

## Sussex Housing & Care unites staff at multiple locations with a new intranet



**100%**  
of survey responders say that the intranet is easy to use

**7 mins+**  
average session time, an increase from less than 1 min

**8,450+**  
user sessions since the launch of the new intranet

Offering a range of quality homes and care services, Sussex Housing & Care employs approximately 170 staff across 30 different locations in Sussex and serves more than 800 residents.

### The Challenge

The Communications team at Sussex Housing & Care (SHC) wanted an intranet that staff could use as the central hub for information and resources, regardless of where they were based or what hours they worked.

Staff consultation workshops and exercises about what content they needed to use and, crucially, needed to share, helped the team design an intranet that would be a true business tool rather than just a broadcast channel for corporate communications.

The SHC team also wanted to make sure the intranet was as future-proofed as possible—with particular emphasis on sharing content with the website through a single content management system.

“ I really like the new intranet, it is really easy to use and navigate. The news section is really interesting and there are always recent and relevant topics.

“It is so helpful to have all policies and templates in the one place, and when they are on the intranet I know they are the most up to date versions. As they are so easy to search for, it means that I have more time to do the important things that my role involves rather than spending that time searching for a document. Also it means that we can show staff where they can easily find information, rather than having to send it to them.

*Katie Stripe, HR Officer and intranet champion at Sussex Housing & Care*

## VerseOne Powers the Solution

In conjunction with the Communications team, VerseOne provided a series of internal and external stakeholder workshops to look at content and navigation priorities and facilitate these with a creative, functional, and on-brand look and feel for the intranet.

Dedicated training on VerseOne CMS at the very start of the project gave SHC the skills they needed to start work on their content straight away. Leaving sufficient time to input and arrange content was a key driver for starting early and evolving the intranet throughout the project life cycle.

Using intranet-specific functionality in VerseOne CMS, SHC focused on the major objectives their staff and stakeholders wanted to achieve.

- Central and easily-searchable store of all policies, procedures, forms, and information packs
- Full directory of staff profiles
- Content and navigation that supports a single, consistent culture and voice for the organisation
- Areas for staff to engage with each other and share useful information.

VerseOne also worked closely with the communications team to create a mini-brand and supporting graphical elements to instil a consistent and engaging look for the solution. A character called “Ernie” was designed to be used throughout the intranet, helping to highlight key areas within the intranet.



## The Benefits

- Unites SHC employees, making sure they feel informed and involved with the organisation and all of its activities
- The intranet laid the foundation for the new corporate website, with the same focus on stakeholder engagement and success
- Provides document lifecycle management, helping to eliminate out-of-date content and information, saving time, increasing efficiency and compliance
- Gives the SHC communications team greater control to quickly and effectively make content changes in response to staff feedback and analytics