

DIN their words

Chloe Marsh

**Director of Strategy,
Transformation and Culture**


Rebecca Upton

**Head of People,
Learning and Wellbeing**

**RHP operates across the boroughs of Richmond,
Hounslow, Kingston and Hillingdon and was supported
by DIN through a leadership development programme
focused on change and transformation.**

The programme continues to make an impact, with the positive ripple effects still being felt today.





**What was the problem you needed/
wanted to solve or the improvement you
wanted to make?**

Chloe: We were undergoing a big transformation programme called Rewire. It was really looking at how we updated our processes, systems and ways of working, with the end goal of taking on a new repairs partner. It was a brilliant opportunity to look at everything holistically and ultimately, deliver a great repairs service.

We were having some issues with engagement around the change programme and knew that managers were key in role modelling the behaviour change we were looking for. We had done things in the past, but nothing had stuck particularly well.

We had a leadership development programme called Luminous so we brought them both together and spent a year looking at change as part of leadership development.

We thought we needed an external partner and we knew we were looking for a modern, forward-thinking organisation that was aligned with our culture and values. We already had a relationship with DIN in many different ways and so Helena and Jo from DIN helped us develop our whole programme, which became Luminous Rewired.

**What made you decide this
was a priority to take on?**

Rebecca: Our repairs service is such an important service for our customers. We knew we had to change because our long-standing relationship was coming to an end but just because we had to change didn't mean we couldn't do it as well as possible.

It was initiated because of the repairs service but we could see there would be other benefits as well. Change happens daily so we wanted to equip our leadership with skills for the here and now, as well as the future – and also that they can take with them, to lead through change and transformation.

It had a really positive immediate impact on our leaders and we could spot the difference straight away. It is starting to have a positive impact on our repairs service and our overall ways of working.



**Want to know how
this turned out?**

**If you're a DIN
member, just contact
us **here** for a copy**



**If you're not a DIN member yet,
why not? Click **here** to ask us
about membership today!**

