



cih professional standards at settle

an overview of aligning and embedding the cih professional standards at
settle

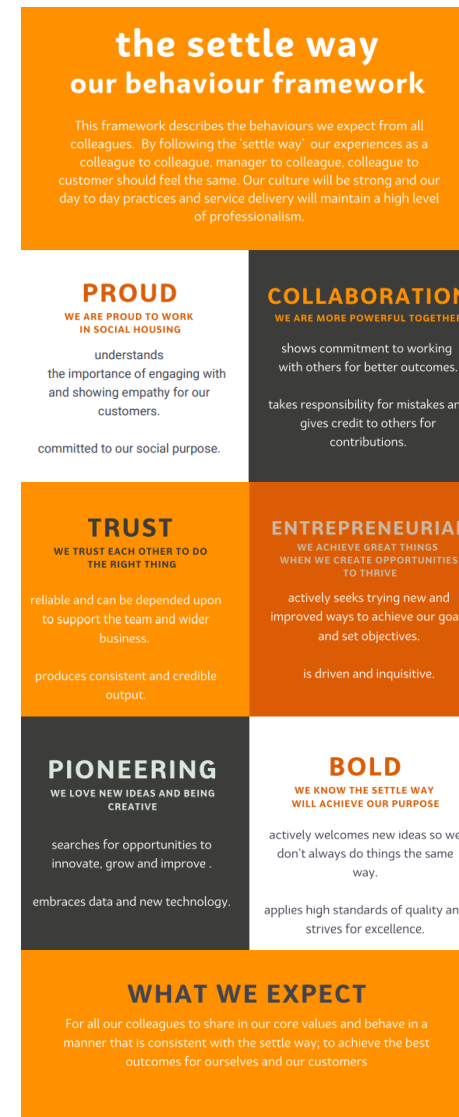
'the settle way' and professional standards

The launch of the cih professional standards comes at a great time for settle. We have recently introduced our new behavioural framework 'the settle way' which helps identify our culture and ways of working.

There is clear alignment with the seven characteristics of the cih professional standards and 'the settle way' behaviours.

Our plans for 2021 includes us weaving both 'the settle way' and its alignment to the cih professional standards into everything we do, which will create a complete end to end cultural experience for all settle colleagues.

2021 also sees us launch our new performance management system 'settle for success'. The timing of this works perfectly in aligning the cih professional standards and embedding the self assessments into the system.



cih professional standards vs the settle way



We are looking to trial a pilot in the coming months to help us learn best how we embed phase two of the professional standards across the whole of settle in the future.

The pilot will see a number of colleagues across various business areas and in different roles use the self-assessment tool to identify their characteristic gaps which will then be translated into their pdp's for further and ongoing development.

By trialing the pilot across all areas of our organisation this will allow colleagues to understand the importance of the cih professional standards and it's relevance for all and not just those who are in housing roles.

We plan in weaving 'the settle way' behaviours into everything we do but with the added alignment of the seven cih professional standards characteristics we believe that this will prove successful in embedding our culture with colleagues but also inline with the wider housing sector culture.

By doing this we believe it will help us achieve not only our 2021 plan but also our five year strategic plan which will ultimately drive the delivery of a high level customer experience to our residents.