

25th July 2019

Welcome to your latest newsletter about our Good to Great plans. In each issue you'll be able to meet the team, find out what's going on and understand what our journey will mean for you. Let us know what you think!

WE'VE TAKEN THE FIRST STEPS



“

The Employee Forum has landed at a great time. It means we can now hear how your elected representatives are feeling about the changes, so we can modify them as we go along.

”

Last week was pretty exciting.

Not only did we see the fiftieth anniversary of the moon landings, a reminder of an extraordinary time in mankind's achievements, but on a slightly smaller scale we also took an important step towards building a strong, meaningful dialogue with colleagues from across our business, with our first ever Employee Forum meeting.

The past few months have seen us tell you all about our plans to make people's lives easier.

You've been hearing how we're investing heavily in the business to streamline and automate many of our paper-based processes, as well as investing in our people to make them specialists focussing either entirely on clients or logistics – all of which will make us a stronger, better business.

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feeling about the changes, so we can modify them as we go along. Not only that, it’s a great way to let them know what’s coming down the road and what we have in mind to improve how we do things for our clients. I am taking this very seriously and have personally committed to being in as many of these meetings as possible to get this two-way dialogue going.

You’ll see from the articles below that my team and I would really welcome your feedback, input and participation in this two-way dialogue. From the new Good to Great colleague website where you can like and comment on articles, to the new Team Brief that started last week and enables you to have regular conversations with your management teams,

to the surveys and workshops that use your insight to develop and deepen the Good to Great plans – what you say is vitally important to our success.

These are exciting times for us, and just like one of those brave men who took the first steps outside Earth fifty years ago, Buzz Aldrin, said, “Shoot for the moon; you might get there.”

So even if you aren’t involved with the forum, we still want to hear from you. Get in touch, let us know what’s on your mind, and what you think about the new website and Team Brief at goodtogreat@dignityuk.co.uk

Regards,

Mike McCollum
CEO



BUYING MADE EASY

Scrabbling around for the MOT certificate (now where did I put it?!), going into town, finding a parking space, then joining the seemingly endless queue at the post office...well, that's one way to pay your road tax, but perhaps not the most efficient or easiest. Instead, many of us now pay online in a matter of clicks, whether at home, on the train or in our lunch break.

Likewise, we're making our own cumbersome processes much easier for clients and colleagues alike.

Which is why, earlier this month, the 'Source to Pay' project team, led by Janice Hawes, held two days of workshops to show how technology can make buying so much easier.

Business Analyst Mark Skerratt rounded up some willing volunteers to visit the 'post office' to pay car tax with all those bits of paper and queues, then showed how much quicker and simpler the same process is online.



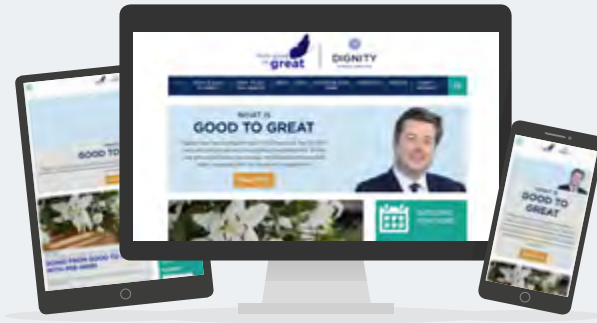
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But what does car tax have to do with us?

Well, our ambition is to give you a similar, easy way to buy the things you need as part of your role – and car tax seemed like a perfect comparison of how technology has already improved what used to be a mundane, long-winded process.

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Watch this space!



WIN BIG WITH GOOD TO GREAT

To celebrate the launch of our brand new Good to Great website, we're entering every colleague who registers before 31st August into our grand prize draw.



All you have to do is visit www.dignitygoodtogreat.co.uk, register by 31st August and you're automatically entered!

What is this website all about then?

It's a new way for you to keep up to date with the latest Good to Great news. From interviews to news and FAQs, there's plenty to find out about.

Plus, you can even like and comment on articles too, so we can begin a Dignity-wide conversation.

But I don't have a Dignity or CMG email address!

Yeah, we know that many of you don't - which is why you can also register with your own, personal email address. Simply

The small print

- You must register with a Dignity or CMG email address or verified personal email address by 11.59pm on 31st August 2019.
- Winners will be selected randomly from the full list of registered users on 1st September 2019.
- Winners will be the first three names selected.
- There is no cash alternative.
- Winners will be contacted by email and informed by 7th September 2019.
- Open to Dignity colleagues only.
- Please send all queries to goodtogreat@dignityuk.co.uk.

let your manager know you want to register, or drop a line to goodtogreat@dignityuk.co.uk and we'll send you a welcome email.

But I don't have a PC at work!

We've thought of that too. The site is geared up to be accessed on the move as well as at work, so whether you're on the train,

in the coffee shop, at your desk or on the top of Mount Everest (really) then you can access the site on your smartphone or tablet, whether it's your own or a work device.

I don't like the tinterweb.

That's OK too. We'll keep rounding up the latest news into our fortnightly newsletter and of course there's the new monthly Team Brief to keep you updated too. But if you really want to keep up to date, then the website is the way to go. Why not have a read of our **user guide** for some top tips to get you started?

Can I enter the prize draw without registering?

Sorry, not this time. You've got to be in it to win it!

IT'S GOOD TO TALK

With our plans to go from Good to Great gaining momentum, we need to make sure we're hitting the mark in IT.

As you'll know from previous communications, IT is crucial to



our plans being successful, but to help us get it right, we need to know what we're doing well (because who doesn't like a pat on the back?), what's not going so well (so we know what we can improve) and what you'd like us to do differently (because you're the guys with the great ideas).

Even better, if you agree to be contacted for further feedback and leave your details in the survey, you'll be automatically entered into a prize draw to win



a £25 Costa Coffee voucher, with three runners up getting a £5 Costa Coffee voucher.

It should only take a few minutes, so why not grab a brew and share your views?

 <https://www.surveymonkey.co.uk/r/ITatDignity>

Will you be #100?



Ever since new IT Director, Paul Simpson, came on board, he's been inviting you to tell him what your everyday IT frustrations are – whether your PC makes a weird noise, you're having to wiggle wires to make things work, or there's a glitch in the system you use every day.

The good news is that you've been contacting us in your dozens to tell us what's bugging you.

We've logged every one of your emails, and reviewed and resolved many of the issues raised. Some are taking a little longer to address, but we are working on getting them fixed.

We're keen to maintain the momentum and keep listening, so as an extra incentive we're offering the 100th person to email **bettercallpaul@dignityuk.co.uk** a £25 Amazon voucher for their trouble.



Remember, we want to make life easier for you, so tell Paul what your everyday IT frustrations are, and he'll see what he can do.

Top tip: If you have any urgent IT issue, always call the IT Service Desk on **0800 151 3795** in the first instance.



Where are you based?

North East Region – North & West Yorkshire.

How long have you worked for Dignity?

Eight years.

What does a typical day look like for you?

A typical day is not really something that exists as our operational duties are quite varied; however, the variety of daily tasks and challenges is something that really attracts me to the role. I often start by taking my youngest daughter to the school breakfast club for 7am and then on to one of my offices. I very much enjoy being as mobile as I can to visit the branches and speak to our teams who work tirelessly to keep our clients proud that they chose to use our services at the most difficult of times of their lives. I head home, have dinner and then take our dog around the park with my wife and children.

How would you explain your job to a three-year-old?

As I told my own children when they were small, I work with a very special team who help take people who have died up to the angels.

What's the most unusual/most eventful thing that's ever happened to you at work?

I started with a family funeral business at 16 and once I passed my driving test at 17, I was trained to drive a hearse. Whilst on route to quite a high-profile service, the funeral director instructed me to turn at the next major left-hand junction; sadly I turned too early and took the cortege of a hearse and three limousines down a narrow a cul-de-sac.

If you could change one thing about your job, what would it be?

Make some of the paper-based processes we use far simpler and more efficient.

What song/piece of music would you choose for your own funeral?

Fleetwood Mac – *Never Going Back Again*.

What would your top tip be to take Dignity from Good to Great?

Try and embrace change and have faith in what we are working towards.

Who would you like to hear from in the next 60 Seconds update? Would you like to take part yourself?
Let us know at goodtogreat@dignityuk.co.uk.



Jargonbuster

Don't know your BAU from your ROI? Then we're here to help!

Socialise

Sadly, this doesn't mean hot-footing it to the local and enjoying the banter with our mates. In business terms, it means to start discussions about an issue, eg: "Let's give them time to socialise the new material with their teams."

Car Park

Wait, don't get your car keys out just yet... this unusual term means that the discussion of a particular item in a meeting is being ended, with the intention of addressing it later eg: "We ran out time and had to car park Tim's marketing ideas."

Got a phrase that has you bamboozled? Let us know at goodtogreat@dignityuk.co.uk.



If you want to hear about transformation in more detail, why not listen in to our updated Good to Great dial in? Simply call free on **0800 0086371** to hear Transformation Director Paul Turner talk about progress being made, what Taking the Greatest Care means to all of us, and how IT is enabling our success. Remember you can leave your questions or feedback at the end (8 mins).

Get in touch 

If you have a question about transformation, heard something on the jungle drums, have some feedback or a suggestion for the next newsletter, then drop us an email at goodtogreat@dignityuk.co.uk.