

MERTHYR

VALLEYS HOMES





Pioneering the 4-Day Working Week

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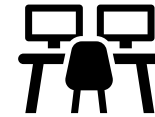


About us



Post Pandemic World of Work

**Change in
way we deliver**



The **great
resignation
& quiet quitting**

**Booming
recruitment
market**



Importance of
work-life balance

Why?



Staff

Employer

Society

Economy

Environment

What?

- **Options**
- **6 month UK trial –**
company wide?
- **100 – 80 -100 rule**
- Recognition that
there is no one
solution
- **No manual!**



How?



- **Setting ground rules**
- **Mutual approach**
- **How do you plan, organise, prioritise?
Why?**

What does **success** look like?

✓ **Consistent** performance

Successful pilot participation ★

♥ **Improved** staff well-being

Increased staff commitment to MVH 



Zero financial implications

Positive changes to allow
a 4DW

Performance Outcomes

Average time taken to complete repairs

slight decrease

Number of calls into Contact Centre

remained consistent
(alongside call answer times)

Number of complaints received

remained consistent

Tenant satisfaction

improved (based on
repairs completed)

Rent collection

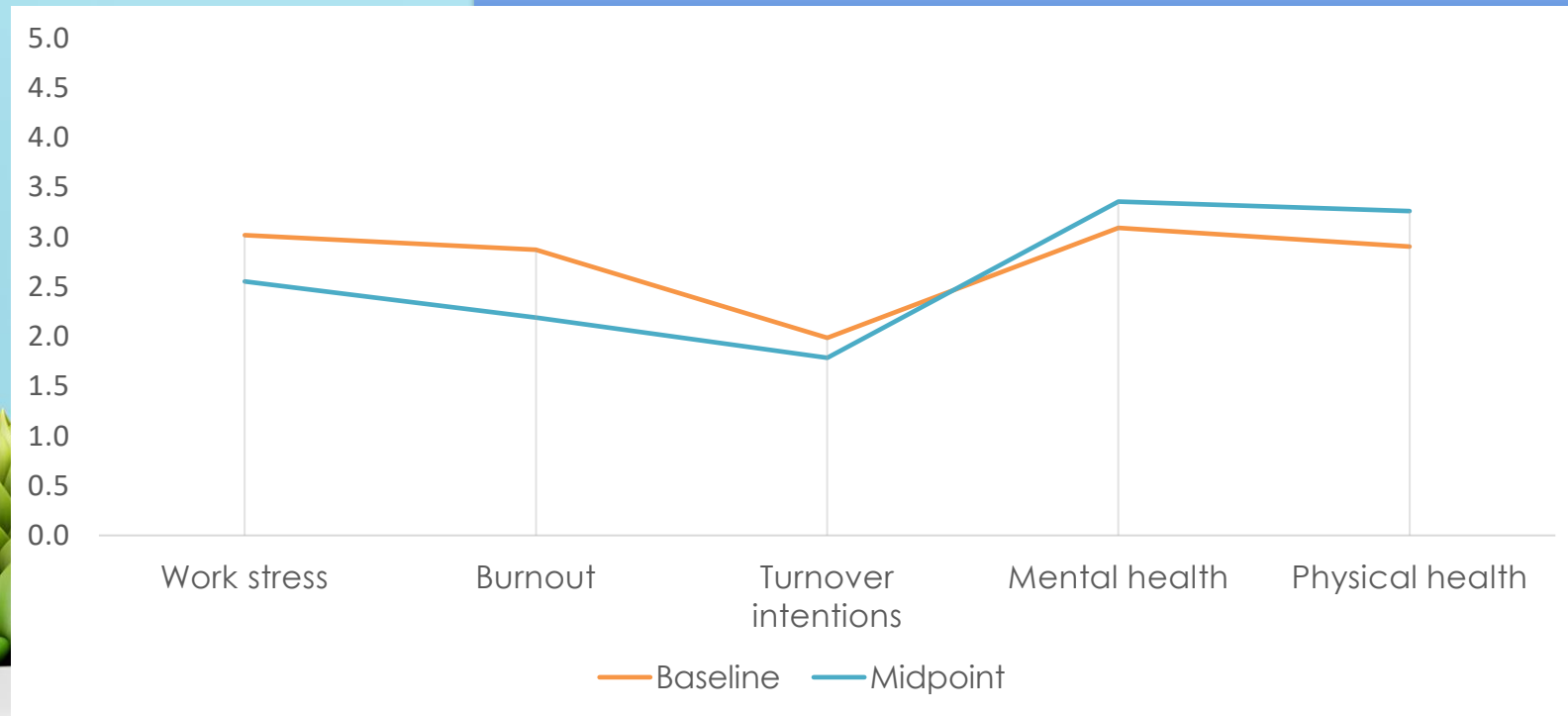
decreased slightly

Sickness levels

increased (long term vs
short term)

Well-Being

Mid-point survey results | October 2022



**Work stress,
burnout &
turnover
intentions**

A **downward trajectory** represents a **reduction** in the number of colleagues feeling this way.

**Mental &
physical
health**

An **upward trajectory** represents a **positive impact** (1 is poor, 5 is excellent)

Other measures

>> All **colleague participation**

>> **Cost**

>> **Improvements**

- ✓ Better time management e.g. reduction in meeting times
- ✓ Upskilling and knowledge sharing
- ✓ Process improvements
- ✓ IT solutions
- ✓ Reduction in travel time and cost





WHAT NEXT...

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