

26 FEBRUARY 2019



# MPS & WAVERLEY BOROUGH COUNCIL

## HOUSING OVERVIEW AND SCRUTINY MEETING

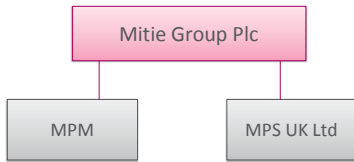


### AGENDA

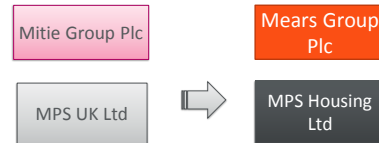
1. Introductions & Welcome
2. The MPS structure & our new parent
3. The journey so far
4. The DNA of MPS
5. MPS in numbers
6. Our new brand
7. Our commitment to Waverley



### HOW WE WERE STRUCTURED



### SALE STRUCTURE



MPS UK Ltd staff, transfer to the new company, called MPS.



## HOW IT WORKS

- Separate legal entity
  - Own brand
  - Separate Board & Leadership Team
  - Different markets:
    - <€10m Contracts
    - MPS Energy
  - Drawing down on shared services
- New parent company
  - Financially stable
  - Experience in the sector
  - Market placement:
    - Placemaker
    - Housing Management
    - Care & IPM



## OUR JOURNEY SO FAR



## CAPTURING THE DNA OF MPS

- Understanding what our customers think, feel and like about us
- What makes our people exceptional?
- How do we ensure we retain and grow this, as we rebrand
- What it means to me



## MPS VALUES



### We're people people

We know that our work has a big impact on people's quality of life. So, we take the time to listen and engage and commit ourselves to delivering the highest standard of work, on time and with complete respect for people's homes.

### We love new ideas

We're always on the lookout for fresh approaches to delivering our services more effectively. For the benefit of residents and our clients. This applies to all areas of our business, from the training we give to our people, the data and technology we integrate into our operations, or the way we design our service packages

### We adapt to different needs

We understand that keeping people safe, secure and happy in their homes is our clients' top priority. But, underpinning this goal, there are additional objectives, including value for money, efficiency, sustainability and community engagement. We work in close collaboration with our clients to shape delivery of our services around their individual needs.

### We're full of integrity

We do the right thing in every situation. Even when no-one is watching.

**MPS**

**//** TO BE A VALUED MEMBER OF EVERY COMMUNITY, TRUSTED FOR OUR PROACTIVE AND DEPENDABLE DELIVERY OF BETTER HOMES. **//**

OUR VISION

**MPS IN NUMBERS**



**265000**



**6500**



**3500**



**4000**



**60000+**



**30000+**



**MPS & Waverley**



**Come and meet the people who will be making your home.**

Waverley Borough Council

Waverley

Anytime between 10am - 2pm Friday 15 February



**OUR COMMITMENT TO WAVERLEY**



Clear communication & direction:

- New contract, new start

Change of leadership:

- Vision, values and style

Mobilisation:

- Lessons learnt & removal of waste
- Interaction with staff and stakeholders
- QHSE complete review and audit

Change of direction for Social Value & Engagement

- Reduce telephone contact by 5% by 2020
  - We commit to consistently meet or exceed the 96% customer satisfaction target
  - Vast employment and skills areas commitments
- Partnership Working

