



Good Practice Visit to Glasgow Housing

Award Winner at the EFQM Global Excellence Award 2017



SUCCEEDING THROUGH THE TALENT OF PEOPLE: OUR THINK YES CULTURE

September 27th, 2018 - 9:30am to 5:00pm

Glasgow Housing Association (GHA) is Scotland's largest social landlord with 40,000 affordable homes in Glasgow. GHA's £1.8 billion investment programme - the largest of its kind in Europe - has modernised and improved over 70,000 social homes since 2003, while its building programme has created more than 2000 new houses and apartments, with another 2500 in the pipeline.



This physical transformation of the city has been accompanied by a revolution in support services provided to Glasgow tenants by passionate, expert staff who live and breathe GHA's nationally-recognised "ThinkYes" culture. These are housing, repairs, environmental and support officers who welcome and embrace the opportunity to trust their own judgment and decision-making to deliver highly-personalised, award-winning services.

It is a quality and intensity of service fostered by patch sizes of just 200 tenants, the smallest in UK social housing. Frontline staff are enabled and supported to tailor and customise services on an unparalleled basis.

Key themes:

- Succeeding Through the Talent of People: Our Think Yes Culture
- Developing Organisational Capability: Working With Others To Create Great Places

The sessions will be interactive, inviting questions, comments and discussion throughout the day. There will be plenty of opportunities for participants to discuss with GHA staff about their experiences.



Agenda of the day

09:30 - 10:00	Welcome & Networking Introduction by EFQM	
10:00 - 11:00	The GHA Story: Our Journey To Excellence	Martin Armstrong, GHA CEO
11:00 - 11:15	Tea & Coffee	
11:15 - 12:15	High Performing People, A High Performing Organisation: How our Think Yes Culture underpins excellence	Jennifer Russell, GHA Managing Director Elaine Melrose, Group Director of Resources
12:15 - 13:15	Lunch	
13:15 - 13:45	Delivering more through partnerships	Olga Clayton, Group Director of Housing & Care
13:45 - 15:15	Visit to communities we are regenerating	David Fletcher, Director of Regeneration
15:15 - 16:00	Peaceful Communities: Our Community Improvement Partnership	Alex Adrain, Director of Neighbourhood Services
16:00 - 16:45	Return to Wheatley House and Closing Remarks	Elaine Melrose, Group Director of Resources



Hotel Suggestions

The Premier Inn

(2 min walk from GHA Headquarters)
187 George Street,
Glasgow G1 1YU
Tel: +44 871 527 8440

ibis Styles Glasgow Centre George Square

(5 min walk from GHA Headquarters)
74 Miller Street,
Glasgow G1 1DT
Tel: +44 141 428 3400

Radisson Blu Hotel

(15 min walk from GHA Headquarters)
301 Argyle Street,
Glasgow G2 8DL
Tel: +44 141 2043333

*Do you need help booking
your hotel?*

*Let us know, we can help
you!*

Getting there

Glasgow Housing Association

Wheatley House Academy
25 Cochrane Street
Glasgow, G1 1HL



Registration Process

Depending on your preference you can either register via the EFQM Webshop at this address.... <http://www.shop.efqm.org/events/good-practice-visit/>

...Or via email to info@efqm.org by providing the following information for each participant (Max 2 per company):

- Full name:
- Position:
- Company Name:
- Country:
- Phone Number:
- Email address:

We wish you a pleasant visit to Glasgow Housing Association!



EFQM

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