

wulvern



How do I fit in
the **Wulvern Way**

Delivering **brilliant** social housing



The **Wulvern** Way

Delivering brilliant social housing

It's about doing what matters to our customers. We do this through achieving the best results and taking responsibility for making things happen.

At Wulvern we trust and respect our colleagues and enjoy what we do as a team.

We are always learning to improve by finding new and better ways of doing things and how we spend our customers' money.

The Wulvern Way is all about improving people's lives through delivering brilliant social housing.



Delivering **brilliant** social housing



Brilliant Customer Service

- ✓ Show you understand what is important to our customers by listening to them with respect
- ✓ Provide options and let customers know what you can do to help; suggest *"what I can do is..."*
- ✓ Discuss the full range of Wulvern services
- ✓ Take full responsibility for doing what needs to be done
- ✓ Go the extra mile to deliver our Wulvern Promise; ask *"how else can I help?"*
- ✓ Talk positively and be an ambassador for Wulvern at every opportunity
- ✓ Do everything possible for your colleagues (*internal customers*) to deliver brilliant customer service.



This is not **Brilliant** Customer Service

- ✗ Talks over or doesn't listen, argues or creates conflict
- ✗ Says *"no I can't do that"* or *"not my job"* without offering suggestions or explanations
- ✗ Only discusses the job in hand, misses opportunities to talk about other services we offer
- ✗ Doesn't follow through on requests or forgets about them
- ✗ Only does what absolutely needs to be done; *'the bare minimum'*
- ✗ Talks down Wulvern, is negative about the business, customers or the customers' homes or neighbourhood
- ✗ Works in *"isolation"* and doesn't explore what can be done, quotes policy without offering suggestions.

Brilliant



People & Teams

Brilliant People & Teams

- ✓ Listen to colleagues and ask questions so that you understand each other
- ✓ Share your opinion, feedback and ideas in a constructive, open and honest way
- ✓ Offer your support and look for ways we can work together; ask *"how can I help you?"*
- ✓ Use all appropriate methods to communicate (*Your Voice, Voice Box, Have a Brew*)
- ✓ Share information with your colleagues, within your own team and other teams
- ✓ Build relationships with people across the business
- ✓ Seek feedback to develop your own skills and knowledge, to be the best you can be.



Brilliant



People & Teams

This is not **Brilliant** People & Teams

- ✗ Doesn't listen and makes assumptions without checking
- ✗ Keeps opinions to self, doesn't share, communicates feedback in a way that is not constructive
- ✗ Withholds support, stands back and says *"it's not my problem"*
- ✗ Relies on "grapevine" or gossip to spread messages about our business
- ✗ Keeps knowledge to self not giving others the full picture
- ✗ Only works with or talks to own team members, doesn't get to know others in the business
- ✗ Doesn't seek feedback or take responsibility for own development.





Brilliant Ways of Working

- ✓ Improve the way we work by suggesting changes to systems and process
- ✓ Listen to feedback about our services, learn from it and make improvements
- ✓ Plan and prioritise your work to achieve deadlines and results
- ✓ Deliver what is expected of you, first time every time
- ✓ Set expectations early with customers and colleagues
- ✓ Challenge yourself and challenge others constructively to achieve brilliant results
- ✓ Take responsibility for working safely and ensuring the wellbeing of customers and colleagues.





This is not *Brilliant* Ways of Working

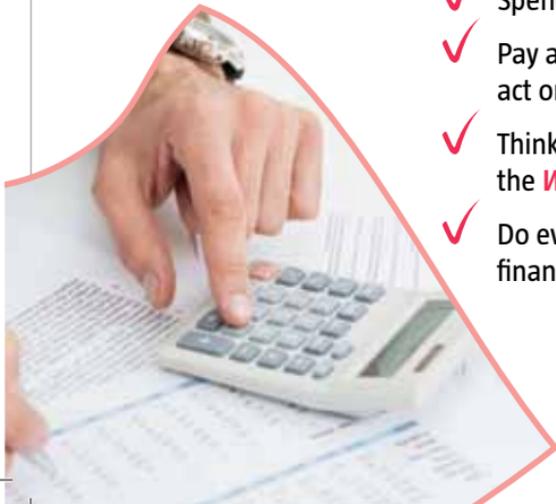
- ✘ Holds on to old ways of doing things
- ✘ Does not respond to feedback and allows mistakes to be repeated
- ✘ Is inefficient and disorganised and does not produce consistently good results
- ✘ Lets people down by not delivering what they are supposed to do
- ✘ Does not keep others informed of progress
- ✘ Is content to accept poor or average results in self and others
- ✘ Shows little awareness of issues related to health, safety and the wellbeing of others.





***Brilliant* Value for Money**

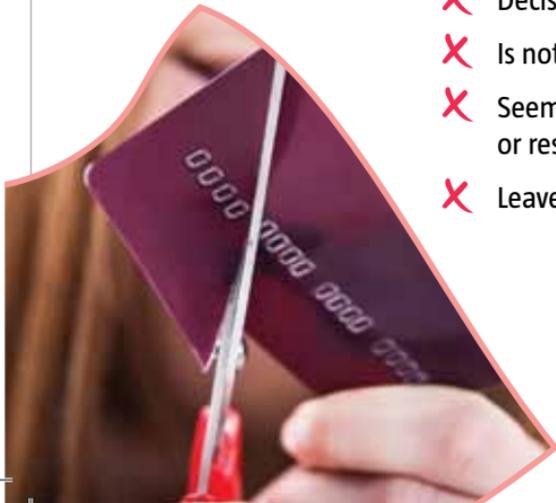
- ✓ Look for ways to reduce costs and eliminate waste and inefficiency
- ✓ Suggest ways to add value and to make sure the ***Wulvern £*** goes further
- ✓ Manage your own and others' time effectively
- ✓ Spend our customers' money wisely
- ✓ Pay attention to performance measures in the work and act on them
- ✓ Think through your decisions and how these impact on the ***Wulvern £***
- ✓ Do everything possible to minimise risk and protect the financial wellbeing of Wulvern.





This is not **Brilliant** Value for Money

- ✗ Ignores waste and accepts inefficient ways of working
- ✗ Misses opportunities to add value and is not concerned how the **Wulvern £** is spent
- ✗ Is disorganised and works inefficiently creating more work for others
- ✗ Decisions are not made with customer's money in mind
- ✗ Is not concerned with performance or measures
- ✗ Seems unaware of the impact of decisions on finances or resources
- ✗ Leaves Wulvern exposed to risk.



In summary



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