



## Jodie Sherwood

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“In a way it feels like we have broken the golden rule of change - do change with people not too them. Coronavirus has forced our hand in so many ways and our people are buying into those changes because they can feel the benefits to them almost immediately.”

### Agile working

The move to agile working in Saffron has been happening gradually over the past year or so, there is a huge appetite for improvement, approached with pace and balance. Pre-lockdown the focus had been on trying to encourage people to move away from their desks, but the approach was localised and with mixed success. So, when lockdown hit some people were already adjusted to work from home.

Being based in a rural location in Norfolk, Saffron had begun making changes to service delivery about two weeks before the lockdown officially started, in order to safeguard their customers. Even with this more phased in approach the full lockdown announced on March 23rd was still a big moment. When it happened, the organisation expedited their plans to roll out MS teams quickly, giving person led tutorials & demos across the organisation to support this.

They also set up around 50 employees with devices in a matter of days. Along with everything else happening, this required

a significant adjustment and learning curve for most staff who fully embraced the change. The resulting feedback and benefits have been phenomenal. Everyone being remote hasn't stopped Saffron's BAU when it comes to communications and engagement, with their leadership and staff huddles still taking place virtually. In fact, the feedback received points to many preferring this platform.

### CRM Implementation

One of the biggest change related challenges faced by Saffron is that when Lockdown hit, they were nearing the end of a new CRM implementation and were about to embark on roll out. Instead of stopping the project, the organisation pushed on and used their core project group of superusers across the organisation to deliver training for over 150 staff. Doing this task ordinarily would have taken the superusers way out of their comfort zone, but to do it virtually is a tremendous feat! The team have received fantastic feedback, and this approach has enabled Saffron to be more than ready for this next milestone in implementing a new CRM system.