

## Thames Valley Housing

### Situation

Thames Valley Housing is a Registered Housing Landlord governed by the Housing Association. Although by no means one of the largest of Associations, Thames Valley Housing has consistently won awards and accolades for its performance. It has about 200 staff and has benefited from excellent leadership, a characteristic of which is never to be satisfied with the status quo. MLI has followed Thames Valley through several years and partnered the senior team in a range of initiatives.

### MLI's Solution

Our partnership started with top team development. We designed a programme which simultaneously progressed individual and collective management development. The collective part was a series of masterclasses and intermediate projects.

At the beginning the team set out their objectives in terms of how their stakeholders would view them - and this was measured before and after the development period (and then again some years later). Some eight masterclasses were run over 16 months. Individual team members also went through a 360 feedback exercise and received personal coaching.

MLI also helped with the following:

- Creating a capability dictionary to cover all the knowledge and skills in the organisation
- Facilitating an OD awayday which looked at mutual expectations between the three Directorates and started a process of defining the organisation's values
- Two years later, conducting a survey as to how those values existed in everyday reality and facilitating a feedback session with the top team
- A new CEO arrived in 2008 and we helped the team with their strategic awayday once again

### Benefits

There was a significant increase in the aspirations re providing value to stakeholders, both at the end of the development programme and at the later audit.

Individuals undoubtedly benefited from the coaching, and the Association received its best awards in the years following the programme.

The capability dictionary enabled a range of HR matching processes to be more effective.

Analysing the "values in action" gave a positive result overall, but still led to individual senior commitments to achieve "100%". It was an "OD" journey aimed at "excellence for our stakeholders".



### Key Facts

#### Company

Thames Valley Housing

#### Nature of Business

TVH is a Registered Social Landlord providing over 13,000 affordable homes across London and the South East.

#### Number of Staff

200

Develop the capability of your business - email [enquiries@mayolearning.com](mailto:enquiries@mayolearning.com) today.