

## **LR Leisure People Awards 2022 - Recipients**

### **Charles Sweeney Cup for Sports Personality of the Year:**

#### **Recipient - Ellie Fretwell (Nottingham)**

Shortlisted Nominees: Mike Barker (Durham), Andy Bartle (Durham), Ellie Fretwell (Nottingham), Andy Proudfoot (Durham)

- Ellie represented LR Leisure in various Swimming competitions and recently swam the channel.
- contributed massively to the LR Swim Team in the CSSC National Swimming event, coming 3rd in overall points, Winning 5 golds and 2 silvers for individual swims and 4 golds in relay events, and even helped us by joining the Water polo team!
- biggest achievement this year was swimming the channel with 2 others from LR in 13 hours.
- Her infectious competitive nature and personality has become the backbone of our LR swimming community, recognition of these achievement by winning this award would be thoroughly deserved and with full backing of the rest of the swim team.

### **John Manthorpe Trophy for services to LR Leisure:**

#### **Recipient - Jon Cocking (Nottingham)**

- The recipient this year embodies everything that this award is aimed to recognise.
- When he was asked if he was interested in the role, he said he didn't know what I can bring to it and I'm not sure I can do and what I can achieve. Well in the words of the LR appraisal system he has exceptionally performed.
- He has a calmness, confidence and authority that is an example to us all. He is approachable and very easy to talk to. He is respected across the whole department by everyone at all grades that he meets or works with.
- He is absolutely committed to LR Leisure, passionately believes in what it brings to Land Registry and has been instrumental in elevating its profile to the highly respected body that it has become. We are simply a better organisation for his involvement and leadership.

### **Lucy Mason Award for Volunteering:**

#### **Recipient - Rachel Thomas (Leicester)**

Shortlisted Nominees: Melanie Hands (Plymouth), Gary Osborne (Plymouth), Emma Richardson (Nottingham), Rachel Thomas (Leicester), Alex White (Plymouth)

- Rachel is a volunteer counsellor for NSPCC Childline and I cannot imagine how hard that must be to do. Kudos to Rachel for juggling her personal life, work life and still putting herself forward for an essential volunteering role.

- She gives up her Friday evening every week to volunteer at Childline. This is after she has completed a day's work at Land Registry.
- Rachel committed to training to be able to answer calls which I imagine can be distressing and sensitive to deal with. The commitment this shows is admirable and I'm sure that her efforts are very much appreciated by the children who access this important service.

### **Mike Crawshaw Award for Charity:**

#### **Recipient - Hannah Cummings (Croydon)**

Shortlisted Nominees: Stacy Bicker (Telford), Hannah Cummings (Croydon), Emily McColl (Plymouth), Kat Tapson (Plymouth)

- Hannah has given up her time with her family at Christmas to work with Crisis UK, the national charity for people who are homeless, to provide hot food, companionship and vital services to people who are homeless at a particularly vulnerable time of year;
- completed the Moonwalk Marathon in London (26.2 miles) raising money for breast cancer;
- slept overnight outside in London to raise money for Streets of London, a charity that funds specialist support for people who are homeless in London; and
- completed the 'Lost Hours Walk' to raise money for CALM (Campaign Against Living Miserably) that supports those contemplating suicide. Every year as the clocks go back, this flagship event brings people together, to walk forward, together, against suicide.

### **Mike Garwood Award for Most Outstanding Committee Member:**

#### **Recipient - Helen Jackson (Plymouth)**

Shortlisted Nominees: Corin Hudson (Fylde), Helen Jackson (Plymouth), Shelley Johns (Weymouth), Chris Sanderson (Fylde), Julia Watson (Weymouth)

- She single handedly runs our theatre trip offerings, enabling our members to get some fantastic discounts on what are normally quite expensive shows. Helen pre-orders great seats in the auditorium, takes orders from members, allocates seats and arranges payments (including encouraging CSSC members to use vouchers that they can get from the local CSSC for even more discount). At any one time she could be dealing with maybe a dozen shows at various stages of the cycle.
- Helen is the membership secretary, ensuring new members are welcomed, assigned numbers for the monthly draw and performing the monthly prize draws (often live on Facebook with her children pulling out the numbers).
- Helen is always willing to help with our other offerings, such as organising the Christmas Party, collating receipts and subsidy information from members for offers we have provide throughout the year, helping others in the committee

with trips and events where needed and regularly attending meetings with new / innovative ideas and suggestions.

### **Most Outstanding Committee:**

#### **Recipient - Weymouth LR Leisure (Weymouth)**

Nominees: Customer Resolution Team Culture and Engagement Committee (various), Durham LR Golf Society, Fylde LR Leisure, Gloucester LR Leisure Committee, National Charity Committee (various), Seaton Court Charity Committee, Weymouth LR Leisure

- They organise a wide range of diverse events both in person and virtual ensuring they cater for everyone.
- They regularly seek feedback and ideas from members as to what they want.
- The committee organise popular events such as quizzes and bingo nights which has been a great way for long serving colleagues to get to know newer colleagues who joined during covid.
- They support the health and wellbeing of members with events such as the walking treasure hunt around Weymouth Town.
- Other events include a Christmas party, shopping trips, discounted cinema offers, discounted water sports, monthly draws, theatre trips and panto discounts.
- They have truly adapted the 'new normal'.

### **Most Outstanding Newcomer Award:**

#### **Recipient - Helen Kula-Przewanski (Plymouth)**

Shortlisted Nominees: Alan Cook (Croydon), Josh Fairley (Durham), Hollie Fuszard (Gloucester), Helen Kula-Przewanski (Plymouth), Alex O'Reilly (Durham), Ewen Stratton (Croydon), Julia Watson (Weymouth)

- Helen joined just before Covid, so this was her first opportunity to swim with us. Her record-breaking performance at the CSSC Nationals was nothing short of elite, and (pardon the pun) blew the rest of her field out of the water.
- A list of achievements is below, but in addition to the high level of her swimming she gelled with the team straight away, a genuine team player and supported everyone throughout the event. LR reached 3rd overall with double the points of any previous year, much of that is thanks to Helen and her performances.
- Individual National Records -
  - 50m Backstroke - Record broken by 6 seconds (stood for 22 years)
  - 100m Individual Medley - Record broken by 10 seconds (stood for 31 years)
  - 50m Butterfly - Record broken by 3 second (stood for 5 years)
- Team records contributed to by Helen -

Ladies Medley relay - Record broken by 19 seconds (stood for 15 years)

Ladies Freestyle relay - Record broken by 1 second (stood for 20 years)

### **Paul Hayden Award:**

#### **Recipient - Julia Watson (Weymouth)**

Shortlisted Nominees: Maria Kerr (Nottingham), Donna Swarbrick (Fylde), Julia Watson (Weymouth)

- Julia has been involved with the organisation of the LR Challenge on the Jurassic Coast since it was first planned in 2020. However, since then, two of the organising committee retired, one left HMLR for another job and the National Organiser stepped back from the role. Julia, consequently, has done most of the organising for the 2022 event pretty much single handed.
- Being new to the LR Challenge herself, Julia liaised with a couple of regular attendees for help and advice on how it usually works. She then sent out a plea for help to her colleagues in Weymouth Office and got an excellent team of people together to help her at the event. She checked out all the walks and amended some of them to accommodate the limited walking ability of some of the attendees.
- Once registration for the event closed, Julia sent out comprehensive emails to all participating individuals (over 120 people) to let them know where and what time each of their walks would start and contact details for the lead walker(s). And also provided details of the informal social meet up on the Friday evening and the planned Saturday evening event at the Weymouth Sailing Academy.
- An attendee said: Having walked on all three days and attended both the Friday and Saturday evening events, all I can say is that the organisation was impeccable. The whole event went down extremely well, everyone was full of praise, I didn't hear one moan and everyone seemed to really enjoy themselves. And anyone who was there to witness the cheers and applause that Julia received on the Saturday evening would understand how successful the event was.

### **Special Recognition Award:**

#### **Recipients - Ellie Fretwell (Nottingham); John Moore (Nottingham); Anna Luff (Plymouth); Ian Cable (Durham)**

- swim across the English Channel in just 13 hours and 54 minutes
- Battled through extreme sickness during the challenge meaning fuelling was very difficult
- raised over £6,000 for the mental health Charity Mind

## **People Award**

### **Land Registry People Award Birkenhead – Tim Davies**

Tim has gone above and beyond ensuring people have the kit to do their job throughout the transition to hybrid working. No ask is a problem, and Tim is so accommodating. He will arrange deliveries to your home around your life commitments and will even search your ped to find your favourite mug etc. He provided that extra service when we couldn't get into the office, and ensured our personal belongings were boxed up securely and looked after until we were able to retrieve them. Tim looked after the small things which when times are hard become the big things to keep us on an even keel. A lot of the things Tim does, go unnoticed but they are fundamental to keeping the office running. If Tim didn't keep our supplies going, we would quickly notice that the wheels had fell off, as he works away in the background we don't always see or notice what he does but he fundamental in our everyday working lives.

### **Land Registry People Award Coventry – Sharon O'Grady**

Sharon is a very helpful and supportive individual, a wonderful manager and one in a million. She has supported a number of staff through serious and long-term illnesses this year and continues to do so. As a line manager she is always there to lean on, to listen and be kind, offering advice despite having her own workload. She shows so much consideration and support to her staff with any issues in their personal life, showing how much, she cares by ringing regularly, simply to check on their wellbeing and making sure they are ok. Sharon's support helps to make people's return to work after long periods of absence a smooth one.

Nothing is too big or too small for Sharon, she works extremely hard with managing people, sorting out production issues and undertaking considerable amounts of casework, she never loses her temper and is constantly laughing through hard times and never appears to lack patience. She is always calm, professional and fair, especially if mediation is required. She has always been extremely supportive, attentive and very helpful! Added to all of this Sharon has also had time for the new line managers in the team helping them in their roles.

Sharon deserves to be acknowledged for her work and for being consistently positive in everything she does. She is an asset to the team and her staff and is a fantastic manager.

### **Land Registry People Award Croydon – Nadeem Lodhi**

Nadeem goes above and beyond his job role by supporting me and those others with less technical know-how, be that software issues or just lack of user knowledge. He can always be relied on to get the job done and is a good mentor for his peers. He's also a very amusing chap and has kept us entertained throughout the various lockdowns.

### **Land Registry People Award Durham – Tony Turnbull**

Tony has been in the office full time throughout COVID and has become the unappointed helping hand of all colleagues who are returning to office, be this pointing them in the right direction to sit with their team or letting them know which desks the best are to sit at. As an added bonus Tony tells a daily joke to help keep us all laughing (usually at how bad they are).

### **Land Registry People Award Fylde – Brenda Houghton**

We would like to nominate Brenda for so many reasons. A lot of people don't realise the scale of the commitment and hard work in preparing and delivering training. Brenda makes it look easy. She shows great care for the everyone on the course and really does go the extra mile. Brenda also challenged anything that she didn't agree with in the course content so

that it could be improved for both us and future training on FR. This helped foster our own ability to challenge where necessary. As well as supporting us through the technical aspect, Brenda has also placed great value on our health and wellbeing by creating an unbeatable rapport with all the trainees. Alongside running these courses Brenda does Line Manager duties for a number of colleagues and balances this very well with her TI role. We will forever be Brenda's chickens and grateful for everything she has done and continues to do for us daily. Brenda deserves this award because she really does make a difference every day, and her efforts in training our new staff will benefit the office for years to come.

Thanks for all you do Brenda. You are a lovely person and a true star.

### **Land Registry People Award Gloucester – John Rodway**

Since taking over as our Ops Manager at Gloucester John has been an absolute breath of fresh air! John has made an enormous impact. Despite joining us in the middle of a pandemic John has done everything he possibly can to get to know the people off Gloucester Office. John ensures he spends time in in the office and walks around to talk to individuals face to face. He has set up 'OM Connect' meetings where he can speak to people in smaller groups remotely, John also joins team and POD meetings when asked or just because he is interested. John is a fantastic leader who is genuinely interested in people and knows how to get the best out of us, a great mentor, coach, motivator and an inspiration to us all.

### **Land Registry People Award Hull – Nick Kirk**

Nick has always actively and visibly supported his team. He regularly acknowledges the performance of individuals and champions them. Whilst he encourages continual improvement and sets high standards, he somehow never puts pressure on his staff and always protects them. Nick is honest, flexible and approachable and always willing to share his knowledge. He will probably laugh at this nomination because he'll see it as just doing his job, but he is a great team leader, and this should be publicly acknowledged.

### **Land Registry People Award Leicester – Jess Kedziora**

I would like to nominate Jess as I do not think she realises quite what a positive impact she has. Jess has the most amazing outlook and always finds the good in situations regardless of how challenging things may be. Her passion and enthusiasm for training keeps the morale and motivation of the trainees through those difficult points in the courses, which has greatly contributed to the investment in our people not just at Leicester, but those she has trained remotely. She thrives on passing on her casework knowledge to others, and often finds she still helps out those trainees long after the course has ended as she has developed such a great working relationship. Jess is always on hand to organise social events, volunteering for extra team tasks and always gives 100% commitment. Jess can make you feel like smiling just by being there on a call, in a team meeting or when she is rushing by you in the office on her way to help someone. I would call her one of LR's unsung heroes and she deserves recognition.

### **Land Registry People Award Nottingham – Louise Place**

Honestly, I could not have asked for a better manager. Understands my personal life work balance with rugby. Understands about my mental health and neurodiversity. But not only understands, listens and is always available to lend an ear (even out of work check-ups!). Great role model, someone I aspire to be in my career. It is no secret I want to progress at HMLR as I have finally found my career at 27 and I am glad I have found another person

alongside Michelle Faulkner that I can mirror myself on. As a previous caseworker, understands the difficult cases/type of work we face. I have had a tough few months partly with getting difficult N/T cases, as I work from the bottom of the list up. Louise is a good sound board for me and picks me up when I feel like throwing in the towel at the job.

Louise is not only an amazing CTL, but she is a Land Registry mum. She takes EVERYTHING in her stride and works hard to be the best, most positive and thoughtful CTL that she can be. Louise is supportive, understanding and is always there for anybody. Couldn't think of a better manager or colleague to have.

### **Land Registry People Award Peterborough – Jackie Ebbs**

Jackie is endlessly patient, supportive and possibly the best coach I have ever worked with, she goes 'above and beyond' every single day, both on a professional and personal level, she is not only a mentor but a role model. It has been an absolute privilege to work with and get to know Jackie over the last year and I would not be where I am now without her.

### **Land Registry People Award Plymouth – Mike Ruse**

Mike has done considerable work during the last 2 years to support colleagues' mental wellbeing. During the first lockdown Mike organised regular walks to ensure people continued to have face to face interactions that were so important during a period of isolation. Mike also hosted an online fitness class several times a week. This developed into a weekly run and progressed to a group from inside and outside the office running the Plymouth half marathon and 10k raising a significant amount of money for Mind, a mental health charity. During lockdown Mike checked in on colleagues regularly, particularly if they lived on their own. Mike is someone that always puts others' needs ahead of his own and goes above and beyond to ensure people are happy and healthy. Mike is real asset and bright light in the Plymouth office and is truly deserving of this nomination.

### **Land Registry People Award Swansea – Bethan Morgan**

I have had the pleasure of working with Bethan for many years. She brightens everyone's life that she meets. It may be little messages or chocolate or even a "How are you my lovely". She is caring, thoughtful and optimistic. She shares her knowledge willingly and still gets enquiries from past colleagues asking her advice on casework. She is approachable, helpful and would do anything for anyone with no fuss or bother. She has a brilliant memory for birthdays, anniversaries and even your children's birthdays. She is the team's data base on information and if she doesn't know something, she will find out for you. She is one of a kind and every team should have a Bethan.

Bethan led the training group I was assigned to and aside from being engaging and knowledgeable she is an all-round wonderful person and gave me the best introduction to the Land Registry. Even though my training is now over, she goes the extra mile to ensure our pod are still supported and is always there to answer a question and check on our wellbeing. I couldn't think of a more deserving person for this award.

### **Land Registry People Award Telford – Caitlin Smith & Wendy Dodd**

Caitlin - I started HMLR 6 months ago lacking confidence. Having left a long career, to health. I doubted I could learn a new job. Caitlin encouraged and mentored me, showing HMLR's inclusion and showing they are Disability Confident. She encouraged me to write an

article about my health for Disability Month - it was well received by HMLR. It helped me deal with some of the trauma I had, being told "to prepare for the worst" in 2021. Caitlin encouraged me to apply for DSE Assessor role. Caitlin seemed to make it her mission to help see that my age and disability would not hold me back and encouraged me to apply for the Pathways to Progression Workshop. Caitlin has been so supportive and has sensitively dealt with my health issues. She's half my age but I don't feel embarrassment due to her amazing attitude. She's now encouraging me to apply for EO Progression and I am confident enough to try. Even if I don't succeed, I am happier at work than I have been in years. But, it is not just work – she's helped so much with my confidence that I am so much happier outside work too. She has been a godsend after the last months. 4 months before I started, I felt defeated, only just managing to walk with a frame. Now I only occasionally need a walking stick but none of that matters as I feel valued here due to the amazing leadership and mentoring from Caitlin.

Wendy - Wendy is an exceptional line manager, and she is always supporting everyone with their work lives and personal lives. She can tell if someone is having a rubbish day and will always go above and beyond to reach out and ensure that she is there for support and guidance. Wendy has helped me over the last couple of years with a lot of challenges in my own personal life, she is always there when I need her as well as being there for the team. She is always in the background making sure that everything in our team runs smoothly and efficiently and she sticks up for her team when we need her to so that we can see positive change with how we work. She pushes us all to be independent in our work lives but is always happy to give support to anyone and also understands the different needs of everyone that she works with. Wendy is someone that I look forward to speaking to because she honestly always brightens the day.

### **Land Registry People Award Weymouth – Jason Styles**

Jason has worked in the office throughout the pandemic and has been a constant support for homeworkers as well as office-based staff with his cheery persona, usually with a bad joke or witty remark thrown in too.

He is always available with a smile for both casework referrals and general Land Registry questions, he's happy to help everyone and answer questions whenever he can, he is approachable and patient.

He has such a wealth of knowledge and will impart it on anybody requiring his help. Jason also appreciates when you want to fully understand the referral point and takes the extra time needed to help you with your own understanding to help with your own development and training.

Jason lifts the spirits of all people he encounters. He is an absolute pleasure to work with and his presence is felt in such a positive way. His role in the CSO team is invaluable.

Jason is planning to retire soon after 40+ years' service and I feel that it's time to recognise the support and encouragement he has given over the years, to all the staff in Weymouth who have had dealings with him over the years.

Thank you, Jase!

### **Land Registry People Award Customer Division – Andrew Robertson**

Andrew is a man who personifies what is great about HMLR. With an established LR career he embraces new ideas and new technology. As a new starter Andrew encourages you to grow and become an asset to the organisation but all has the wisdom and experience to

ensure that you do so in a way that will create a connection with your new colleagues and customers. Always happy and cheerful, always pleased to help and support new ideas. He is the reluctant and unseen hand for good in an innovating organisation across every layer of the organisation. He speaks plainly, with no management speak, he is honest about the challenges and the opportunity. As a leader, his team are aware of what to do and by why, the mutual respect means that delivery is given. He is a man of the people, from the people and the perfect winner of the People Award 2022.

#### **Land Registry People Award Customer Services – Carol McAteer**

Carol is an amazing person and CTL who is continuously enthusiastic and encouraging but most of all dedicated to the Land Registry and her Team. It's been a pleasure to have worked with Carol from virtually day one of my relatively short Land Registry career, but it's been an amazing and supportive journey throughout. I can't thank Carol enough for making my decision to join CRT an easy one to make, I have thoroughly enjoyed my time in her amazing team and have been continually encouraged and supported along the way to help bring out the best in me. Thank you, Carol, for being an amazing CTL and friend.

#### **Land Registry People Award Strategy and Planning (Operations) – Pascal Lalonde**

Pascal is loved by his team and all those he deals with, he is helpful, knowledgeable, committed and a true professional. His dedication to his work is unparalleled, he selflessly gives his time even when we wish he would forget about work and relax! As he approaches 40 years of service now seems a great time to recognise his immense contribution both in what he has achieved for HMLR but also, and probably more importantly, for the people he has worked with. A fantastic role model and great person to be around.

Pascal is the font of all Land Registry knowledge and is the first person people go to if they have a practice query. He has a wealth of experience and knowledge and is always eager to share this with others. He will be a huge loss to HMLR when he goes on to retire.

#### **Land Registry People Award Chief Executive and Chief Land Registrar's Directorate – Sue Knowles**

Sue is a pivotal member of the Chief's Office. She is the go-to person for us all on the team, no matter how busy she is with her own work she always has the time to help and always with a smile! Sue organises our regular team meetings, these are always organised impeccably. Our recent face to face team event, was excellent with Sue putting in a lot of effort and her own time to ensure it was a success and that we all got the most out of reconnecting with work colleagues after two years of working apart. Sue also keeps us all in check ensuring we are fully up to date with our training courses, and her welcome reminders are greatly appreciated. Sue always joins the team's daily exercise sessions; this gives me the opportunity to have daily chats with Sue which definitely brightens up my day. She is a pleasure to work with. Thank you, Sue.

#### **Land Registry People Award Digital Data and Technology (Digital Service) – Jodie-Leigh Page**

Jodie is a critical member of the DRS design team who has been instrumental in championing good design practices. She is responsible for customer feedback significantly improving, especially in regard to accessibility and improving speed of use. No challenge is too small for big or small for her, and she is always available to answer questions when needed. Developers particularly enjoy working with her thanks to her empathetic mindset

and ability to understand technical challenges. On a personal note, she has also been incredible at supporting me since I joined, especially with my mental health during difficult times over the past year, and I would not be where I am today without her help. She is a fantastic ambassador for DRS and HMLR in general, and it is a privilege to be working with her

### **Land Registry People Award Digital Data and Technology (Data Group and Office of DDaT) – Janet Cullen**

Janet is best described as a rock in the area of contractor procurements. She manages every aspect of the process, systems and budgeting and is very much missed on her days off. She will very often dip back in to cover on these days off and is willing to go the extra mile to get things done. It is impossible to single out any one instance of what Janet does due to the sheer volume of work that she outputs and number of things that she covers. I would be less successful without her support for sure. She manages all things contractor from PSR to Sparta and FDM and works effectively with all the new processes in place and ensures that permissions and purchase orders are all timely and up to date - a true advocate for HMLR

There is nothing Janet Cullen can't do. How she manages her workload I have no idea. She is always available to solve any problems with contractors and make sure I have the right people at the right time. Thank you, Janet.

### **Land Registry People Award Digital Data and Technology (Technology) – Chris Mason**

Chris has thrived through a highly challenging year as Durham Local Systems Administrator. He consistently delivered high levels of IT Support to Durham office staff, whilst the added challenges of ensuring Durham staff had their Desktop PCs replaced with Laptops as well as equipping desks to enable hybrid working. This year was tough as his fellow Durham LSA Dougie Melville sadly passed away in May. Chris was of fantastic support to Dougie throughout his fight with illness, not only as his line manager but also as his friend. Dougie would have been extremely proud of well he handled everything after his passing and for the caring shown to his Wife Yvonne. Chris not only visited her to issue his & the teams' condolences but also made a special visit to fix her printer as Dougie always tackled the techy stuff at home. All year Chris struggled to find a long-term replacement Associate LSA, he persevered throughout and off his own back secured the assistance of 5 short term assistants on rotation. Chris had to spend time individually training them, however they were fantastic in providing much-needed assistance. Chris has been a highly supportive line manager, consistently going the extra mile to ensure the team are well supported. Two members of his cohort were successful in recruitment/progression activities and praised Chris for his support in reaching their goals. Chris deserves special recognition for maintaining a positive working spirit throughout all the challenges he has faced this year as Durham LSA.

### **Land Registry People Award Finance and Business Services – Gemma McNally**

In terms of work outputs, leadership presence and impact, Gemma is nothing short of awesome. So many colleagues look to her for answers, inputs and advice...and she seems to be able to take on (and deliver) huge amounts ("always ask a busy person"). But what stands out is her relentless positivity, commitment and energy to do the right thing. To be collaborative. To value all of those around her and to promote HMLR's cultural values and leadership expectations. She is a source of support and friendship to me and to my whole

team. Gemma is one of those people who makes the tough days better and who can reset your dial. Her humour and authenticity make her a brilliant person and an exemplary leader.

#### **Land Registry People Award Human Resources – Chloe Stitchman**

Chloe is one of those people who makes such a difference but does it with very little fanfare and doesn't expect any appreciation. She works incredibly hard on her day job and is without doubt a key part of the MAS team. But she is also very caring and supportive and the first to offer you help, assistance and a friendly word. I don't think she realises what she does, and I am probably guilty of never thanking her, but this is the chance. She has also been thoughtful at keeping in touch virtually during the various periods when we have had to work from home, just giving people a call to see how they are. I really notice it when she isn't around.

We all need a Chloe in our team! I've worked with Chloe since I started with HMLR and she has supported me from the start. She continues to support each and every member of our team, especially the newer members. She is our go to person for complex issues and can be relied upon for a no-nonsense common-sense approach with a side of humour. We love her for it.

#### **Land Registry People Award Legal and Assurance Services – Phil Harrison-Tate**

Phil is an amazing colleague! He is always supportive and helpful, gives excellent, knowledgeable advice and his technical skills are second to none. Phil is a massive credit to the Legal & Assurance Directorate. He tends to hide his light under a bushel but I feel he is worthy of nomination as always goes the extra mile.

#### **Land Registry People Award Transformation Directorate – Natasha Hole**

Natasha has been a fantastic addition to our team – she is personable, funny, and engaging but at all times incredibly professional and supportive in her approach. She knows exactly what is needed to be done and isn't afraid of rolling her sleeves up and getting stuck in but equally knows when it is right to step back and let others get involved too.

With Natasha leading the change approach for Application Processing, we have benefitted from a new way of thinking toward introducing, communicating and supporting the new process. The introduction of a 'change team' approach has developed ownership and inclusion not just for Local office Change Managers but to those actually doing the job. The regular weekly catchups with local office reps and AP Comms team ensures our people feel listened to and involved which in turn gives them a real sense of ownership and personal investment in supporting and developing the system and their colleagues.

As well as being a super hard worker, Natasha is also a brilliant team player - she is always one of the first to provide support to her colleagues, is a champion of other people's ideas and a great sounding board for people across the whole team. She is known for her love of getting some good song lyrics into a conversation ("in the words of Ronan Keating...") and like her favourite TV show that is famous for its sparkling glitterball, we think she is simply fab-u-lous!