



Our Shared Ambition to Deliver

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Making South Liverpool **the** place to be.

SLH - Background

- 3726 properties
- £19m turnover
- 100 staff
- Based in Liverpool
- First Liverpool stock transfer
- From £2.5m loss to £3.5m surplus p.a.
- From blame culture to No.1 in Top 100
- Based in challenging area of the City



Start with the People

- Listen
- Act on what you hear
- Provide support
- Train
- Empower
- Provide Opportunities
- Reward & recognition
- Be honest throughout



Be Clear about Objectives



From Zero to Hero

- Have courage and vision
- “Field of Dreams”
- Have self belief
- Be honest – look around
- The SLH Bus
- Be the best at what you do
- Seize opportunities
- Share costs and benefits – JV
- Sell services i.e. ICT, HR, Environmental Services, Finance



Outcomes

- From worst to best
- From loss to profit
- Over £10m external new business
- High Employee engagement – No 1
- Highest Investors in People score
- REACH
- The Market Place
- High customer satisfaction



