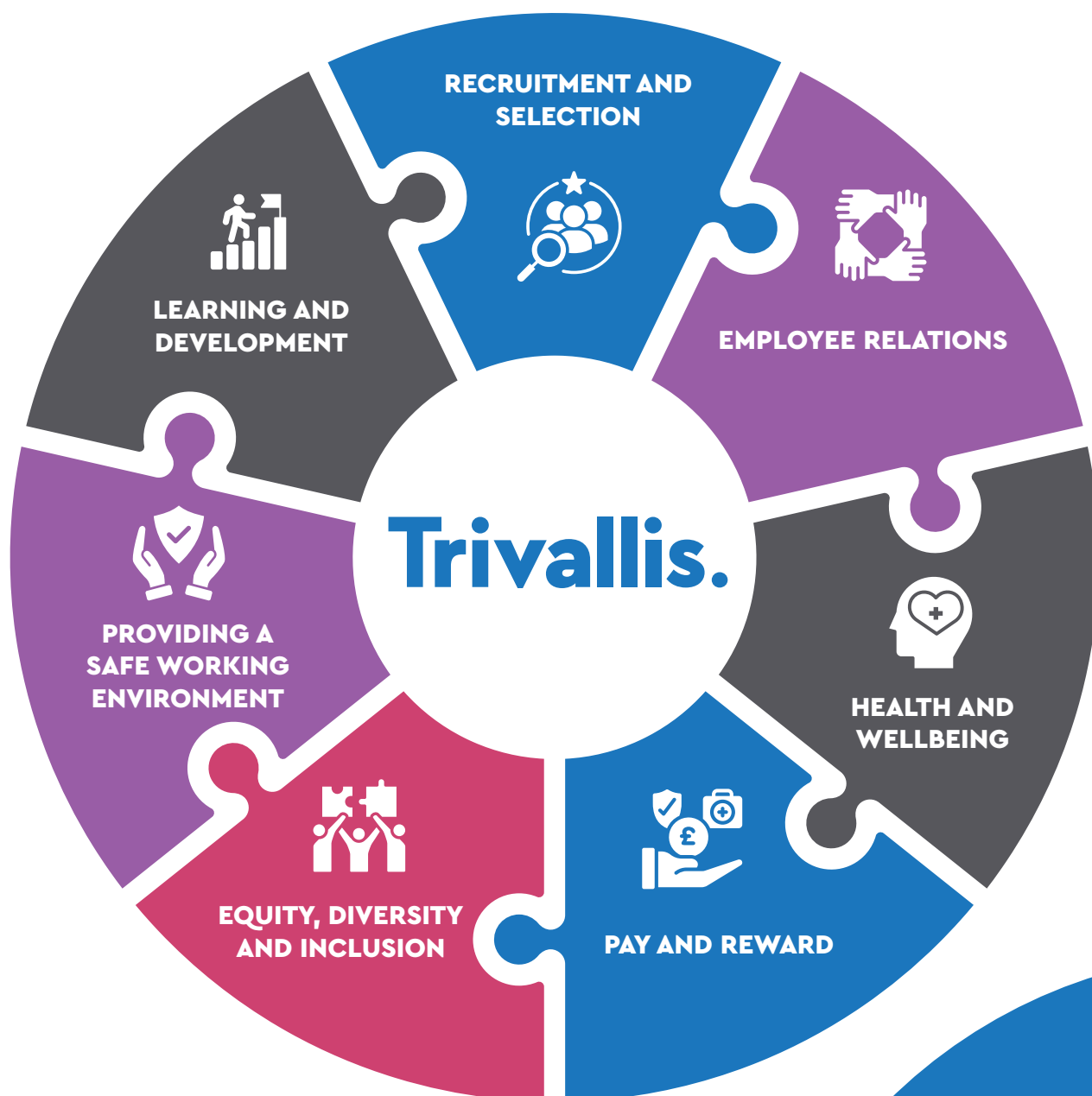
Vision

Our overall vision is to improve the wellbeing of communities and the people who live within them so that they can thrive.

Our People Strategy outlines how we'll support our team in the coming years to help us achieve our vision. We focus on strong leadership and teamwork to empower our staff to do their best and provide great service to our tenants and communities. We want every colleague to have a meaningful and rewarding job that reflects our values of being kind, inclusive, progressive and trustworthy. Our people are at the heart of everything we do, helping us reach our goals and create a better future for all.

Getting the basics right

While we introduce ambitious new initiatives, we must not lose sight of our core responsibilities. These include:



Strategy development

This strategy has been developed with input from our colleagues, senior leaders, and the Board. We have built in the most effective practices from various sectors to make sure our approach is robust and innovative.

Our goals

We have six aims:

- Enhance leadership capabilities across the organisation to embed strength-based management
- Foster a culture of collaboration and mutual support
- Improve staff wellbeing
- Improve job satisfaction/colleague experience
- Promote equity, diversity, and inclusion in all we do
- Ensure we have a workforce that is fit for the future



Our approach

We will focus on different areas, each with its own plan, all working together to support our main goals.



Leadership development

At Trivallis, we believe that effective leadership at every level is key to fostering a positive and productive work environment. Our approach is grounded in the belief that everyone comes to work to do their best and that we should make the most of individual strengths, foster growth, and maintain open communication.

We will support our leaders to develop strength-based management skills through:

- Regular leadership training and development
- Mentorship programmes pairing experienced leaders with emerging talents
- Regularly assessing our leadership capabilities to identify strengths and development areas





Collaborative culture

We strive to create a culture where collaboration is second nature for all our colleagues in how they work with our tenants and with each other. This is a meaningful change for us. We want to build the confidence in colleagues to embrace the new team around the tenant model, adopting a strengths-based approach, collaborating with tenants to achieve their outcomes whilst managing risk along the way. Our goal is for colleagues to work collaboratively with tenants and other colleagues, focusing on outcomes to deliver the best possible service to our tenants and communities.

We will embed collaboration through:

- Delivering the collaborative communication programme across Trivallis
- Developing collaborative communication mentors
- Ensuring colleagues have the time to participate in reflective practice sessions
- Creating cross-functional working groups to tackle organisational challenges
- Encouraging open communication and regular feedback
- Embedding the team around the tenant model





Colleague health and wellbeing



Ensuring the health and wellbeing of our colleagues is paramount. A workforce which is safe at work, healthy and happy is essential for maintaining high levels of engagement, job satisfaction and overall performance.

Ensuring a safe working environment is a fundamental aspect of our commitment to staff wellbeing. We adhere to stringent health and safety regulations to protect and keep our colleagues safe at work.

We will support colleagues' health and wellbeing through:

- Promoting work-life balance through flexible working arrangements
- Providing access to mental health resources and support
- Promoting an ethic of care
- Developing our health and wellbeing initiatives



Job satisfaction/ colleague experience

Our objective is to provide our colleagues with meaningful and rewarding jobs that reflect our core values of being kind, inclusive, progressive and trustworthy. We believe that adopting the team around the tenant approach will enhance job satisfaction and help colleagues understand how their roles support our tenants. We aim to become the local employer of choice.

We will improve job satisfaction/colleague experience through:

- Embedding the team around the tenant approach
- Encouraging open communication and regular feedback
- Conducting a thorough review of our people policies
- Improving training and development processes to ensure they reflect our values and are seen as fair and equitable opportunities for colleagues
- Review our approach to pay and reward



Promoting equity, diversity and inclusion

Our goal is to promote equity, diversity, and inclusion in all aspects of employment. We are committed to creating a workplace where every colleague feels respected, valued, and empowered to contribute their best. By fostering an inclusive culture, we aim to attract and retain a diverse workforce that reflects the communities we serve. Our focus is on building a supportive environment where diverse perspectives are embraced, and everyone can thrive and succeed.

We will support the promotion of equity, diversity, and inclusion through:

- Implementing policies and practices that ensure fairness and equal opportunities for all, regardless of background or identity
- Educate colleagues about the importance of diversity and inclusion
- Actively seek and incorporate feedback from diverse colleagues and tenants to enhance our employment practices and service delivery
- Supporting our communities into work through employability projects
- Challenge discriminatory behaviour in the workplace and in our communities
- Explore the potential to offer volunteering opportunities to colleagues and tenants





Workforce fit for the future

Our goal is to develop a workforce that is adaptable, skilled, and prepared for future challenges; ensuring that we have the skills required to meet the Welsh Housing Quality Standards and are able to retrofit our homes. We will achieve this by investing in continuous professional development, supporting innovation, and embracing new technology; ensuring that our workforce have the skills required to support new technology.

To ensure we are recruiting top talent, we will conduct a thorough review of our recruitment practices, focusing on promoting our employer brand and highlighting our commitment to equity, diversity, and inclusion. This is important because it will help us attract and retain a highly skilled workforce.

To address skills shortages, we are committed to developing apprenticeship and employability programmes whilst also providing valuable career opportunities for our communities.

We will support having a future fit workforce by:

- Undertaking a skills audit and identifying skills required for the future
- Developing and implementing training plan for identified gaps
- Developing a workforce plan for the next 5 years to inform business planning and recruitment planning
- Reviewing our recruitment and retention practices
- Promotion of our employer brand
- Collaborating with partners in colleges and industry to provide training for colleagues
- Developing our apprenticeship and employability programmes

Expected outcomes

Through the implementation of this strategy, we expect to see:

- Increased tenant satisfaction
- Increased employee engagement and satisfaction
- Higher levels of collaboration and teamwork
- Enhanced leadership capabilities across all levels
- Improved staff retention and reduced turnover
- Improved service delivery
- Decrease in sickness absence
- Improved net promoter score
- Improved employee relations issues
- Improved recruitment outcomes
- A workforce which reflects the community it serves

Monitoring progress

We will regularly measure and report on our progress through:

- Annual staff surveys and Pulse checks
- Monitoring staff satisfaction indicators
- Monitoring and reporting on our net promoter score
- Monitoring and reporting on equity, diversity, and inclusion
- Feedback from tenants on cross-team issues being resolved effectively
- Monitoring tenant complaints
- Monitoring tenant satisfaction score



Conclusion

This strategy outlines our commitment to fostering a workplace environment where colleagues can be and do their best. By following this plan, we aim to enhance the wellbeing of our staff, enabling them to deliver the best possible service to our tenants and communities. Our actions will be guided by fairness, diversity, inclusion, and our values of being kind, inclusive, progressive and trustworthy. Together, we will build a brighter future for everyone involved.

Trivallis.

For further information please contact us on:

 **03000 030 888**

 **customerservices@trivallis.co.uk**

Ty Pennant
Mill Street
Pontypridd
CF37 2SW

Feel free to drop by during our office hours:
Monday to Friday: 9:00 am – 3:00 pm.