



The relationship between promoting and implementing change, and the obstacles preventing change taking place in the Housing Division

Work-based learning Project
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Agenda

- Background
- Justification
- Aims
- Learning Objectives
- Methodology
 - Surveys
 - One-to-ones
 - Focus group
- Findings/Analysis
 - Thematic approach
- Conclusions
- Recommendations
- Learning

Background

Division's Role

Services

Workforce

Stakeholders

Well-being Objectives

Justification



Goal



Performance



Service Delivery



Workforce



New Technologies



Expectations

Aims

Identify

Develop

Strengthen

Promote

Foster

Learning Objectives



Workforce



Ideas



improvement

Methodology

Underpinned by ethical guidelines



Staff surveys



One-to-ones



Focus group



Surveys

159 staff

64 responses

40% response rate

48% Officers

36% Assistants

16% Managers

One-to-Ones

2 staff

Cross section
of staff

Open
questions

Independent
facilitation

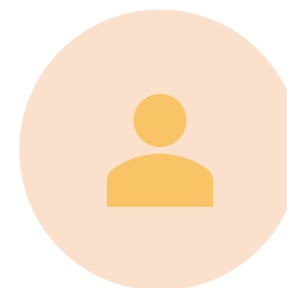
Focus Group



1 GROUP OF 4
STAFF



CROSS SECTION
OF STAFF



INDEPENDENT
FACILITATION



Limited Engagement



Findings & Analysis



Themes



Communication



Culture



Collaboration



Environment



Data Analytics and
System Integration



Lack of Resources



Non-Commitment



Review

Conclusions





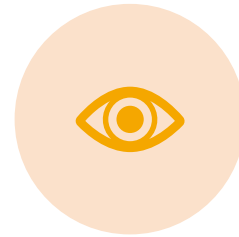
Recommendations



Learning



TRANSFORMATIONAL
LEADERSHIP



CLEAR VISION



ENGAGEMENT AND
INVOLVEMENT



Questions

