



Easthall Park



PEOPLE, PLACES & PARTNERSHIPS SEMINAR

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Director



EASTHALL
PARK

Easthall Park



COMMUNITY ENGAGEMENT & INVOLVEMENT

Easthall Park - People

- Based in Easterhouse
- Formed over 27 years ago
- 750 stock portfolio
- Fully Mutual Co-operative
- 13 Residents on Committee
 - 1 Specialist Co-opted
- 20 Staff
 - Senior Management 4 (4)
 - Housing Management 2.6 (3)
 - Maintenance 2 (2)
 - Finance 2 (2)
 - Admin 1.6 (2)
 - Welfare Rights 1 (1)
 - Modern Apprentice 1 (1)
 - Estate Caretakers 4 (4)
 - Cleaner 0.4 (1)



Vision

- Making a Difference to **Our** Community



Organisational Value

- People Focussed



Key Strategic Objective

- People Development & Strong Governance



INVESTORS
IN PEOPLE

Platinum
Until 2019

businessinsider

SCOTLAND'S
BEST EMPLOYER
AWARDS WINNER 2017

WINNER

Housing Excellence
AWARDS
2015

The Industry Event of the Year

Social Landlord
of the Year - Small

“Resident Engagement”



Daily Engagement

- ❖ Newsletters
- ❖ Text Messages
- ❖ Website
- ❖ Social media
- ❖ Comments box
- ❖ House visits
- ❖ Viewings
- ❖ Complaints

Understanding People



“Resident Engagement”

Scottish Social Housing Charter Indicators	2012	2014	2016
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park?	97%	93%	95%
How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions?	95%	99%	99%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Park’s decision making process?	97%	95%	96%
Overall, how satisfied or dissatisfied are you with the quality of your home?	94%	94%	99%
Overall, how satisfied or dissatisfied are you with Easthall Park’s management of the neighbourhood you live in?	85%	95%	98%

- Tenant Committee Membership
- Residents & Scrutiny Panel
- Annual House Visits
- Universal Credit Visits
- Satisfaction Survey(s)

Community Places and Partnerships



More Than Housing

- **Principal Partner**
 - Easthall Residents Association – Charity
 - ✦ 10 Directors
 - ✦ 14 Staff
 - ✦ 27 Volunteers
- **Glenburn Centre**
 - Community facilities
 - Community park
 - Civic space

People & Places Projects

- Over 1,700 activities and 45,000 attendances at the Centre
- Volunteers providing over 300 hours support
- 311 individual residents directly supported into education, training and employment throughout the course of one year
- SVQ2 Health & Social Care
- Additional Support Needs
- Bursary Awards
- IT Classes
- Various Clubs & Youth Activities
- Derelict Land Training Project
- Youth Committee
- Youth Leadership Programme

Easterhouse Housing & Regeneration Alliance



Wider Community

- **Membership Group**
 - 8 Community Based RSLs
- **Lobbying**
 - Scottish Government
 - Glasgow City Council
- **Annual Community Conference**
- **Wider Community**

Partnership Benefits

- **Addressing the Gaps Report**
 - A review of Greater Easterhouse's position relating to
 - ✦ urban regeneration policies
 - ✦ Existing housing and proposed provision with future housing demand
 - ✦ Community inspired and visionary land use strategy

EHRA – Local Democracy



WHAT IF ...

We could give local people real control over decisions that affect their neighbourhoods

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LOCAL DEMOCRACY

A BRIGHTER FUTURE FOR GREATER EASTERHOUSE?

WHAT IF ...

We could really make a difference in tackling deprivation and inequality in Greater Easterhouse

POLICY PAPER