

Member Newsletter

Autumn 2023



What's inside?



From Gareth

A few words from Ecology Chief Executive Officer, Gareth Griffiths, on 2023 so far.

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Inside Ecology

Meet some of our new Board members, find out how we've been leading the way in sustainable building with our head office upgrade, and see how we've been supporting our colleagues.



From Gareth...

So much has happened since I wrote my last newsletter, with much of it serving only to emphasise the importance of the Society's role against the backdrop of political, economic and social uncertainty. That's why I hope you'll take pride, like I do, in the difference we've made so far this year, which you'll be able to read about in the following pages.

When I talk to friends and family about working for a building society, their eyes often glaze over. But when I tell them about the impact we make to people and the planet, they want to know more. That's what sets us apart from our peers. We can only do this because of the support and loyalty of our Members, and my colleagues. Times are tough for many people right now and I'm heartened by your continued commitment.

With increasing uncertainty around interest rates, I wanted to reassure you that we work hard to carefully balance the needs of all our Members in all we do. Our savers want a competitive rate and to know we're going to use their money responsibly, while our borrowers want a fair deal with us so they can fund projects that deliver ecological homes and create sustainable communities. We want to support both these needs and I'm pleased we've been able to increase our savings rates by more than we have mortgage rates this year.

Delivering positive benefits for people and the environment is one of the ways we stand apart from others and one of the reasons Ecology exists. Later this year, I'll be spending time with two of our original founders. I want to really understand what the early days of the Society looked like, and to learn from their experiences as they agitated the mainstream financial system with a new building society, called Ecology. One of my biggest drivers is 'Purpose' and I will share more information soon about opportunities to involve you, our Members, in creating a clearly-defined Purpose, which links to our Vision and our Mission, over the coming months.

One thing that is clear is, to achieve our goals, we need to strengthen our team. I'm pleased to have welcomed 26 new colleagues to the Society this year including, among others, Chief Financial Officer, Christopher White, and Steph Landymore, Sustainability Lead. Christopher and Steph will have significant roles to play in the months ahead.

For now though, I wanted to say thank you to our existing team, who this year have dealt with a significant number of base rate changes, mobilised new Consumer Duty regulations and delivered a spectacular refurbishment of our Head Office. We've also taken over 16,000 calls from our Members, opened over 1,800 new savings accounts and supported over 1,480 borrowing Members.

Of course, the year isn't over yet. There's more to come. We'll make sure our voice continues to be heard as we campaign for positive change. We'll build our capabilities so we can increase our impact. And we'll keep listening to you to guide us as we go.

Thank you for your continued support.

Gareth



Your feedback in helping to shape our 2030 Strategy has given us a clear and ambitious agenda. I will be able to update you on our exciting strategic plans in my report as part of the Annual Review.



Saving success!

Last year, our savers powered the funding for 340 incredible sustainable lending properties and projects, which support communities and benefit the environment. But, for some, saving with Ecology can simply be the start of their own energy-efficient enhancements, as in the case of long-term Members Lindy Williams and Daniel Powell.

Lindy and Daniel have been savers with Ecology Building Society since the 1980s, the decade they bought their home in a village near Settle.

The couple immediately made environmental improvements to the historic property, starting with wall and loft insulation and, most recently, installing solar panels with battery storage. They paid for these using savings they'd built up with Ecology.

Then, last year, the couple withdrew additional funds to replace two downstairs windows with double-glazed alternatives, and also to pay for an air source heat pump.

The pump and the solar panels mean they no longer need to use gas, thus reducing their carbon emissions and fuel bills in the longer term. They're hopeful the savings on their fuel bills will help them to top up their savings account again, allowing them to fund further energy-efficient improvements in the future too!

Well done Lindy and Daniel!

[Got a success story you'd like to share? Let us know!](#)



An inspiring Annual General Meeting

Our latest AGM and Member Meet-up was a big success thanks to our Members. Members joined us at the Centre of Sustainable Living in Manchester for what was an inspirational event. The AGM started with introductions from the Board, before Ecology Chief Executive Officer Gareth Griffiths summarised the strong financial results delivered in the previous year, taking time to thank the Group's colleagues for their hard work.

It was hard not to be moved by the case studies Gareth shared showing the impact of our lending this past year. From the Society's biggest ever loan, which helped to produce 22 energy efficient and affordable homes in Sheffield, to supporting a Community Land Trust to help students move into an affordable co-operative in Brighton.

As always, our Member questions were insightful and inquisitive, covering topics from governance and finance to products and politics. A well-received lunch allowed for informal catch-ups and conversations in the wonderful Manchester setting.



Former politician and presenter Peg Alexander hosted the day and our Member Meet-up, where experts from across the industry shared their views.

Members were able to hear from, among others, Rob Harrison, Editor of Ethical Consumer Magazine, Lynne Sullivan OBE, Chair of the Good Homes Alliance, and Marianne Heaslip, co-founder of People Powered Retrofit.

As part of the closing presentations, former Ecology self-build borrower Ele George helped to bring the importance of the Society's support to life by sharing her own experiences. It was a fitting close to an inspirational event that really showcased what we can do, together, and why our role in the future is more important than ever.

[Take a two-minute tour of the best bits here](#)



Listening to you



As a mutual Ecology exists to serve you, our Members.

If we are to put you at the heart of everything we do, we must provide the right opportunities for you to have your say and share your views.

I'm delighted that your input into our 2030 Strategy has already provided a clear remit on which to grow our business and maximise the impact we can have.

Your insight will continue to guide us as we undertake a review of our existing products and of our Purpose. Your views, through our Member listening surveys, will also help shape the way we serve you, both now and in the future.

I want to provide more opportunities for us to meet face to face with you, whether in person or virtually. Our Annual General Meeting has been the highlight of my calendar year so far, primarily because it allowed such a wonderful opportunity to meet some of you and hear your thoughts on how the Society is doing.

Thank you to everyone who has helped so far in shaping our journey. I look forward to hearing more from you as we progress.

Louise Pryor

Chair

Shaping our Purpose

If we're to have the impact we want and achieve our 2030 Strategy, we need to do it together. To make sure we're the Society you want us to be we'll be involving you in helping review our Purpose.

We'll be looking at how we can make sure our Purpose Statement is meaningful for all of our Members and makes sure anyone new to Ecology is clear who we are and what we stand for.

We'll be speaking to you in the months ahead to get your views on our current Purpose and input into what Ecology stands for, so we can all be really clear on our common goal.

Look out for more soon.

Our Vision

"A fair society in a sustainable world"

Our Mission

"A Member organisation dedicated to improving the environment and society by enabling sustainable building and communities"

Values

Fairness, Openness, Responsibility,
Co-operation and Activism

Our products

We're starting a review of our existing products, using insight from our Members to understand how they're being used and to identify opportunities for improvement. As part of this we're aiming to:

- Offer fair value to our Members across our product range.
- Have the products available to help Members make a positive difference to the planet, and tackle real problems that exist in today's economy.
- Ensure we're meeting the needs of our existing Members as well as attracting new Members to the Society. This will allow us to generate the profit required to fund our future growth and deliver our 2030 Strategy for you.

New product innovation

We've also spoken to some of our Members to understand gaps in our current product offering and how we can make improvements. As a result, we're looking at new product innovation that will continue to set us apart from others in the market, and provide our Members with products that enable them to achieve their goals sustainably.

Look out for more information in the new year.

Member surveys

We've partnered with a research consultancy, Wright Research, to more regularly seek feedback from our Members.

We'll be sending out monthly email surveys to Members who've made transactions or enquiries with us in the previous month, to understand more about the service you received.

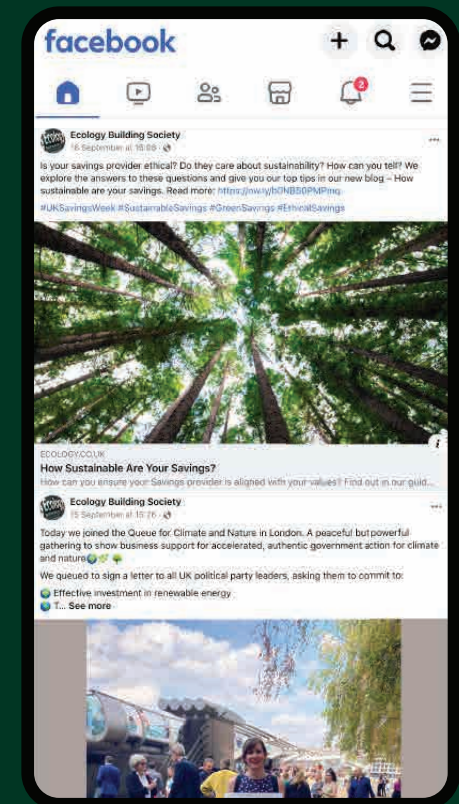
We've previously issued these surveys through the post, but moving electronically means we can capture more feedback in a more timely way and reduce the amount of paper we use.

So, if you receive a survey request, please do let us know your views. And, of course, you can provide your feedback anytime by emailing products@ecology.co.uk.

Get involved online

Our Facebook site is a great way of staying up to date with all the latest activity from your Society, interacting with other Members and sharing your views on our latest news.

[Join our Facebook group here](#)



Helping Ham Wharf

Ecology Building Society was delighted to lend the funding for a project providing fair, equitable and sustainable living for 22 people across 17 residential moorings on the River Brent, Brentford, West London.

We asked Sarah King, Ham Wharf Mooring Co-operative Member and group spokesperson, to tell us their story:

“Traditionally a working-class town, Brentford had historically been a longstanding meeting point for narrowboaters on their journey to the capital from the North, delivering and picking up goods. A small group of boaters settled on the stretch opposite Syon Park in the early 1980s, which they coined Ham Wharf. At that time the land above the towpath was about to be developed into flats, and the existing residents negotiated with the developers to legitimise their situation. Fast forward to 1994 and a group got together and took over the management of Ham Wharf by forming a limited company.

“Over the next 20 years however, the majority of the original investors sold up and moved off the wharf retaining their shares and voting rights. This created a great deal of inequality with dividends to shareholders taking away from much needed works, and decisions being made by people that didn’t live there. Once again, the residents felt the need to take action and put forward an offer in December 2021 to purchase 100% of the shares in the limited company representing the assets.

“Following lengthy negotiations, a price was finally agreed in April 2022. We knew we needed to act. The next hurdle was funding and we knew we needed to partner with someone who truly understood the journey we’d been on and the importance of completing the once-in-a-lifetime opportunity that would provide so much security for our residents.

“Ecology were clearly the experts and we felt we were in it together throughout the whole process. Where challenges were presented, these were discussed openly and constructively.”



Continued →

Helping Ham Wharf

Continued →

Sarah continued: "Ecology were always looking at potential solutions to help us move forward. I can't imagine another lender would have been so supportive.

"Now the deal has been completed, it's like a dark cloud has been lifted from us all. It's such a relief and our collective mental health and well-being has improved. We've already set up sub-groups within the residency to help maintain the ecology of the local area and the habitats of the canal. We're even helping to raise a family of kingfishers together."

“

We're incredibly proud of our community, which could have been lost without Ecology's help. Everyone is now able to give their best and give back to the local area. And we're providing advice and support to other groups in the UK that want to start a mooring co-operative.

On behalf of everyone on the moorings, I wanted to say a big thank you to Ecology. You were so easy to work with and so incredibly supportive that we couldn't have done it without you. We're so very grateful.

”

[Want more? Find out how we supported Global Link to build a community and education centre for refugees in Lancaster](#)





Welcome Steph

Our new Sustainability Lead

We'd like to introduce Steph Landymore, our new Sustainability Lead. Steph will take forward Ecology's plans to become net zero carbon in our operations by 2030 and halve the impact of the 'financed emissions' from our mortgage lending.

Steph is perfectly placed to guide our delivery on these goals, with a background in carbon accounting, corporate responsibility and reporting, as well as environmental campaigning. Steph has also been a Board Member for 'Save our Bank', the Customer Union for Ethical Banking.

“

I've been an Ecology savings customer for several years now. Having worked on improving sustainability through government and policy, and in business, I'd already been exploring the sustainable finance world through voluntary activities. When I saw that Ecology were looking for someone to lead this work, I leapt at the chance.

”



Climate and nature

Steph represented Ecology in the Queue for Climate and Nature in London. Organised by [Business Declares](#), it was a peaceful but powerful gathering to show business support for accelerated, authentic Government action for climate and nature. The Ecology Building Society was a founder signatory to Business Declares in 2019.

Political action

We know our Members are passionate about the vision we've created together. One way we'll realise this is to ensure that our collective voice, and that of our like-minded peers, is heard in Westminster. And we've been doing plenty to make this happen.

Most recently, we [added our signature](#) alongside finance, business and charity peers in letters to the Prime Minister outlining our opposition to diluting and suspending key UK efforts towards net zero. This followed putting our name to an open letter on net zero, penned by the [UK Sustainable Investment and Finance Association](#).

Ecology CEO Gareth Griffiths said: "In order to look after those most impacted and make

changes with public support, we need consistency, clarity and desirable incentives. We remain as keen as ever to see detail and clarity from Government on how the transition to net zero will continue in line with our carbon budgets and climate science. As a matter of urgency, there must be greater certainty for businesses and better information for citizens and homeowners, so we can make rapid progress towards net zero, with warmer homes, cleaner air, and better protection for nature."

Earlier this year, we also signed an [open letter](#) to the UK Minister for Housing, seeking confirmation that there will be no new gas grid connections permitted under the Future Homes Standard.

Ecology in Parliament

We've supported two Parliamentary events. Firstly, we sponsored the Parliamentary launch of the 'State of the CLT Sector' report commissioned by the Community Land Trust (CLT) Network, which revealed there is market opportunity to develop 278,000 new community-led homes. The event was attended by the Rt. Hon. Michael Gove, Secretary of State for the Department for Levelling Up, Housing and Communities (pictured, below, with our Chair, Louise Pryor).

Secondly, we sponsored the National Custom and Self Build Association's Parliamentary reception, at which Gareth Griffiths, Ecology's CEO, called on the Government to help get more people building homes. Housing & Planning Minister Rachel Maclean confirmed the Government's commitment to diversifying housing and accelerating growth by encouraging custom and self-builders.



A valuable alliance

We're celebrating our 10th year as part of the Global Alliance for Banking on Values (GABV). The GABV is an international network of leading purpose-based organisations in the banking industry that use finance to serve people and the planet. Together we exchange knowledge and help agitate for change. In doing so, we aim to help make the whole banking system more transparent and able to support positive economic, social, and environmental impact.

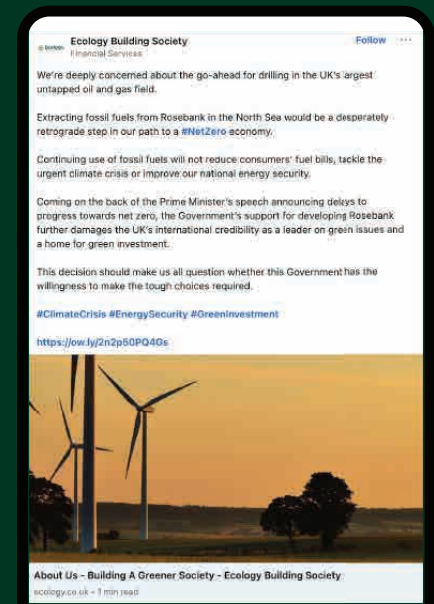
GABV collect a detailed scorecard from their members every three years and use it to benchmark performance against others in the network, highlighting best practice lessons from all over the world.

We've just submitted our latest scorecard to GABV. Their feedback will push us to continually improve how we understand and deliver our social and environmental impact for, and with, our Members. We're looking forward to sharing more details with you as we progress.

Link in with us

LinkedIn is a great platform for us to share our news and views with other business leaders, organisations and influencers, as well as our Members and those who might want to join us in future. Stay up to date by following our LinkedIn account.

 [Follow our LI account here](#)



Fair Banking for All

We're supporting the campaign for a Fair Banking Act to tackle financial exclusion.

The campaign is led by Fair Banking for All and follows their release of new research outlining evidence of growing financial exclusion across many financial products.

At Ecology, we're committed to building a fair society in a sustainable world. We believe sustainable homes and ethical savings should be accessible to everyone, with our impact-led products and services designed to support this.

Last year, we supported 19 community-led housing projects across the UK, which will deliver 147 energy-efficient homes for local people. These homes include options for affordable rent and shared ownership. One such project supported the development of four houses on Ulva Ferry, a hamlet on the island of Mull, which has resulted in many social and economic benefits.

We'll continue to play our part and we'll share more about the Fair Banking Act campaign in future updates.

Fair tax mark

We recognise how important tax contributions are to the positive social and economic impact made by businesses. That's why we're pleased to have been awarded the Fair Tax Mark for the eighth consecutive year. This shows we're paying the right amount of tax at the right time. As the first building society to secure the Fair Tax mark eight years ago, we believe every eligible organisation should be Fair Tax accredited.



One of the families enjoying their new view on Ulva Ferry.

Starting to save?

We were happy to support National Savings Week in September to raise awareness of the importance of setting money aside for the future. Our colleagues also got involved, donating their loose change for charity and sharing their ideas on how to save.

Here's some tips from our team you might find useful if you're thinking of starting to save with Ecology...

“

Keep a rainy day fund and don't touch it. I always aim to have the equivalent of three months' outgoings put away in case of emergencies.

”

“

If your own saving plans are going well, think about saving for your family and children too, to give them a headstart.

”

“

I think of my monthly saving allowance like I do any other bill. I budget for it and move it into my savings account when I get paid, so I'm not tempted to spend it later.

”

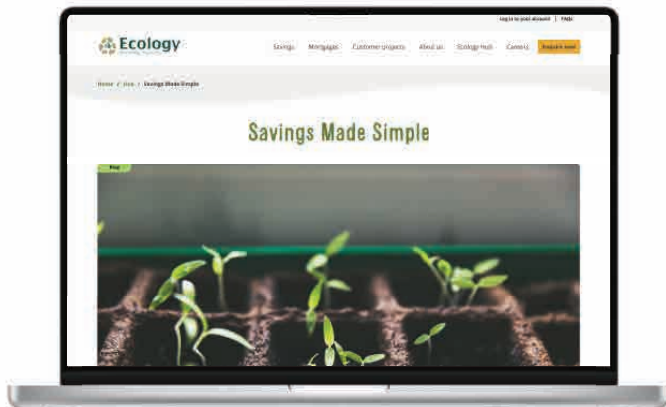
“

I make sure I save into my ISA first, to take advantage of the tax free element to maximise my return.

”

Savings made simple

During Savings Week, we also released our guide to simplifying savings, which you can read on the Ecology Hub section of our website. The Hub is a great resource for all our latest news and insights, so be sure to bookmark it and keep visiting regularly.



Account improvements

Earlier this year we introduced a new feature allowing 90-Day Notice Account Members to give notice for withdrawals online through the Savings Portal, rather than in writing by post or email.

Thanks to everyone who suggested this change.

[Let us know what you'd like to see us improve next](#)



What savers want...

SPOILER: You're already in good hands!

74%

of savers in the UK would like their money to have a positive impact on the environment and society.



We use your savings to make a positive environmental impact, with deposits used to directly fund community housing initiatives, energy-efficient renovations and other sustainable projects.

Top priorities for consumers when it comes to having a positive impact with their savings.

34%

Tackling the climate crisis.

27%

Helping to support affordable housing.



Our savers' money supports projects which have a positive environmental impact including ecological homes, community and affordable housing, and sustainable communities.

Savers want transparency and control

64%

of savers want to influence how and where their money is used.



As a mutual, Ecology exists to serve its Members. As such, we're continually seeking your views to guide our priorities. Our Members' feedback played a pivotal role in shaping our 2030 Strategy.

52%

of people would move providers if they could see the positive impact from how their bank or building society invests their savings.

53%

of people do not know how their bank or building society uses their money.



Ecology is powered by its Members, who help drive and deliver on our mission to provide a fair and transparent financial system. Our Members can be confident that their savings are being used to make a positive impact, home by home. Finance has a key role to play in supporting environmental development, increasing affordable housing and providing opportunities to transform the UK's housing stock for a more sustainable future. We are committed to acting under a values-based banking system and advocating for transparency for consumers to make the most informed decisions on who they choose to bank with.

You can find out how Ecology uses your savings by looking at some of our incredible Member projects [here](#).

Industry first for off-site

Ecology Building Society now offers mortgages for off-site builds.

In an industry first, we've teamed up with six leading modular manufacturers to offer their customers a dedicated mortgage solution, enabling lending to be secured on modular panels before they arrive on site.

Off-site construction uses panellised units, manufactured off-site in a factory, and then assembled on-site, to create an energy-efficient home. This approach can result in quicker construction times and reduction of construction waste. Other benefits include more consistent build quality and a lower carbon footprint by reducing transport emissions.



A view from...

Daniel Capstick

Mortgage Product Manager, Ecology Building Society



Off-site builds are a growing modern method of construction. The new 'Off-site' Build mortgage enhances our range of green custom and self-build mortgages.

Borrowers can choose from two types of mortgages. Either an arrears payment option, or an advanced payment mortgage. The latter supports those who require upfront finance to fund the purchase of land and manufacture of the modular panels.

Once the work completes, eligible borrowers can apply for Ecology's C-Change discount, as a reward for creating an energy-efficient home.

Supporting the role of off-site manufacturing and modern methods of construction to deliver greener homes was a key recommendation in the Bacon Review of custom and self-build housing.

We hope this new product will help the acceleration of energy-efficient homes to help meet the UK's net-zero ambitions.



Awards

We were delighted to be named Mortgage Provider of the Year at the Yorkshire Financial Awards.

The judges said...



Ecology Building Society is doing sterling work. Its laser focus on providing mortgages for properties and projects that have a positive and social impact is commendable, while its implementation impresses for its variety and innovation.



Bethany Bolton, Head of Marketing and communications, said...



It's great to receive external endorsement for our products and services, but the real reward is the difference we're able to make to communities and the environment. We'll continue to review our product range to ensure we're able to support Members.



Invaluable resources

We're proud to be part of the new National Retrofit Hub, a non-profit organisation that brings together all those involved in the retrofit sector to share their expertise and work together to enable a National Retrofit Strategy to be delivered.

The initiative is a response from industry to the urgent need to make our existing building stock greener and more energy efficient.

Building Performance Network

We've also partnered with the Building Performance Network (BPN) to create a free resource hub on Building Performance Evaluation (BPE).

A BPE is how the performance of a home and its systems are measured. If we're to succeed in reducing the carbon footprint of our homes, we need to ensure they perform as intended.

On the BPN Resource Hub, which is an invaluable resource for those looking to start an energy efficient retrofit or new build, you'll find:

- A guide to BPE: what, why and the benefits it brings
- Planning a BPE: where to start and common techniques
- Undertaking Dwelling BPE: what to expect when doing a domestic BPE project

[Check out the BPN Resource Hub here](#)

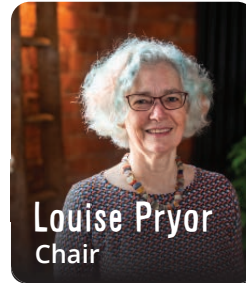


[Access the National Retrofit Hub](#)



Lynne Sullivan OBE, National Retrofit Hub Chair, presenting at our AGM 2023

Strengthening our Society



“

We are continuing to strengthen the Society's capabilities to ensure we are set firmly on track to fulfil our 2030 Strategy. In the last six months, we've recruited several new roles to grow our business, increase the positive impact we have on society, and continue to improve the service we give to you, our Members.

”



Christopher White

Chief Financial Officer

Chris joined Ecology in September 2023 as Chief Financial Officer (CFO), bringing with him over 15 years' experience working within financial services and building societies.

Chris previously held CFO roles at Darlington Building Society and Beverley Building Society and also worked at PwC, providing assurance services to financial institutions.

Chris lives with his wife, three young children and dalmatian, near Darlington. When not at work Chris enjoys spending time with his family, watching sport, running with his dog and open water swimming.

“

I joined Ecology as I'm passionate about helping drive improvements in the sustainability of housing - both new and existing UK stock.

”



Jaedon Green

Non-executive Director

Jaedon was formally elected at our 2023 AGM and brings with him extensive experience in consumer regulated industries, housing, and financial services, making him perfectly placed to support the national housing agenda.

Jaedon's most recent role was Chief Customer Officer at Leeds Building Society. He is regularly consulted as an independent adviser to the Bank of England, the Government, developers, and trade bodies.

Jaedon lives in Leeds with his wife, rescue chickens and a grumpy cat. Out of the office, he can often be found walking the Lake District fells with their trail hound; also a rescue.

“

I joined Ecology as I believe the Society is unique in the financial services industry and that's important to me. Our lending fills a gap most of the industry has deserted and we have a clear role to play in maintaining this, which is fundamental to the purpose and mission of our organisation.

”



Giovanni D'Alessio

Non-executive Director

Giovanni (known as 'Gio' as he shared at our AGM, where he was formally elected) is an Italian who has spent the past 20 years in Scotland.

Gio holds an Executive position with Doosan and brings with him 25 years' experience in technology, digital transformation and cyber security. This includes management consultant positions in the USA and UK, at PwC and IBM.

Gio will play a key role in supporting the transformation required to achieve the goals of the 2030 Strategy, using his knowledge of technology and process innovation to help the Society become more agile and best able to respond to Member needs.

Outside of work, Gio enjoys being outdoors and cycling, swimming, and running. Indoors, he can be found reading, playing the guitar, or enjoying a game of chess.

“

I'm excited about taking on a role that really matters and can make a difference to people and the planet.

Leading the way

Ecology is dedicated to improving the environment by enabling sustainable buildings and we're proud to lend on some of the most innovative projects in the UK.

In addition to supporting others, we've also been making Ellis House, our head office building in Silsden, West Yorkshire, as green as possible.

Plans were developed in consultation with local workplace interior specialists, ACS, experts in creating eco-friendly and sustainable workspaces.

The improvements included:

- Infrared panel heating to reduce carbon footprint and ecological lighting.
- Sustainable flooring with sound reduction qualities.
- Better technology across our office to enable hybrid working, reducing travel into the office.
- New meeting rooms named after environmental pioneers, including Greta Thunberg and social reformer Octavia Hill. They remind us of our Purpose, the difference we can make and the continual challenges we need to overcome to deliver our vision of 'A Fair Society in a Sustainable World'.

These enhancements complement the existing sustainable measures already in place, such as solar electricity panels, rain water harvesting, natural ventilation and natural lighting. And our green roof provides a useful microclimate for birds and insects.

We're also proud to have a permaculture garden surrounding Ellis House, which allows agricultural ecosystems to grow in a self-sufficient and sustainable way. Part of the gardens are also available for the local community to walk round and help themselves to the fruit and veg growing there.

It all makes for a fantastic environment in which our colleagues can do their best work, on behalf of our Members, benefitting from new break out areas, additional meeting rooms and spaces for quiet reflection.



Ecology Outdoors

It's not just in work that our colleagues make a big difference to society - it's outside of work too.

Six Ecology team members raised £515 for Yorkshire Wildlife Trust and Dementia Forward, by tackling the Yorkshire Three Peaks.

The feat involved walking 24.5 miles and crossing Pen-Y-Ghent, Wharfedale and Ingleborough in under 12 hours!

And, because we match funds for colleague fundraising, the total donation will be £1,030.

Well done to the team of: Pauline Crawford, Vincent Davies, Joe Bell, Trevor Raddings, Matt Dews.

And we were, once again, proud to sponsor the Solstice Saunter, a fundraiser for Sue Ryder, at Bolton Abbey in North Yorkshire.

In addition to sponsorship, colleagues from Ecology also participated in the five-mile run through the beautiful estate.

As sponsors, we were also able to help ensure the event was entirely free of single use bottles – a great result for the environment!

Learning at Work

Earlier this year we participated in Learning at Work week, with colleagues involved in activities designed to develop a continuous learning culture in the workplace.

Colleagues took part in different sessions including 'critical thinking' and 'morning mindfulness'. The week also spawned a regular book club, where colleagues can recommend useful titles to others and share key learnings from their recent reads.

We've also been running training to raise awareness and understanding of mental health, designed to help our people look after their own well-being and to spot where others might need support. These complement our existing mental health champions and the mental health first aid training we provide.

To support our growth journey and 2030 Strategy, we'll continue to focus on developing Culture, Capabilities and Leadership among all our people. We'll also provide operational training designed to ensure all our teams have the necessary skills to continue to best serve you, our Members.





Bethany Bolton

Head of Marketing and Communications

Dear Members,

I hope you've enjoyed this update as much as we enjoyed making it for you.

You'll have heard in this edition that we're strengthening our capabilities and this includes in our Marketing & Communications team.

This means we'll be able to involve you more in what's happening in your Society and bring you more regular updates and information. We know this is something lots of you've asked for and we're delighted to be able to positively respond.

You'll have also read about Steph Landymore joining the Society as our Sustainability Lead. We'll be working closely with Steph, as well as Gareth and the wider team, to amplify our collective voice so we can maximise the positive impact we make for people and the planet.

We're also looking forward to meeting more of you in the months ahead, sharing more Member stories and responding to your feedback.

So, in that spirit, please do let us know what you thought about your Autumn Member Newsletter by clicking the link below to a short survey.

Thank you.

We hope you enjoyed this Member Newsletter.
Let us know your views here.

