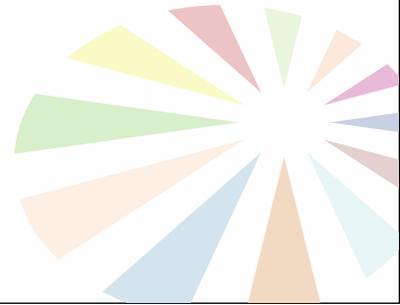




**Improving customer
outcomes and staff
engagement through
digital transformation**



Who? Why? How?

- Setting the scene – who are we?
- Understanding the context – why did we need to transform?
- Explaining the process – where are we now?



An overview

- Specialist provider of support, care and housing services
- Regional – London and the South East
- Health, social care and housing
- Contract-based commissioning culture



Look Ahead in numbers

- 103 services
- 2350 properties
- 3500 current customers
(7500 individuals supported each year)
- 136 office locations
- 1100 staff
- £52.9m turnover
- £4.3m surplus



Our customers

- Diverse customer base, 18 – 65
- Specialists in mental health, learning disabilities, young people and care leavers and homelessness
- Support is delivered to attain goals in:
 - Tenancy sustainment
 - Staying safe and wellbeing
 - Education, training, employment



Our staff

- Diverse and dispersed staff teams
- Differing levels of IT capability
- Remote working
- People-focused business and service delivery



Why are we transforming?

- We have a vision for the future that our current technology doesn't support
- Technology is a workstream of a comprehensive programme “Move Forward” which aims to:
 - improve the experience for our customers
 - maximise the potential of our properties
 - invest in our staff, recognising them as our most valuable asset
 - enable us to grow geographically and financially



Problems and barriers

- Poor existing systems – technology disrupts, but not in a good way
- Staff and customers are digitally excluded
- Staff retention



The journey so far

- Wi-Fi available in 60 staffed properties
- c£1m Capital Investment programme
- Creation of the Move Forward programme
- Mapping our customer journey(s)
- Piloting new technologies



Move Forward
TOWARDS OUR FUTURE



Lessons learned

- Have a vision – understand how investing in technology and digital skills will positively impact the business
- Executive team buy-in is essential to success
- Identify your digital champions early and invest in them
- Allow for failures, learn and move on

