MHR

newport city homes

"MHR'S LMS IS A PLATFORM WE WANT TO SHOW OFF!"

LISA RICHARDS, LEARNING & DEVELOPMENT LEAD, NEWPORT CITY HOMES

CUSTOMER
Newport City Homes

NUMBER OF EMPLOYEES
450

SECTOR
Housing

PRODUCTS SUPPLIED
MHR Learning Management System (LMS)

ABOUT NEWPORT CITY HOMES

With their central mission of providing homes in communities where people want to live, Newport Homes manages 10,000 properties across Newport, Wales, making them the largest social landlord in the city.

THE OLD WAY OF DOING THINGS

"Getting buy-in to eLearning is enough of a challenge as it is, but if you've got a platform that you can't rely on, it makes the job twice as difficult."
- Lisa Richards, Learning & Development Lead, Newport City Homes.

As a housing association, compliance training is of vital importance to Newport City Homes, so the learning & development department has a particularly significant role. Lisa Richards, and Sue Langdon, People Systems, Data & CI Lead understood this, and understood how their current system was holding them back.

Being able to track and report on mandatory training is a key component of their day to day. However, the system they were using before implementing MHR's LMS struggled with this, often reporting incorrect completion rates. This led to a lot of complaints from users of the system. The accuracy simply wasn't there, meaning the organisation was at risk of compliance issues.

Not only did this lead to auditing issues, it also took up a lot of the team's time, as they had to constantly handle queries from learners. **"I have been working in L&D for 20 years,"** said Lisa, **"So I'm very accustomed to LMS platforms.**

"Even I would struggle with our old system sometimes, so it was very confusing from a user perspective. But not only that, from the administration side of things as well, it wasn't churning out what we needed."

As a result, many employees resented being forced to use the LMS. That made getting buy-in a lot harder. Sue and Lisa knew they needed a better approach.

The team were already using MHR's iTrent for other functions. Sue in particular has been working at organisations that had used MHR solutions for over a decade and had experience of the platform. As a result, she was well aware of MHR's LMS module, and how it could more easily integrate with other parts of the platform.

After a short tendering process, the team was incredibly excited by what the MHR LMS was capable of. "We were so excited after we got off the call," noted Lisa, "I turned to Sue and said 'I want that one!'"

A BETTER FUTURE

"I couldn't fault the team at MHR, they were fantastic throughout implementation." - Sue Langdon, People Systems, Data & CI Lead, Newport City Homes.

After a seamless implementation process, where MHR were able to work closely with the in-house expertise that the Newport team already had, the new LMS was quickly up and running. The change in mood across the organisation was immediate, as MHR's LMS was much more intuitive, and integrated well with Newport's other systems.

For example, the housing association soon saw **132 colleagues** complete an Energy Awareness Course within the **first week** of communications being triggered. This is compared to 68 completions of the same course on the previous provider within a similar time window, making for a **94% increase**.

Across the board, the L&D team are seeing more authentic engagement with learning materials. In addition to this, they can put their focus on making the platform as optimised as possible, rather than constantly answering queries or interrogating results.

"Before we'd spend our lives chasing completion. Now colleagues just say how easy our LMS is to use. I think it's what a modern-day platform should look like."

KEY BENEFITS

- **37%** of all Managers who received comms about new workshops, self-enrolled onto sessions within the **first 24 hours**
- **94% increase** in course completions
- **3 out of 4** new joiners have completed their onboarding plans with no reminders required from the team
- Easier to generate reports for auditing purposes
- Frequent positive feedback from across the business about how intuitive the new system is to use

" **IMPLEMENTATION WAS SEAMLESS. I WAS COMPLETELY SHOCKED.** "

SUE LANGDON