

The future of work

at Yorkshire Housing







We are improving our customer offer to provide services that fit around our customers.



Providing customers with the flexibility of more integrated 'self-serve' options.

service offer for our customers means we can also offer a new working offer for colleagues.

Providing a more flexible & increasingly personalised

Improved data, coupled with increased analytics and automation, supports our move from a reactive to a proactive service model, delivering a great customer experience.

Our working offer is a blended approach which embraces the three principles of hub, home

HUD

of spaces where people come together for a purpose. Hubs are well-designed, high-tech,

This is not an office but a network

ideas, receive training and socialise. These hubs support a blended, balanced approach to working

between home, roam, YH space and other shared space.



Through the right technology and our digital workspace, we will support colleagues to work

Home

The ability to work from home is not only more cost effective for colleagues, but offers flexibility to shape a better

and communicate remotely.

work-life blend.



will revolutionise how we deliver services to our customers.

Through technology, and by offering our colleagues more flexibility, we will be able to meet the needs of our customers at a time that suits them. This will significantly

Our agile workforce within our communities

improve the overall customer experience

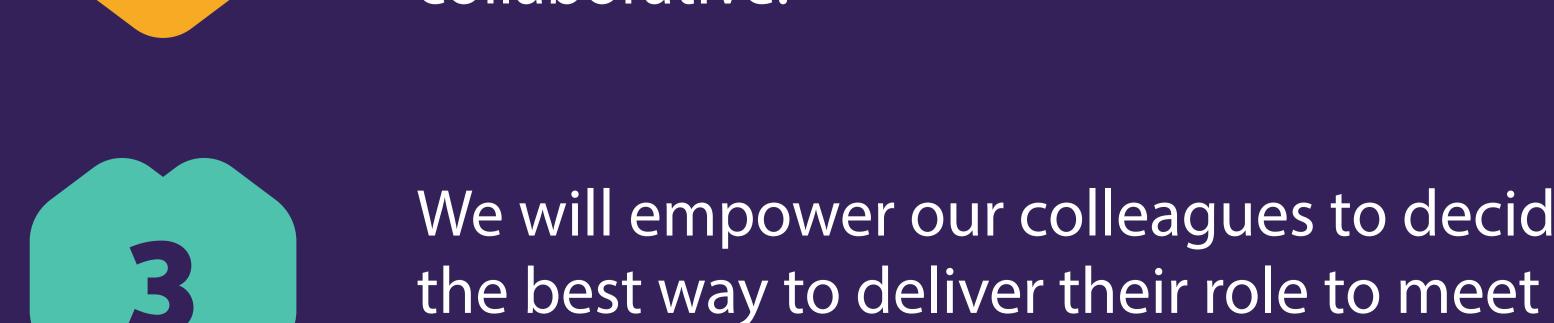


Work is something we do,



9-5 working day. We will be flexible,

the term 'office' and the



collaborative. We will empower our colleagues to decide

and anywhere.

innovative and



our customer's needs. With digital technology at our heart

we can work at anytime, anyplace