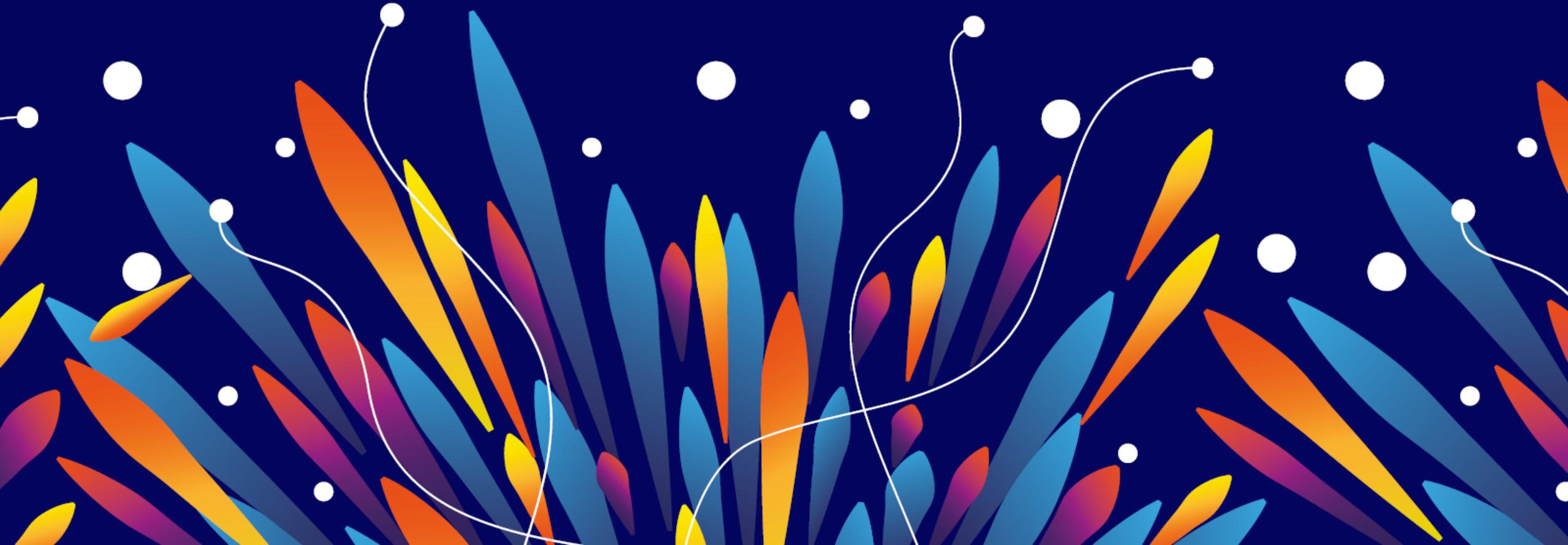


SCOTLAND'S
HOUSING
FESTIVAL



Community As An Asset

Neil Young
CEO,
St Pauls Youth
Forum

Clair Malpas
chief executive,
Cassiltoun Housing
Association

Anna Stuart MBE
chair,
Cassiltoun Housing
Association

Bridget Crossan
board member,
Cassiltoun Housing
Association

Amber Lee
Customer
experience officer,
Kingdom Housing
Association



An aerial photograph of a large, historic stone building with a central dome and a courtyard. The building has a grey roof and light-colored stone walls. The courtyard is paved and surrounded by green lawns and trees. The text "Cassilton – In the heart of the community" is overlaid in white at the bottom of the image.

Cassilton – In the heart of the community

Cassiltoun – in numbers

1079 tenants

145 factored
owners

Founded in
1984

30 members
of staff

2
subsidiaries

Based in
G45

5% most
deprived

Working beyond our boundaries

Taster Tuesdays
At Castlemilk Stables with Nemo Art

Glass Painting
Crochet

Sashiko

Community Lunch
EVERY THURSDAY 12-2PM

Join us at the Stables for a delicious lunch, a cuppa or just a chat
All free and all welcome
No need to book, just pop in!

Castlemilk Stables, 59 Machrie Road, G45 9UG

CASTLEMILK TOGETHER

FOOD & FUN FOR SUMMER

ALL FAMILIES WELCOME

Join us across Castlemilk for free and inclusive events.

WEEKLY GROUPS

<p>MONDAY</p> <p>Chatty Café 11am-1pm at Castlemilk Stables Arts, crafts, games, quizzes and more! Or just pop in for a cuppa and chat.</p>	<p>TUESDAY</p> <p>Taster Tuesdays 11am-12.30pm at Castlemilk Stables Come and try something new such as glass painting, origami etc.</p> <p>Community Garden- Drop in from 10am-12pm- All age groups welcome- Castlemilk Stables.</p>	<p>WEDNESDAY</p> <p>Creative Writing Group- 10am-12pm at Castlemilk Stables</p> <p>Creative Castlemilk (Painting class for adults) 12pm-2pm- Castlemilk Community Centre, G45 9UG</p>
<p>THURSDAY</p> <p>Community Garden- Drop in from 10am-12pm- at Castlemilk Stables.</p> <p>Community Lunch- Free lunch, soup and sandwiches- all welcome. Castlemilk Stables 12pm-2pm</p> <p>Youth Advisory Panel - Castlemilk Stables from 4pm-6pm</p>	<p>VOLUNTEER WITH US!</p> <p>Tuesdays and Thursdays in Castlemilk Park Meet at Castlemilk Stables, G45 0AZ at either: 10.30am-12.30pm 1.30pm-3.30pm</p>	<p>OTHER</p> <p>Castlemilk Explorer's Nature Activities for 7-12 year olds, the 2nd Saturday of the month from 10.30am-12.30pm* Booking required* Castlemilk Stables</p> <p>*Pick up a copy of our events calendar for events all year round!</p>

For more information contact





Supporting local ideas, local groups and local enterprise






LOVE CASTLEMILK

LIVE CASTLEMILK

PARTICIPATORY BUDGETING

WHAT IS PARTICIPATORY BUDGETING?

Participatory budgeting is a way of giving local people a direct say in how and where public money is spent. Participatory budgeting supports ideas and activities which come from within the community we are working in to provide sessions and resources which would benefit the local area.

IMPORTANT DATES

Applications are open until **Friday 27th February 2026**

Public voting will open week beginning **Monday 16th March 2026**

Application form can be found here >



WHO CAN APPLY?

Constituted community and voluntary organisation based in or serving the Castlemilk area can apply for grants of up to £3,000

Non constituted groups and individuals can apply for grants of up to £1,000 but must have a supporting constituted organisation to hold funds and make payment to.

Applications should fall under one of these main priorities but can cover multiple

- Community health and wellbeing
- Increasing social connectedness
- Enhancement of services for children and young people
- Environment / Greenspace
- Promote healthier lives





The Hub



HOT SOUP

FREE
COMMUNITY
HUB

RELAX

CHAT

BOOKS

CRAFTS
TEA

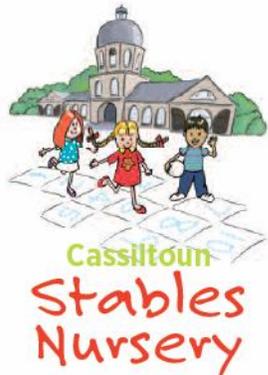
Digital Drop-in

...happiness is

“COMMUNITY IS MUCH MORE THAN BELONGING TO SOMETHING.”



A Human Rights Approach

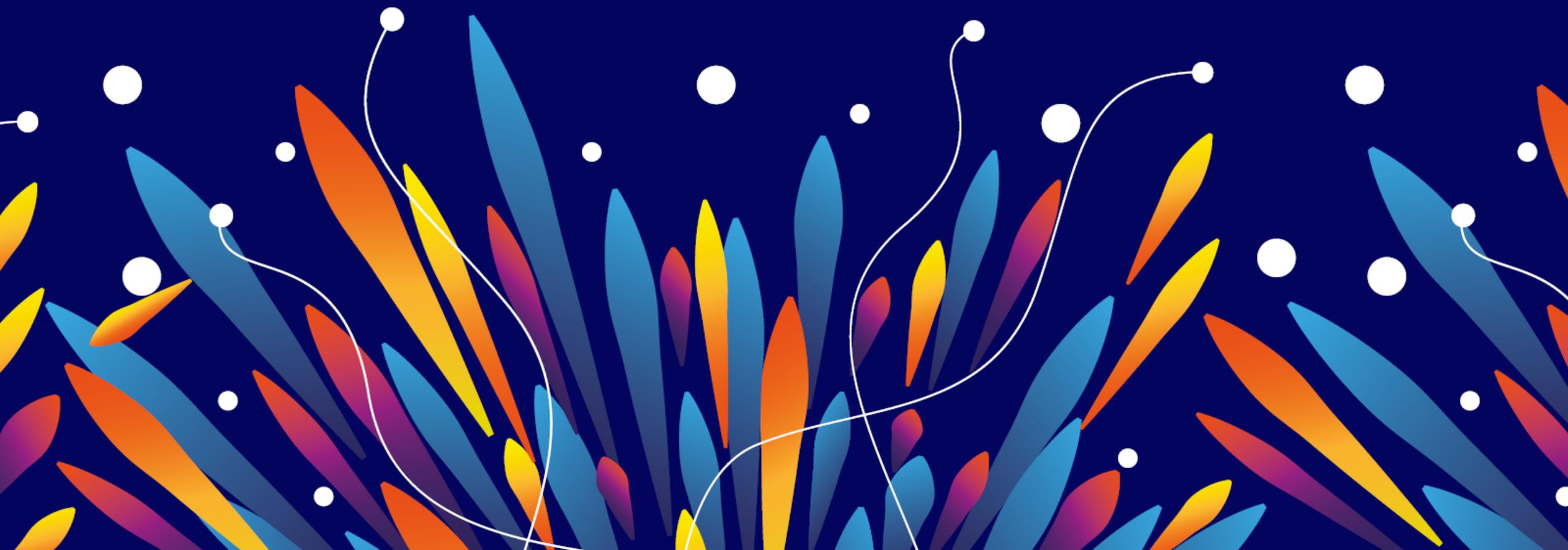


Cassiltoun

Putting the community at the centre

*We aim to enhance the quality of life of our clients
and to regenerate and sustain our
community through housing-led and
resident controlled initiatives*

SCOTLAND'S
HOUSING
FESTIVAL



Nailing A Right-First-Time Repairs Service

Andrea Elliot

senior manager,
neighbourhood housing &
homelessness,
North-Ayrshire Council

June McColl

Service manager,
housing repairs
and compliance,
Perth and
Kincross Council

Matthew Busher

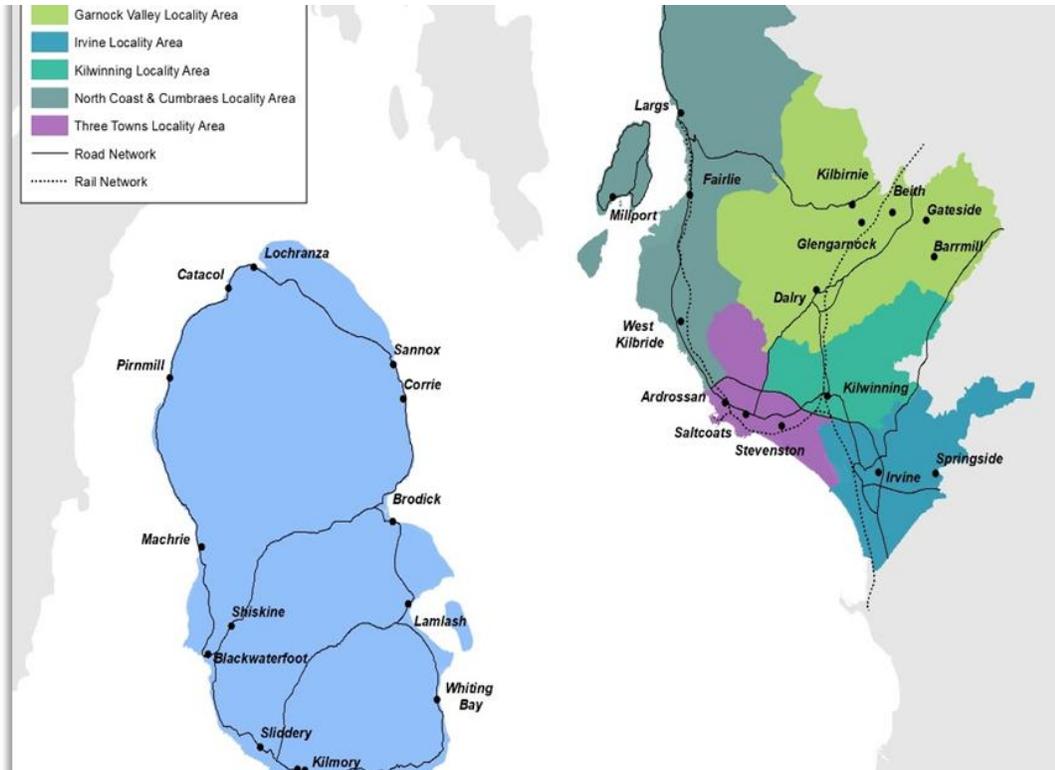
neighbourhood director,
Kingdom Housing
Association



North Ayrshire Council
Housing Service
Delivery Model &
Nailing Repairs First
Time



North Ayrshire Housing Service



- **Total Housing Stock = 13,424**
- Arran - 34
- Garnock Valley – 2,577
- Irvine – 4,063
- Kilwinning – 1,513
- North Coast & Cumbrae – 959
- Three Towns – 4,031
- *Temporary Accommodation - 261*

Neighbourhood Housing & Homelessness

Senior Manager (Neighbourhood Housing & Homelessness)

<p>Team Manager (Housing Customer Engagement and Support)</p> <p>Refugee support, gypsy travellers, customer care, Common Housing Register, voids & allocations Aids and Adaptations</p> <p>3 Team Managers (21 FTE)</p>	<p>Team Manager (Neighbourhood Housing)</p> <p>Locality housing, rent arrears, estate management, Anti- Social Behaviour</p> <p>6 Area Housing Managers (6 offices) (87.5 FTE)</p>	<p>Team Manager (Temporary Accommodation & Housing Support)</p> <p>Property team, Housing support, SOLO, hostel</p> <p>1 x Team Leader (Housing Support & Temp Accom) (49 FTE)</p>	<p>Team Manager (Homeless Prevention and Housing Advice)</p> <p>Homelessness, housing prevention and advice, strategy and RRTP</p> <p>1 x Team Manager (Strategy & Prevention) (25 FTE)</p>
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Housing Service – Delivery Model

- a better shared understanding of the roles and priorities across the teams
- a greater respect for the work each team does
- identification of areas of duplication of work and better ways to manage workload
- improved communication across Officers
- a different perspective on priorities
- greater knowledge and improved information sharing
- the Housing Service is more visible as there are a greater number of Officers out and about within the community
- there is a greater opportunity to identify estate management issues, including: fly tipping; grounds maintenance issues; poor gardens etc



Housing Services – Delivery Model

1. The co-location of services and joint working arrangements rolled out across council housing offices, with specialist housing staff based within the locality teams.
2. Estate management approach reviewed. Creation of EO's.
3. Reviewed the service provision across offices with less housing stock to ascertain resource requirements.
4. Investment in technology to allow staff to access systems and populate forms/data (including information from services such as Building Services, PMI and Public Protection). Portable digital equipment for staff to provide customers with on the spot up to date advice and assistance.

Housing Services – Delivery Model

Joint Approaches with other Services



- Protective Services, Connected Communities and Neighbourhood Services (collaborative working within our estates)
- Building Services (repairs)
- Property Management & Investment (gas/electrical safety compliance and planned maintenance)
- Health & Social Care Partnership (aids & adaptations/pro-active approach for the household)

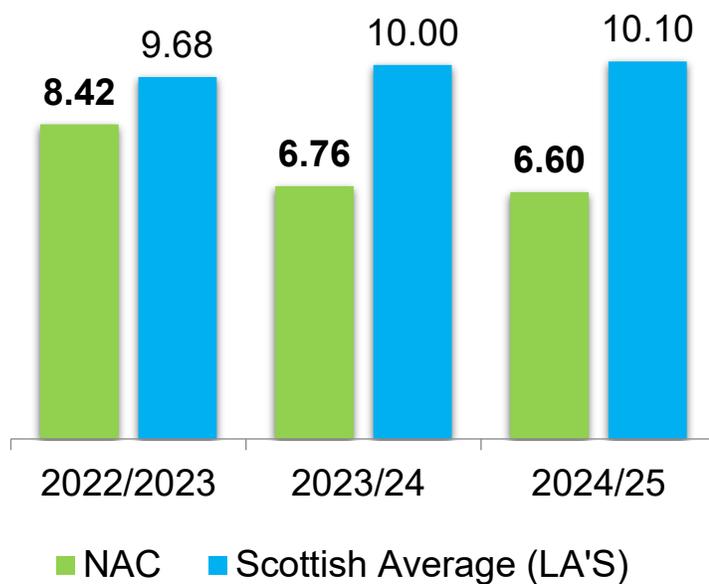


Housing Services – Delivery Model Focus on Annual Visits

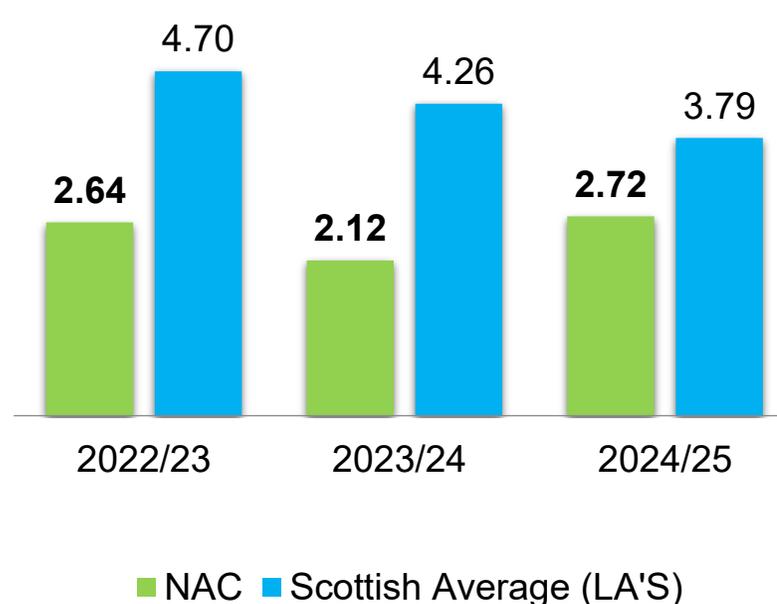
- Annual visits - Housing & Housing Support staff
- Capture vulnerable tenants needs
- Potential concerns being highlighted by Repairs teams
- Scoping Officer role
- Contact Centre/OOH – Diagnostic tool to identify repairs
- Emergency Repairs – not just to make safe, but repair carried out where we can

Repairs performance

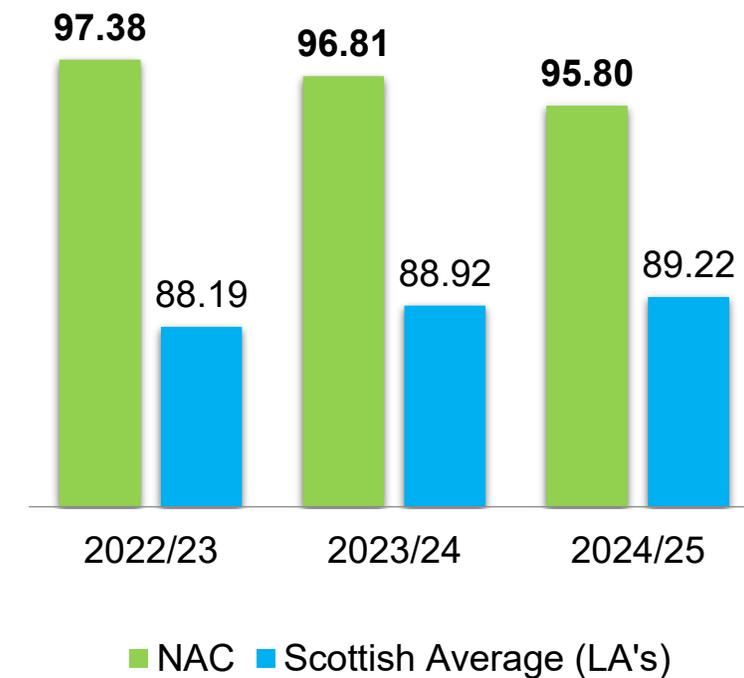
Average length of time taken to complete non-emergency repairs (days)



Average length of time taken to complete emergency repairs (hours)

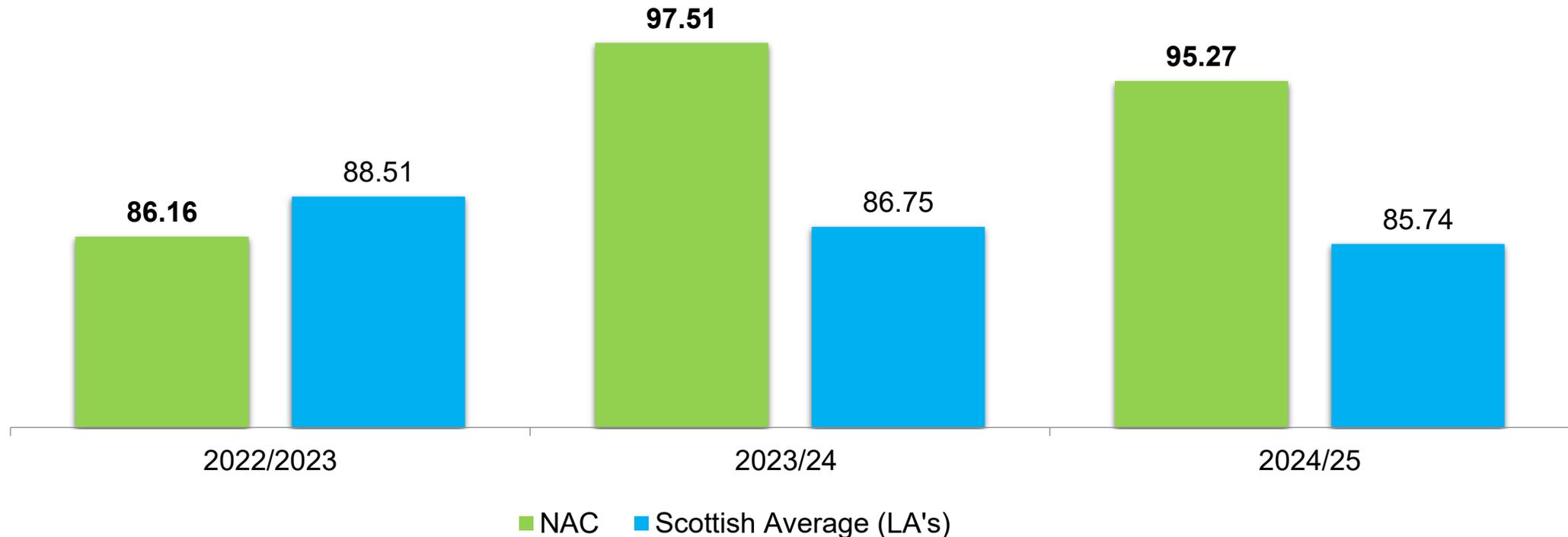


% of reactive repairs carried out in the last year completed right first time



Repairs Satisfaction

Percentage tenants satisfied with Repairs Service



North Ayrshire Building Services- context

171 Operatives
12 Trades

50,000 + jobs per
annum

£23m Income

13,424
houses

One main depot,
including stores

7 Business Units

-  Responsive Repairs
-  Void Works
-  Planned Works
-  Projects
-  Aids and Adaptations
-  Timber and Dampness
-  Street Lighting



Andrea Elliott, Senior Manager (Neighbourhood Housing & Homeless)
Housing & Public Protection

01294 310000

andreaelliott@north-ayrshire.gov.uk

SCOTLAND'S
HOUSING
FESTIVAL

