



Celebrating Leading ALMOs

What does a leading ALMO mean, sounds rather grand? At this year's annual conference I, Jen Barfoot from Sedgemoor Homes and Su Spence from Poole Partnership Homes held a workshop on just that.

Berneslai Homes has been an ALMO since 2002 and in January 2007 I was incredibly proud to be appointed CEO and since that time my mission has been to lead a company that is focused on performance and quality; within a value for money culture and one that ensures both customers and staff have a voice.

Milestones along the way have been achieving 3 stars and excellent in the days of Best Value, consistent benchmarked high quality/low cost performance, high tenant satisfaction, triple TPAS accreditation, IIP Gold 6th Generation standard, PROUD tenant campaign and a reputation reaching beyond Barnsley.

Culminating in being voted Number 1 24Housing landlord in 2017, we had been chipping away at this for a number of years and my genuine belief is this was achieved due to tenants, staff and partners knowing what we do and to what standard - we do what it says on the tin.

As ALMOs we all deliver services as part of the local authority family, we can all talk about our core and added value services and depending on regional circumstances these will vary across the country. Reflecting on this question I reflected on leadership and leadership as a Chief Executive. And one of the most important elements of a Chief Executive's leadership is relationships.

One of the main diagrams I often use to describe this essential role of a Chief Executive is my "partnership matrix" this is a visual picture of all the relationships that I have and how they interrelate.

And out of all those relationships the two that I want to flag are tenants and staff and empowering people to be Proud of the people, homes and communities they live and work within. Tenants at the heart is my mantra and Challenge Berneslai is how we bring that to life. And empowering staff is through our core competencies (Inspirational attitude, High performance culture, Change & Innovation, Developing People, Managing Resources, Customer Focussed and Communications) and our GREAT values (Giving Something Back, Respect, Excellent Customer services, Achieving high performance and Trust).

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A fresh approach to people, homes and communities

