

# VANTAGE BULLETIN

## HOW TO DELIVER THAT CHANGE PROGRAMME

Hello and welcome to our new bulletin.

Well it's been quite a few days since the general election last week. Clearly it's far too early to know which of the proposed manifesto policies will be implemented by the new Conservative Government. I will be coming back to consider the impact of these policies in future bulletins.

As promised I will use this bulletin to explore some of the areas discussed during my last bulletin in more detail. Please [click here](#) to see my previous bulletin if you want to refresh yourself.

Two of the areas that I want to cover in more detail and share my thoughts for this bulletin are as follows:

- **Performance and continuous improvement culture**
- **Motivation and appetite for change**



Both these areas are intrinsically linked and deal with the behaviours and values of your organisation. If you can trust me that Vantage knows how to deliver financial efficiency savings and has been doing so for our clients over the past 15 years, then how we can

work with you on these two areas is something that really sets us apart from our competitors.

But don't take our word for this look at what two of our recent clients have said about us:

*"I am now delivering services in a way that has gone beyond my expectations. Where in the past we'd struggled to improve performance I now have a more motivated team, making the right decision at the right time and delivering higher performance levels at a lower cost. I'm confident I have a service delivering VFM."*

*"The insights the project gave were remarkable. Vantage tapped into all available information and gave me a clear picture of the operation, the key challenges and a pathway to the operation needed."*

**Performance, continuous improvement culture, motivation and appetite for change.**

Instilling a performance culture remains one of the biggest challenges for the Housing Sector. Even with the right data and good use of systems, people still need to know the principles of good performance management and how to integrate these into a long-term continuous improvement culture.

Linked to this is the other significant challenge facing our clients which is to follow through with our recommendations and make sure the whole business has bought into these changes.

By showing our clients what is possible, we start to win people's hearts and minds!

My key points are:

- Leaders need to continually change, standing still is no longer an option in the current environment (have you reviewed your tried and trusted processes recently)
- The culture of the organisation is critical to the success (when was the last time you refreshed your organisations values and behaviours)
- Everyone is responsible for continuous improvement (hopefully value for money isn't just a finance teams responsibility)
- Create a culture of listening to your customers and their needs (and then deliver services to meet their needs)

- Reward and recognise teams that deliver (do you have a reward and recognition mechanism in place)
- Embrace complaints and customer feedback (use this information to improve services delivered)
- Overall organisation performance should take precedent over departmental performance (do your key performance indicators reflect this)
- Utilise cross-department working (get rid of that silo mentality)

Finally remember our collaborative approach, we provide a level of coaching and knowledge transfer to our Clients to enable the above to be delivered. **We feel that this is our unique selling point.**

By working together with our support, those changes that you want to deliver **can be embraced and embedded within your organisation.**

If you can't wait until the next bulletin and you are interested in us visiting you to discuss this in more detail or to carry out one of our free desktop reviews of your maintenance service then feel free to contact me directly and I would be happy to meet up with you.



Kind Regards



Tony Bryan,  
Managing Director, Vantage Business Solutions

### **LAST MINUTE CANCELLATION OFFER >>>>**

**I have just been informed of a cancellation for our next seminar on 14th May 2015. Whilst I appreciate this is short notice if anyone can make it to London and wants to hear my latest thinking on value for money together with our guest speakers then feel free to contact me directly.**

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