

PIE Plus; A
Leader's
Perspective

Sam Mountford, Service Manager, Cranstoun

Azad Azam, Service Lead, Trident Reach

John Toman, Rough Sleeping Manager, Coventry
City Council

CRANSTOUN Empowering People,
Empowering Change



Who we are

Social justice charity, est. 1969

5 service 'domains' including housing/homelessness

Housing First provider in Birmingham since 2020

Housing First co-delivered with Trident Reach

First experience of PIE activity

CRANSTOUN
Empowering People, Empowering Change



Who we are



Trident Group

Housing Association since 1962,
became registered charity in 2009

Include general needs accommodation,
elderly care, learning difficulties,
homeless/rough sleeping, DA and
employment support

Midlands-wide coverage

Housing First, RSI and RSAP provider
since 2020

Who we are



PIE Reflective Practice for Leaders



Novel, and
welcomed!



Psychological
safety



Sharing experiences,
managing situations



Solidifying working
relationships

PIE influencing service design

Staff supervision

- Wellbeing and development objectives given priority
- Separated supervision from performance reviewing

Team meetings

- Team meeting agreement
- Co-produced 'what', 'how', agenda and action plan

Peer meetings

- informal space for frontline staff
- staff-owned

PIE influencing organisational change

