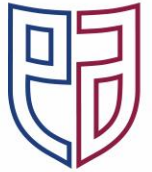


# Gary Craig

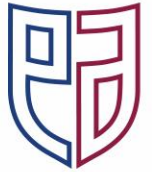
## Housing Asset Services



***'People at the Heart  
of Everything We Do'***



# Great Quotes

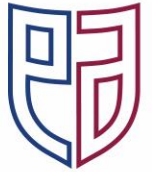


*“We are not going to make personal computers. There is a market for only five of them worldwide”*

Thos Watson IBM, 1956



# Housing Asset Services



## Repair & Maintenance

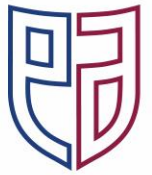
- Response Repairs
- Planned Repairs
- Voids
- Factoring

Finance Officer  
Systems Team  
Payroll & Invoicing

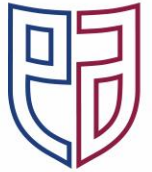
## Housing Improvement

- Capital Programme
- Gas
- Disabled Adaptations
- Energy Efficiency
- Stores
- Transport

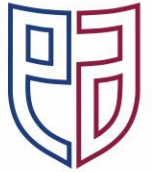
# Before?



# Performance



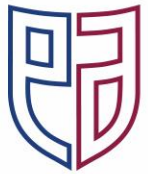
- Ave time to complete emergency repair - 1.94 hours
- Number of appointments made - 33165
- Percentage of appointments kept 97.55%
- Tenant satisfaction with R&M 99.17%
- Void turnaround time – 13 days
- Full compliance with Gas Regs
- 15% of vehicles are electric
- APSE award working alongside communities delivering improvement programmes



# Focus on Improvement

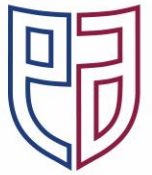
- Tenant Scrutiny and Participation
- Remove Cont/Client Bureaucracy
- Reduce in Overheads
- Mobile Working
- **CULTURE CHANGE!**
- Raise the Standard of the Stock
- Fleet Rationalisation
- Workforce Planning
- Health & Safety

# Changing culture ... Our own, our colleagues, our communities

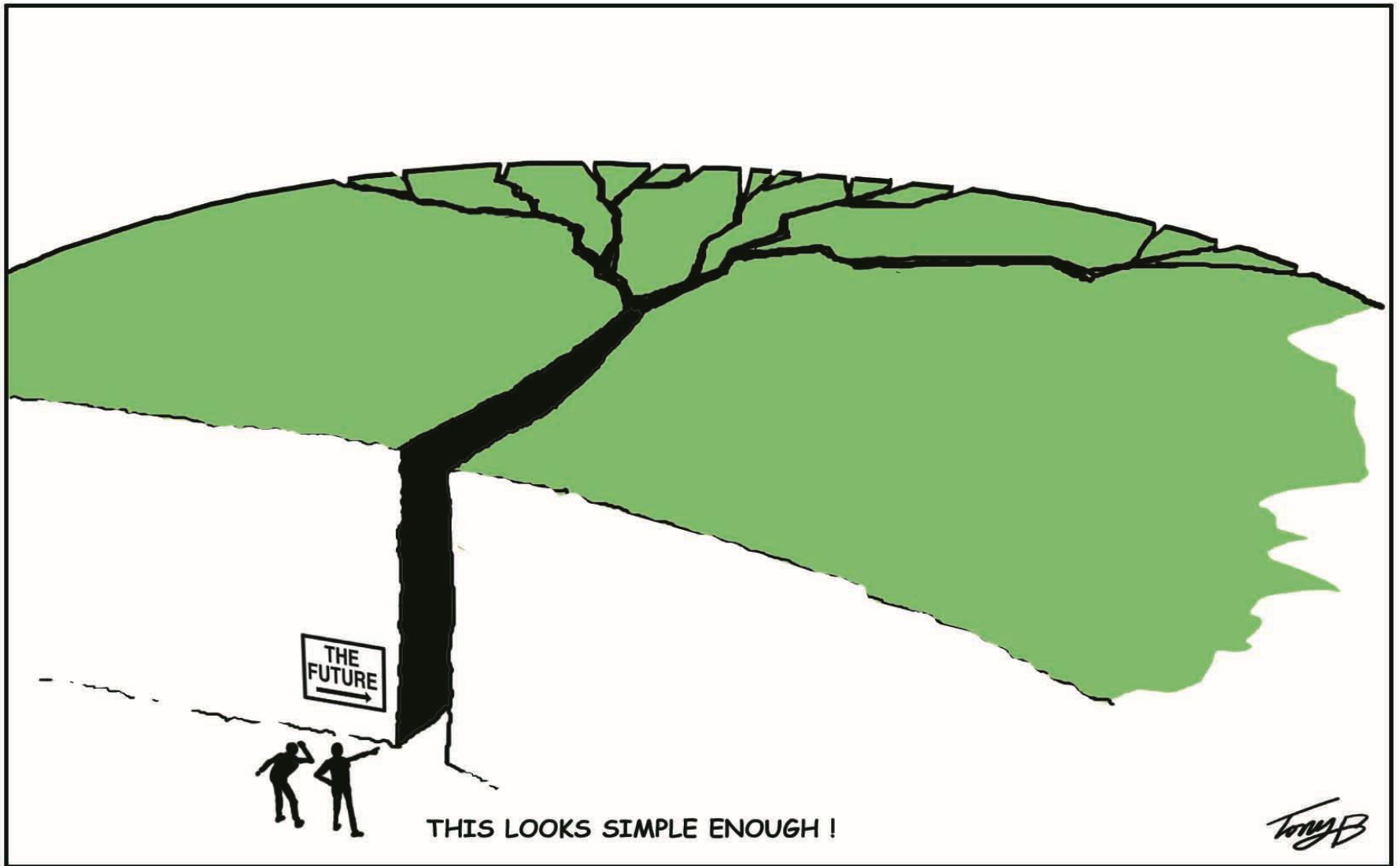


| Then ...                            | Now ...   |
|-------------------------------------|---|
| Focus on Deficiencies               | Focus on Assets   |
| Problem Response                    | Opportunity Identification  |
| Charity/ Grants Orientation         | Investment Orientation  |
| Power skewed towards professionals  | Power more equally balanced between community, individual and professionals |
| More Services                       | Fewer Services  |
| High Emphasis on Agencies           | Emphasis on Associations  |
| Focus on Individuals                | Focus on communities/neighbourhoods   |
| Maintenance                         | Development   |
| See People as Clients and Customers | See People as Citizens, Neighbours and Co-producers                         |
| 'Fix People'                        | Develop Potential   |
| Programmes/ Projects are the Answer | People are the Answer   |

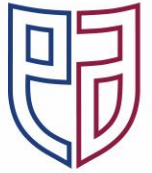
# Our solutions are not always fit for purpose!





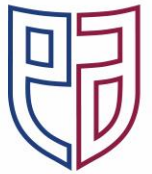


IFF 6

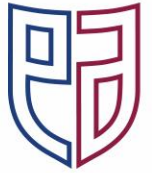


# Culture

# Toyota - GM



# BEFORE

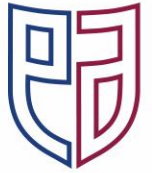


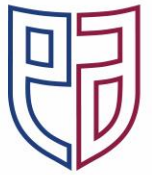
## A high proportion of faulty cars



# AFTER

**Every worker had the power to stop the line if a mistake was made or a fault spotted**

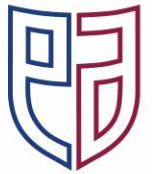




# Lessons

## Learn from mistakes

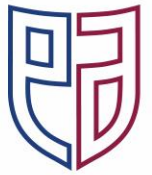




# Lessons

**Give individuals responsibility and control over what they do**





# Lessons

**Take risks and accept things will go wrong sometimes**

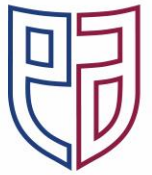




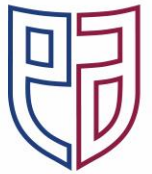
# Genuine Engagement...So what?



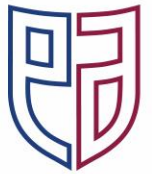
# Area Based Teams



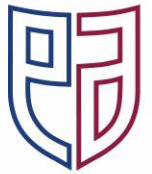
# Multi-Skilling



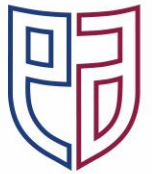
# Apprentices



# Worksafe Training



# FACE Behaviours

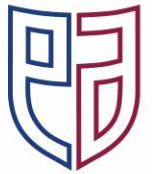


  East Ayrshire Council  
Comhairle Siorrachd Àir an Ear

We are the **face** of EAC  
Employee Qualities and Behaviours

| WE ARE  | BECAUSE WE   |
|---|--|
| <b>f</b><br><b>Flexible</b><br>Flexible, adaptable and positively embrace changes to our roles and working practices.                 | <ul style="list-style-type: none"><li>• Have an open mind and look for better ways of doing things.</li><li>• Embrace new technologies to improve services for the people we serve.</li><li>• Welcome opportunities to learn and grow.</li></ul> |
| <b>a</b><br><b>Approachable</b><br>Open, honest and friendly.   | <ul style="list-style-type: none"><li>• Develop positive and productive relationships with everyone.</li><li>• Listen, notice, respond and engage.</li><li>• Manage our reactions and think about how our behaviours affect others.</li></ul>    |
| <b>c</b><br><b>Caring</b><br>Show that we care about the people we serve and our colleagues.  | <ul style="list-style-type: none"><li>• Embrace working in a team and working with others.</li><li>• Take pride in your role, serving our community and strive to be the best we can be.</li><li>• Be kind to others and to ourselves.</li></ul> |
| <b>e</b><br><b>Empowered</b><br>Have the confidence to make decisions and take responsibility for our own engagement and development. | <ul style="list-style-type: none"><li>• Have the courage to try new things.</li><li>• Work with others to find the best solutions.</li><li>• Help everyone to realise their full potential.</li></ul>  |

People @ the  of everything we do



“THE SECRET OF  
CHANGE IS TO FOCUS  
ALL OF YOUR ENERGY,  
NOT ON FIGHTING THE  
OLD, BUT ON BUILDING  
THE NEW.”

— *SOCRATES*

