

Welcome to

# Employee Ownership Association Annual Conference 2017

Where employee ownership meets

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Advice Investment Growth

# Protecting Employee Ownership As We Grow

Stephen Pennington & Ralf Ross  
Highland Home Carers

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# Highland Home Carers



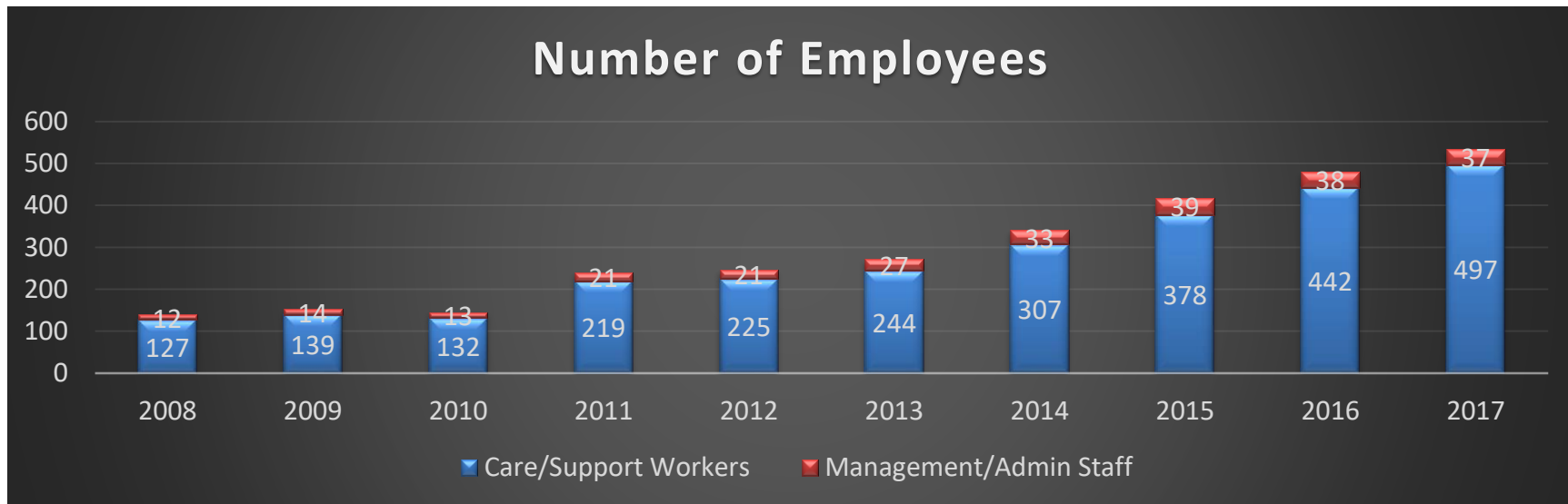
- 1994 Founded
- 2001 Limited Co.
- 2003 SP Joins
- 2004 EO Buyout

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# HHC Mission Statement

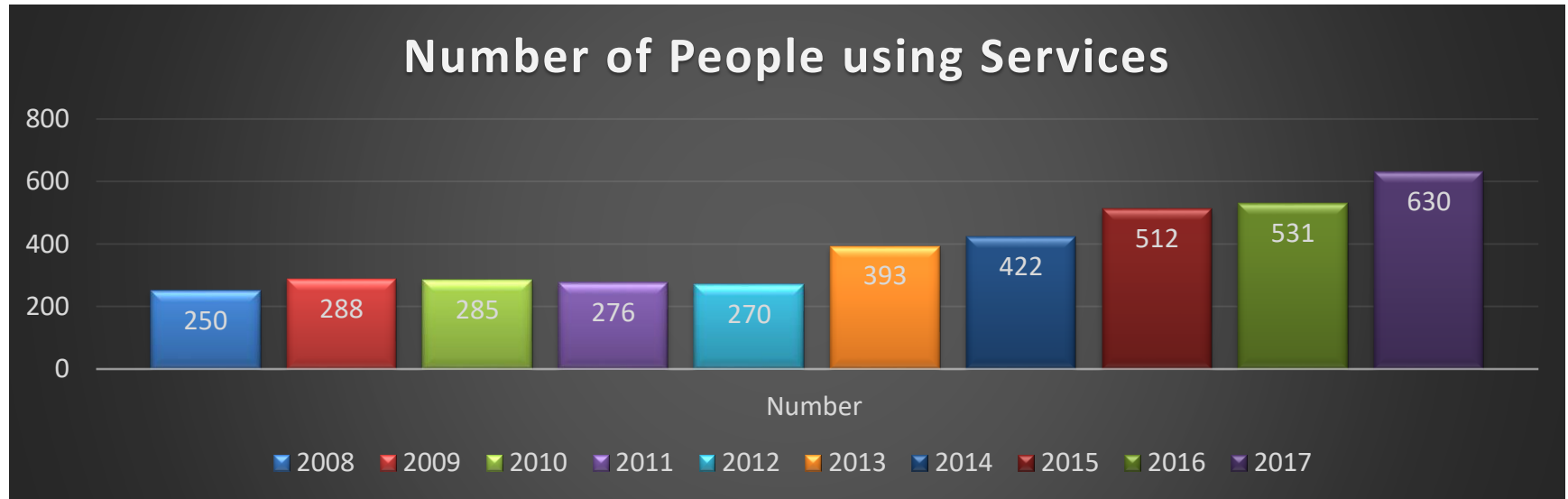
***“Highland Home Carers aims to provide flexible, high quality care at home and support services, enabling people to remain in their own homes by providing assistance to maintain and increase their independence as much as possible”.***

# Growth in Employee Numbers



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# Growth in Individuals receiving Care



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# HHC Structure



- 3 Elected Directors
- Employee Benefit Trust
- Share Incentive Plan
- Bonus Payments

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# Structural Challenges



- Geography
- Dispersed Workforce
- Care = 24hrs x 7days
- Regulators

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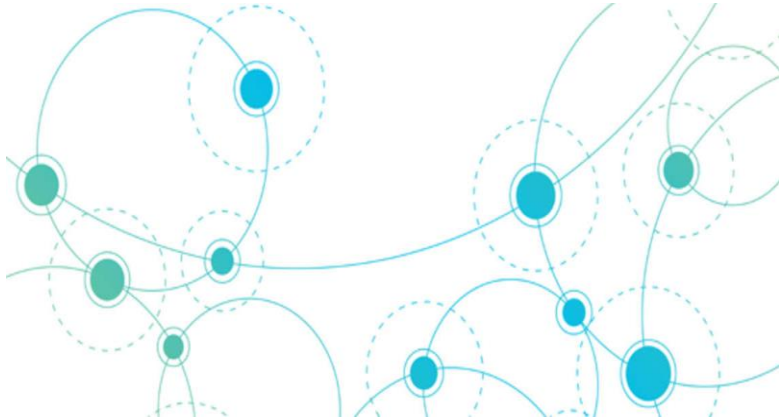
# Challenges of Growth



- Benefits spread thinly
- Too many layers
- Dominance in the market
- Maintaining Quality

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# Some Solutions



- Self-Managing teams
- Devolved Structures
- Engagement Leads
- Social Accounts

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# Questions and Discussions

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**Thank you.** Enjoy the rest of the conference.

Please make your way to the Kings Suite for lunch.

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