



# EASTHALL RESIDENT'S ASSOCIATION

## SOCIAL ACCOUNTS

1ST APRIL 2004 to 31ST March 2005

Glenburn Centre (Easthall Residents Association)

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Easterhouse

Glasgow

G34

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## **Acknowledgements and Explanation**

The Social Audit would not have been possible without one person, John McCrory a graduate placement within ERA and we would like to express our gratitude to the amount of effort that he has committed to the process.

In addition, the following people helped make the Social Accounting possible:

- Gerry Baldwin, former Project Manager (Easthall Residents Association)
- Lynette McKechnie, current Project Manager (Easthall Residents Association)
- Pauline Smith, Social Economy Adviser (Greater Easterhouse Development Company)
- Alan Kay (Social Audit Network)

John McCrory was asked about his thoughts on the Social Accounting Process:

*When I was first informed by the Glenburn Centre's former community development manager Gerry Baldwin that I would be actively involved in carrying out a social audit of the Glenburn Centre, I initially had reservations about this, as I did not think it was possible. There were a number of reasons for this - as a student on placement my experiences of being involved in such an exercise were limited and I also had other activities to carry out during my placement at the Glenburn Centre.*

*However, having discussed the project with Alan Kay, a worker from the Social Audit Network, I immediately changed my mind. During this meeting I learned about the main reasons and the importance of carrying out such a survey, which is not only to find out if the Centre is meeting its aims and objectives, but also this audit would also justify the Glenburn Centre's existence to all of its stakeholders.*

*A number of advantages were also highlighted in carrying out a social audit of the Centre, such as;*

- *the audit would inform stakeholders and the local community what the Centre has achieved;*
- *it would help to improve its performance as an organisation;*
- *it would also identify any weaknesses that exists within the Centre;*
- *it would allow any weaknesses to be corrected*
- *it would stimulate a more open and honest, internal and external appraisal of the Centre.*

*Additionally, Social Accounting would establish a regular channel of dialogue between the Glenburn Centre and its key stakeholders.*

*Not only would Social Accounting benefit the Glenburn Centre, but as a student on placement, it would also be a great advantage to me, as it would provide me with invaluable experience.*

*John McCrory  
April 2005*

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## 1. Introduction

Greater Easterhouse Development Company (GEDC) hosted an introduction seminar on the Social Auditing and Accounting process which Easthall Residents Association and other voluntary groups in the area attended.

It has always been an ongoing issue for the organisation to gather information on the thoughts and opinions of local people. Therefore this process of recording, monitoring and analysing the data immediately appealed.

*“Social accounting and audit can revolutionise the way you work and manage your organisation! It is a process to create a flexible framework that enables your organisation to:*

- account fully for its social, environmental and economic impact;*
- report on its performance; and*
- provide the information essential for planning future action and improving performance.”*

The first seminar was attended in Feb 2004 and by April 2004 the organisation was committed to the process and started the series of workshops.

When introducing Social Auditing to Greater Easterhouse, Greater Easterhouse Development Company was keen to operate a cluster approach to offer additional support to each other. A total of 4 organisations committed and over the past year have been able to share experiences and assist each other. In addition, GEDC provided a support and advisory service that was invaluable however for ERA it was apparent from early on that there was going to be a large amount of staff time needed to complete and implement the necessary consultations. For this reason it was decided that the best way forward was to recruit a graduate. John McGrory was recruited Nov 05.

The main reason for becoming committed to the process of Social Accounting was to clearly establish a method of gathering and analysing stakeholders opinions. Although the key purpose ERA planned to maximise the opportunities and use this period to review the objectives and activities of the organisation.

Finally, having carried out the Social Accounting, ERA has been able to clarify the role of the organisation and also carve a path for the future. Implementing new systems and acting on stakeholders opinions. The whole process has had a positive impact on the operations and developments of ERA and will be embraced in future years.

## 2. History and Background

### 2.1 Easthall Resident's Association

Based within Glasgow's East End since 1973, the Easthall Residents Association (ERA) has served the community of Greater Easterhouse for over 30 years. The organisation is responsible for the management, maintenance and service delivery within the **Glenburn Centre**, which it manages. The land is currently leased from Easthall Park Housing Co-operative who are a main partner of the organisation however, all responsibilities incl. service development and funding remain the responsibility of ERA.

The Glenburn Centre's facilities currently include:

- Bookable, multipurpose rooms and a large function hall
- Kitchen and bar facilities
- Community Café
- Outreach space for other organisations and formal services
- 11 computers in an IT suite which is part of the Greater Easterhouse Learning Network (along with 14 other centres of a varying sizes)
- Crèche room which has passed rigorous inspections by the Care Commission

There is a strong Management Committee in place with wide-ranging experience in local voluntary work. They manage the staff and Glenburn Centre. All committee members are tenants living in the local community. The current members of the committee are:

Rachel McCann MBE	Chairperson
Joyce Gentles	Treasurer
Mary Davidson	Secretary
Cath Lawrie	Committee member
Charles Harvey	Committee member
Joe Gracey	Committee member
Rose McCue	Committee member
John McMorrow	Easthall Park Housing Co-operative (Co-opted)
Mary Murphy	Bosco Juniors (Co-opted)
Anne Nixon	Stepping Stones for Families (Co-opted)

(Co-opted : means the members having no voting rights. Those that are co-opted are usually invited on to the committee as an expert in their field and to advise the committee.)

The Management Committee itself is involved in all aspects of the local community and is involved in other forums throughout Greater Easterhouse. They are also represented on the following groups.

- Social inclusion Partnership Board
- South Suburb Group
- Easthall Community Planning Group
- Easthall Park Housing Co-operative
- Bishops Wood Area Forum
- Community Health Shop
- Greater Easterhouse Community Safety Forum
- Greater Easterhouse Learning Network.

## **2.2 Easthall Residents Association ORIGINAL Aims and Objectives**

The Glenburn Centre has recently been refurbished to include offices for the housing co-op and improved office and social/training areas. A Business Plan was written to address the future development of the organisation however it has required updating and reviewed soon after the building was complete. Below are the original Mission, Values and Objectives within Easthall Residents Association Business Plan. It was highlighted within a recent community survey that the organisation needed to review these objectives and the Social Audit process has been able to do this.

### Mission

“To promote the benefit of the residents of Easthall, Kildermorie, Wellhouse and Barlanark area without distinction of political, religious or other opinions, by associating the local authorities, voluntary organisations and residents in a common effort to advance education, relieve poverty, and to provide facilities in the interest in the social welfare for recreation and leisure time occupation with the objective of improving the conditions of life for the said inhabitants, by carrying out the following:

- 1 To provide a 'Centre' for Barlanark, Easthall, Kildermorie and Wellhouse residents.
- 2 To provide a modern Community Centre for recreational use.
- 3 To provide a park that will encompass education, recreation and appreciation of nature.
- 4 To provide a base for access to housing services.
- 5 To encourage access to an on line learning centre.
- 6 To stimulate local employment and training.
- 7 To encourage sustainability and energy efficiency”

### Objective 1: To Provide a 'Centre' for Easthall – the Glenburn Centre

Easthall does not have a focal point that its residents could identify with, take advantage of and take pride in. The Glenburn Centre is now complete and provides a place for people to formally and informally meet and generate a positive impact on the area.

There is no quality outdoor space for children and adults within the local vicinity. The completion of the park will be invaluable to promote leisure, exercise and general health. The park will create a haven for local species of bird, insects and plants and it will also add a 'feel good' factor to the neighbourhood.

### Objective 2: To provide a modern Community Centre for recreational use

The Glenburn Centre aims to provide an essential local facility for encouraging social inclusion within the area. The upgrade and extension has allowed for more flexibility in the groups that can make use of it.

The Glenburn Centre provides café, crèche, internet access, meeting rooms, exhibition reception and a main hall for exercise, clubs for all age groups. The Residents Association is examining the use of one of the rooms for art workshops highlighted by Easthall Primary School children. This will link well with the existing arts projects currently running in Easterhouse. Discussions about future projects are currently underway with the Arts Co-ordinator for Easterhouse.

Objective 3: To provide a park that will encompass education, recreation and appreciation of nature

The park will be designed to include people of all ages and abilities and its location on the main Wellhouse Road will create a visual impact for people in adjacent neighbourhoods and users of the main bus, vehicle and pedestrian route.

It is envisaged that the park will evolve and additional community projects and art projects will take off. Initially the park will provide skateboarding and youth shelter, playgrounds for young children, a return to traditional play such as balls and hopscotch. The size also allows for areas for quiet enjoyment and community art. By giving children a place to congregate will reduce noise, nuisance and vandalism experienced within the housing stock.

Objective 4: To provide a base for access to housing services

One of the main reasons for developing the Glenburn Centre was the need for the Easthall Park Housing Co-operative to move into larger premises.

The impact of recent building projects and management of housing in the Kildermorie area will have a significant impact on demands. The Co-operative currently own and manage 387 properties, this will increase by 90 additional new build and 600 properties in Kildermorie. The Housing Co-operative has been designated as the Local Housing Organisation and has major investment plans for the stock.

Additional staff will be employed to cover the management of the additional stock. The impact on the Centre by the increased visitors to the housing office cannot be under-estimated. The Co-operative will have the ability to cater for diverse needs of its tenants and will be able to base money advice, housing advice sessions from its office. The Co-operative will be incorporating video-conferencing into its meeting room to allow residents who are housebound to participate in meetings and activities.

Objective 5: To encourage access to an on-line learning centre

A designated learning centre within the Greater Easterhouse Learning Network has recently been installed into the Glenburn Centre. The Network will be linked by BT Learning Stream to John Wheatley College providing fast Internet access as well as a range of supported learning opportunities.

It is crucial that this project is promoted to the local people. There will be a dramatic increase in the numbers who enter the Glenburn Centre, whether to use the café or visit Easthall Housing Co-operative. By providing a one-stop shop it will stimulate the number of people likely to gain access to the training facility.

The Greater Easterhouse Adult Literacy and Numeracy Project will be able to provide tutor support on a regular basis within the Centre, as well as providing access to learning materials and resources. Support for other key aspects of the Community Learning Plan such as ICT skills and Arts will also be available through John Wheatley College's Wider Access Programme.

#### Objective 6: To stimulate local employment and training

The Glenburn Centre will offer a number of opportunities for employment and training.

It has been negotiated as part of the construction of the new centre and park that 2 full-time apprenticeships would be created by Cruden Building and Renewals. In addition there will be approximately 20% of local people making up the workforce during construction.

In the longer term, job opportunities will be created through the employment of staff to manage the activities in the hall, reception staff, caretakers and café staff. The Housing Co-operative are examining ways to introduce Glasgow Works ILM placement with the vision of long-term recruitment of workers to manage and maintain the park.

A qualified admin work/receptionist will be employed and there is scope to utilise this space for work experience of reception and administration. Both groups are jointly examining the details of the training reception.

The Glenburn Centre provides a flexible space, which will be useful for a number of local organisations to rent. Such arrangements will also provide rental income for Easthall Residents Association.

#### Objective 7: To encourage sustainability and energy efficiency

Work has started on the education of residents on the benefits of sustainability. The Centre will play an important role by encouraging people to use their park, appreciate plants, insects etc. The children at Easthall Nursery and Primary school will have an insight to the environment and how it works in their environmental education garden.

The Housing Co-operative are launching an energy efficiency pilot and recycling scheme. The initial project will be the installation of recycling banks located in the Park and energy monitoring and advice to its tenants. The Greater Easterhouse Environmental Trust will be employing a waste management officer who will be able to advise and work with the groups on these projects. This will be a starting point in encouraging recycling that will eventually lead to recycling bins in individual gardens. The Centre will provide the focus for information and training.

A number of tenants have enquired about a gardening club. The gardening club will recycle waste and use grey water collected from the roof for watering plants.

### 2.3 Staff and Volunteers at the Glenburn Centre

The staff at the Glenburn Centre during the social accounting period were:

Gerry Baldwin (Manager – left in February 2005)  
Claire Dale (Administration Assistant)  
Cornelius O'Donnell (Caretaker)  
Ronnie Watson (Part Time Caretaker)  
Lynette McKechnie (Project Manager – started April 2005)

The volunteers at the Glenburn Centre were:

Rachael McCann MBE (Learning Centre and Community Café)  
Joyce Gentles (Community Café)  
Michael Beaton (Handyperson)  
Caroline Kelly (Administration Assistant)

#### **Success stories with people attached to the Centre....**

Caroline Kelly volunteered at the Centre last year then moved on to John Wheatley College for a NC in Business Administration. Nicola Dale also volunteered and then attended a Communiversity course and then found employment at Greater Easterhouse Money Advice Project. Both of them felt that volunteering in the centre gave them new skills and more importantly it gave them confidence to achieve their career goals.

### 2.4 Projects developed in the past year

- Saturday arts club developed in partnership with greater Easterhouse Arts Team
- Easterhouse FM an Internet radio station based in Easthall in partnership with Greater Easterhouse Learning Network and John Wheatley College
- Landscape Training Project in partnership with Greater Easterhouse Environmental Trust and GEDC's Social Economy Team and its funded initially through the Glasgow Key Fund and Communities Scotland. This will create five training places for local people to gain qualifications in the field of landscaping
- Slimming it up in partnership with Glasgow City Councils Cultural and Leisure services.
- Video Production in partnership with John Wheatley College aimed at young people.
- Community bus run by Camelot Theme park part funded by Bishops Wood Area Forum.
- Barnardos now have an office in the Glenburn Centre and they will be working with young people in the area on an outreach basis.
- Halloween and Christmas parties in partnership with Bosco Juniors and Glasgow East North Carers Unit.

- New IT courses, ECDL and basic computing in partnership with Greater Easterhouse Learning Network and John Wheatley College.

## 2.5 Attendance Statistics

Activity	No.s per week	No.s per month	No.s per year
Community Cafe	202	824	8007
Lunch Club	24	103	802
Basic Computing	18	72	-
ECDL	11	44	-
Family Support	20	85	-
Employment Support	3	13	-
Fifty Plus Club	10	40	440
Numeracy & Literacy Class	4	16	-
Taekwando 1	42	181	1970
Personal Presentation	10	40	-
Living it Up	13	45	-
DJ Skills	6	18	-

## 2.6 The Social Audit

It was apparent from early on that the social accounting and audit process was going to be difficult to manage and due to the ongoing workload of the Project Manager it was decided to ensure the success a structured approach was required. The following people were involved in the implementation of the social audit:

	Responsible for
Gerry Baldwin Project Manager (ERA) (until May 05)	- Management of process - Analysis - Organisation
Lynette McKechnie, Project Manager (ERA) (since May 05)	- Report writing
John McCorry, Graduate (ERA)	- Design of Questionnaires - Distribution of Questionnaires - Interviews with stakeholders - Analysis
Pauline Smith, Social Economy Adviser (GEDC)	- Adviser and support - Design of Questionnaires - Analysis - Interview with Main Partner - Focus group with Mgt Committee
Alan Kay, Social Audit Network (CBS)	- Adviser and support

### 3. Mission, Values, Objectives and Activities

For these social accounts the wording of our Mission was reviewed, and we also identified what we considered to be our Values.

We found this to be a very valuable exercise. This exercise made us carefully review what we do and why we do it. We believe that an annual review of Objectives and Activities will help keep our work focused.

The process of reviewing Mission, Values, Objectives and Activities for these social accounts was originally undertaken in December 2004 by Gerry Baldwin (former) Project Manager and Pauline Smith (GEDC). Once a draft had been constructed the management committee and partners were consulted and after a few changes the new, improved MVOA were approved.

ERA is committed to involving the community in the shaping of the organisation, ensuring that nothing is done in isolation and therefore at the AGM the MVOA were again presented. All attendees were in agreement with the changes.

#### **Mission:**

***To provide a community facility, influenced and directed by local people to meet the needs of Easthall, Barlanark, Wellhouse and Kildermorie communities.***

#### **Values:**

- *Professional*
- *Accessible*
- *Friendly and Approachable*
- *Environmentally Aware*

#### **Objectives:**

##### **1. To provide a community facility by.....**

- Involving and encouraging local participation in the Centre's management structures and operations
- Operating a café with healthy food options
- Hiring out space for community groups, agencies and individuals
- Managing a Community Learning Centre
- Providing a smoke-free environment
- Establishing a community park

##### **2. To support local people in accessing training, employment, further education and volunteering opportunities by.....**

- Developing training and volunteering opportunities within The Glenburn Centre and in partnership throughout Greater Easterhouse
- Offering individually tailored support and advice
- Providing a route to the relevant service providers

**3. To work in partnership with a range of organisations to support and deliver projects by.....**

- Working with the local college and local schools on educational projects
- Developing local environmental projects
- Assisting other agencies to promote healthy lifestyles
- Working with local groups to design and implement a programme of activities to stimulate and develop children and young people

**4. To provide information, advice and signposting service by.....**

- Promoting community involvement in community planning
- Providing information and advice to groups and individuals on housing, finance and funding
- Forming partnerships with appropriate agencies that can benefit the local residents
- Promoting community safety initiatives

**5. To manage the Glenburn Centre effectively by.....**

- Recycling materials and stationery
- Always trying to buy locally
- Keeping accurate administrative and financial records
- Being a good employer



## 4. Stakeholders

The former Community Development Manager Gerry Baldwin identified the Glenburn Centre's stakeholders and divided them into "key" and others. This exercise was carried out in October 2004.

Key Stakeholders	Other Stakeholders
<p><b>Staff</b>            Gerry Baldwin (Manager)            John McCorry (Student)            Ronnie Watson (Caretaker)            Cornelius O'Donnell (Caretaker)</p> <p><b>Volunteers</b>            Rachael McCann            Joyce Gentles            Michael Beaton            Nikki Dale            Caroline Kelly            John Kerr            Claire Dale</p> <p><b>Management Committee/Staffing Sub-Group</b>            Rachael McCann (Chairperson)            Joyce Gentles (Treasurer)            Mary Davidson (Secretary)            Joe Gracey            Charles Harvey            Cath Lawrie            Co-opted - Mary Murphy (Bosco)            Co-opted - Anne Nixon (Stepping Stones)            Co-opted - John McMorrow (Easthall Park Co-op)</p> <p><b>Main Partners</b>            Easthall Park Housing Co-operative (John McMorrow)</p> <p><b>Users/Clients</b>            Activity Users            Community Groups and Individuals who rent rooms            Café Users            Learning Centre Users</p> <p><b>Wider Community</b>            Residents of Easthall, Wellhouse, Barlanark and Kildermorie</p> <p><b>Youth Partner Organisations</b>            Bosco Juniors            Barnardos            Gladiators            GREAT (Arts Team)</p>	<p><b>Suppliers</b>            John Catchpole (GE Health Project)            Irene McPhail (GE Health Shop)</p> <p><b>Glenburn Centre Working Group</b> (not yet formed)</p> <p><b>Users/Clients</b>            Tenants (Barnardos)</p>

**Other Partner Organisations/Groups**

GE Environmental Trust (Mark Smith)  
GE Money Advice Project (Tony Quinn)  
John Wheatley College (Lesley Lang)  
GE Learning Network (Craig Green)  
Easthall FM (Dave Stewart)  
Easthall Planning Group (Suzannah Roberts)  
GE Community Health Project (Gaille McCann)  
Easthall Primary School  
GEDC (Pauline Smith)  
GEDC (Seamus Corrie)  
Community Support Service (Diane Waddell)

**Funders/Financial**

SIP  
Tudor Trust  
Glasgow City Council  
Communities Scotland  
Lloyds TSB  
Bishopswood Area Forum



## 5. Scope and Methodology of the Social Audit

### Omissions

The full social audit plan is attached as Appendix 1 & 2 and this shows the questionnaires that were used and also the stakeholders that were consulted.

We believe that these social accounts have covered everybody that the Glenburn Centre is accountable to, from the Centre's users to the main stakeholders.

We sent out questionnaires to all six of our funders, and despite posting out the questionnaires two weeks before the deadline of March the 4<sup>th</sup> 2005, only two questionnaires were returned. For the next social accounts, we would recommend that questionnaires should be sent out to the funders of the Glenburn Centre, a full five weeks before the deadline. Hopefully the extra three weeks would give us a better response rate. We could also e mail the questionnaires to the funders this could also guarantee a better response.

### Methodology

All of the stakeholders that are involved in the Glenburn Centre were given a questionnaire to complete. The Appendices show the different questionnaires that have been used to gather information from the various stakeholders that are involved with the Glenburn Centre for the social accounts. In summary:

Stakeholder	Sent	Returned	%
Centre Users		49	
Funder	6	2	33%
Partners	14	14	100%
Main Partner	1	1	100%
Staff	4	3	75%
Volunteers	4	4	100%
Mgt Committee	9	4	44%
Local Residents	148 out of 500 households		30%

**Funders:** As stated earlier, questionnaires were posted out to all of our funders, unfortunately we received only two replies from six that were sent out.

**Volunteers:** All four of our volunteers at the Centre completed their questionnaires.

**Staff:** Three out of the four of the staff employed at the Centre completed their questionnaire, the worker that did not complete the questionnaire has been on sick leave since December 2003. One of the employees that completed the questionnaire has since left the Centre, and is now employed with another organisation. The trainee administrator that is working at the Centre is only here temporarily, and her employment will terminate on the 13<sup>th</sup> May, 2005.

**Youth Partner Organisations and Partner Organisations:** All fourteen of the partners that have been involved with the Glenburn Centre all completed their questionnaires.

**Café Users:** Over thirty café users completed the questionnaire. These questionnaires were conducted over a two week period. To motivate the users to

complete the questionnaires, a prize was offered, with the winner being drawn out of the raffle at the end of the second week of questionnaires being distributed.

**Learning Centre Users:** 15 people that used the Learning Centre also completed the questionnaire. These questionnaires were conducted over a two week period. To motivate the users to complete the questionnaires, a prize was offered, with the winner being drawn out of the raffle at the end of the second week of questionnaires being distributed.

**Room Users:** Three of the organisations that have hired rooms in the Glenburn Centre replied to the questionnaire.

**Residents of Easthall, Wellhouse, Barlanark and Kildermorie:** There was also a survey carried out in January 2004, commission by the Easthall Park Housing Co-operative and carried out by the Alexander Consultancy and Social Regeneration Consultants. It undertook a feasibility study to assess the community needs of the Easthall district in Easterhouse. The study was funded by a grant from Communities Scotland's Wider Action Fund. Both Easthall Park Housing Co-operative and Communities Scotland were interested in using this exercise as a pilot study, with a view to disseminating the findings to a wider audience.

This survey was carried out by eight voluntary interviewers plus an additional experienced volunteer interviewer was also brought in; a total of 148 interviews were completed, out of a total of about 500 households, a response rate of about 30%, all of who were residents of Easthall. Their findings will also be published in the social audit.

It was decided that different stakeholders would be consulted on various aspects of the ERA work. The reason for this is that not all aspects are relevant to all stakeholders and to ensure results gave a true picture the following is a breakdown of the consultation process:

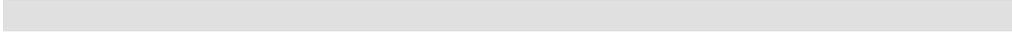
Stakeholder	Overall Performance	Values	Objectives	Activities	Impact	Priorities	Value for Money	Partnership Working
Centre Users	✓	✓						
Funders	✓	✓	✓	✓	✓	✓		
Partners	✓	✓		✓				✓
Main Partner	✓	✓	✓	✓	✓	✓		✓
Staff	✓	✓	✓	✓	✓	✓		
Volunteers	✓	✓	✓	✓	✓	✓		
Mgt Committee	✓		✓					

In addition the following stakeholders were asked:

Stakeholder	Café	Employment at ERA	Volunteering at ERA	Easthall in general	Changes for Easthall
Centre Users	✓				
Staff			✓		
Volunteers		✓			
Local Residents				✓	✓

This Social Accounting process highlighted the need for more rigorous monitoring of quantitative information as it became apparent that although there were various meetings, hires, café users etc.. there was no systems in place to monitor this. Since starting the accounting process ERA has installed:

- Signing in book
- Hire book
- Timetable and registers for all training courses
- Volunteer/trainee record
- Referral book



## 6. The Report on Performance: Analysis of the Social Accounts

### 6.1 Values

We consulted our funders, partners, volunteers, staff and the Glenburn Centre clients (café's customers; the Learning Centre users; and the room hirers) about how well the Glenburn Centre and its staff lived up to its values. A written questionnaire was used, the results are stated below.

Each specific value was on a 1-2-3-4-5 scale according to how well stakeholders think that Easthall Residents Association performs against it. 1 means very unsuccessful; and 5 means very successful.

#### First Value: Professional

<b>Stakeholder</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Know</b>
Centre Users	34	9	2		2	2
Funders	1	1				
Partners	1	11		2	1	
Main Partner	1					
Staff	2			1		
Volunteers	1	2				1
Mgt Committee	1	3				

#### Second Value: Accessible

<b>Group</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Know</b>
Centre Users	32	9	2	2	2	2
Funders	2					
Partners	4	6	3		2	
Main Partner	1					
Staff	2		1			
Volunteers	2	2				
Mgt Committee	4					

#### Third Value: Friendly and Approachable

<b>Group</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Know</b>
Centre Users	41	3	1	1	1	2
Funders	2					
Partners	5	7		1	2	
Main Partner	1					
Staff	2	1				
Volunteers	4					
Mgt Committee	3	1				

#### Fourth Value: Environmentally Aware

<b>Group</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Know</b>
Centre Users	31	5	1	1	1	10
Funders		1				1
Partners	1	6	2		2	4
Main Partner	1					
Staff	2				1	
Volunteers	3	1				
Mgt Committee		3	1			

#### Comments about values:

“100% satisfied with quality of service”

“The Centre is excellent”

“Staff are always nice, very pleasant”

“Youth Arts have been working in the Glenburn for two years; the support from staff has been positive and helpful.”

“There has been a noticeable change in ERA, over the last two years, not least in the building itself, but also in attitudes, manner and presentation within the community.”

“I have worked with ERA over a number of years and have always found the association enthusiastic and eager to work in partnership.”

“I have always found ERA very friendly and accessible.”

“Materials are recycled. Good location and walking distance from bus stops. CCTV viewed to increase safety”

#### Commentary:

- 67 out of 78 respondents believed that the staff at Glenburn Centre are very successful or successful in its professional capacity.
- 62 out of 78 respondents believed the Glenburn Centre was very successful or successful in its accessibility.
- 70 out of 78 respondents believed that the staff at the Glenburn Centre are very successful or successful at being friendly and approachable.
- 54 out of 78 respondents believed that the Glenburn Centre operated a very successful or successful environmental policy.

Over three quarters of all respondents believed that the staff at the Glenburn Centre are very successful or successful in its professional capacity. Also over three quarters of the stakeholders believe that the Glenburn Centre is very successful or successful in its accessibility. Additionally, over three quarters of the respondents believed that the staff at the Glenburn Centre are very successful or successful in being friendly and approachable towards its users. Furthermore, over two thirds of the respondents believed that the Glenburn Centre is very successful or successful in their environmental awareness.

These figures would suggest that the Glenburn Centre is successful in meeting their values. Although three of the partners rated the professional side of the Centre as either unsuccessful or very unsuccessful, they also rated the accessibility of the Glenburn Centre as being unsuccessful or very unsuccessful. Furthermore, these partners also seemed to believe that the staff at the Glenburn Centre were unsuccessful or very unsuccessful at being friendly and approachable. However, on reading these respondents comments, one of them commented; “I have always found ERA very friendly and accessible.” Another partner stated; “We have used the

training space for our employability based training project, the Centre has exceeded expectations and we look forward to continued involvement with the Glenburn.” Furthermore, another partner quoted; “Most recent experience is of old premises, Easthall in those instances did an excellent job under constrained circumstances.”

These comments would suggest that two of the partners did not read the questionnaire thoroughly and the other partner has not visited the Centre since its renovation.

The Glenburn Centre showing an environmental awareness scored the lowest, fifteen stakeholders did not know if the Centre had an environmental awareness policy, with five respondents believing the Centre’s environmental awareness to be unsuccessful or very unsuccessful. Although the Centre has a collection point for aluminium cans within the main hall, more should be done within the Glenburn Centre. However, there are other environmental plans for the future.

The Housing Co-operative are launching an energy efficiency pilot and recycling scheme. The initial project will be the installation of recycling banks located in the Park and energy monitoring and advice to its tenants. The Greater Easterhouse Environmental Trust will be employing a waste management officer who will be able to advise and work with the groups on these projects. This will be a starting point in encouraging recycling that will eventually lead to recycling bins in individual gardens. The Centre will provide the focus for information and training. Furthermore, a number of tenants have enquired about a gardening club. The gardening club will recycle waste and use grey water collected from the roof for watering plants.



## 6.2 Objectives and Activities

The purpose of the Easthall Residents Association is to establish, secure and develop the services within the Glenburn Centre that benefits the residents of the Easthall area. This is done by partnerships with the local authorities, voluntary organisations and the residents in a common effort to advance education, relieve poverty and to provide facilities and services in the interest of the social welfare for recreation and leisure time occupation with the objective of improving the conditions of life for the residents of Easthall.

### Objective 1: To provide a community facility by.....

It has always been Easthall Residents Associations policy to encourage members of the local community to become actively involved in the Glenburn Centre. At present seven local people are on the management committee and there are currently four volunteers working at the Centre. Local people are invited to join the management committee and the organisation are always looking for volunteers to assist with the day to day running of the Centre.

The table below states what some of our stakeholders think about our performance on this activity.

*Each specific value was on the 1-2-3-4-5 scale according to how well stakeholders think that Easthall Residents Association performs against it. 1 means very unsuccessful; and 5 means very successful.*

### Objective 1: To provide a community facility

Stakeholders	5	4	3	2	1	Don't Know
Staff	3					
Volunteers	3					1
Mgt Committee		3	1			

Commentary:

- Overall there is an 81% success rate in meeting this objective.
- One point that has been noted from these results is that 1 volunteer doesn't know on this objective. The only reason that can be given for this is because they were new to the organisation however the organisation will be improving the induction process because of this.

### Activity 1.1: Involving and encouraging local participation in the Centre's management structures and operations

Stakeholders	5	4	3	2	1	Don't Know
Funders		1				1
Staff	2				1	
Volunteers	2	1				1
Main Partner			1			

**Commentary:**

- The Centre has enjoyed a reputation of encouraging local participation and these figures are verified with six out of the nine stakeholders questioned believing that the Glenburn Centre has been successful or very successful in carrying this out.
- The ERA has always encouraged members of the local community to become actively involved in the Glenburn Centre, at both management structure and voluntary level. We presently have four volunteers working with the organisation, efforts are being made to encourage other people to become volunteers at the Glenburn Centre, including getting registered with the Glasgow Volunteer Centre.
- 1 out of 3 staff rated ERA poor on this activity. No reasons were given at this point at this will be investigated further.

**Quantative data – Activity 1.1**

	Actual
Number of volunteer opportunities provided	4
Number of local residents on mgt committee	6

**Activity 1.2: Operating a café with healthy food options**

Stakeholders	5	4	3	2	1	Don't Know
Funders						2
Staff	1		1		1	
Volunteers		2			2	
Main Partner			1			

**Commentary:**

- The community café has been developed by Joyce Gentles, a volunteer and also the treasurer with the ERA. The café is opened from 9am to 1pm, from Monday to Friday, catering for the local residents.
- As the feedback states almost 50% of staff and volunteers believe that we are presently failing to offer healthy food options on our menu. It has been widely agreed by everybody at the Centre that because of a lack of volunteers working at the café, there is a limited menu available. However, discussions are ongoing at present to find ways of improving the healthy food options and efforts are also being made to attract more volunteers to work in the cafe.
- Current development work includes sourcing funding for the employment of a Community Café Development Worker and by working in partnership with other providers we hope to address the concerns and issues that have faced the cafe

**Quantative data – Activity 1.2**

Number of people attending the centre	202 per week
Number attending lunch club	24 per week

The café users were asked to complete a questionnaire, respondents were asked a number of questions. Thirty one people responded to the questionnaire, the list of questions and the ratings are stated below.

*The overall performance was stated as the following 5-very good, 4-good,3-fair, 2-poor, 1-very poorly and DK stood for don't know.*

Questions	5	4	3	2	1	DK
What do you think of the food on offer?	17	7	1	2	2	2
What do you think of the choice of food on the menu?	15	4		4	6	2
Are you happy with the prices at the café?	21	6		2	1	1

#### Commentary:

- Over 75% of respondents thought the standard of food was very good or good at the café.
- Almost 60% of respondents thought the choice of food on offer at the Centre was very good or good at the cafe. However, almost a third of the respondents thought the choice of food at the café was poor or very poor. As stated earlier efforts are being made to try and improve the choice of food on offer at the café.
- Over 80% of respondents were very happy or happy with the prices at the cafe.

On the same questionnaire the café users were asked if they were happy with the opening hours in the café. 27 were happy with opening hours and 4 were unhappy with the opening hours.

- 40% of respondents stated that the choice of food could be improved

For this reason café users were also asked what else they would like to see on the menu. From this questionnaire we received the following suggestions; salad rolls, bacon rolls, rolls & sausage, tuna salad, a wider choice of filled rolls, chips, pasta, noodles, ice cream, toasties, potato scones, pies, macaroni & cheese and soup. From this feedback we have been able to find out what the users would like to see on the menu. Some of the feedback has been encouraging, with some of the respondents wanting healthy food such as; pasta salad, salad rolls and soup. As stated earlier, plans are ongoing at present to find ways of improving the menu and also adding more healthy food options.

#### Activity 1.3: Hiring out space for community groups, agencies and individuals

The Glenburn Centre has four rooms that are available to let for community groups, agencies and also for individuals. These rooms being the main hall, conference room, small meeting room and the training room. There is also a crèche room which has passed rigorous inspections by the Care Commission. These rooms are available to let at a reasonable price. The prices are stated below;

Main Hall	£100.00
Use of kitchen to prepare buffet	£30.00
Use of kitchen as Bar (subject to proof of license)	£40.00
Conference Rooms	£10 per hour
Training Rooms	£5 per hour
Small Meeting Room	£5 per hour

The following terms and conditions apply to all functions/room hire that takes place within the centre.

### Conditions of use

- 1 Damage to the centre or the centres equipment is the responsibility of the hirer or user group and they will be billed for any damage. Remember we will bill the hirer if the £50 deposit does not cover damage to the facility
- 2 The Centres management committee are not responsible for the theft or loss of hirer/user group's own equipment or personal belongings, or those of their guest while hiring the hall.
- 3 The hirer/user group must now allow the centres equipment or the centre to be used by any person or for any purpose other than that specified in the let application.
- 4 In the event of the hirer/user group bringing in their own bar/caterer, the bar/catering staff must clean the area of use. It is the responsible of the hirer/user group to ensure this happens.
- 5 The hirer/user group must pay all the costs associated 2 weeks prior to the start date of proposed let. Failure to do so will result in your let being cancelled.
- 6 All equipment not belonging to the centre must me removed from the centre at the end of the let, unless already negotiated as part of the let application. Failure to do so may result in a charge for storage space priced at £15 per day.
- 7 For functions, any children under the age of 12 cannot remain in the centre after 9.00pm. This is **non negotiable**
- 8 The hirer is responsible for clearing the Hall of their guests, bars and any disco equipment no later than ½ an hour from the time of finish of their function.
- 9 **For Friday and Saturday functions:**  
 Last orders 11.15pm  
 Bar closes 11.30pm  
 Function closes 12midnight
- 10 **For a Sunday**  
 Last orders 4.15pm  
 Bar closes 4.30pm  
 Function closes 5.00pm
- 11 Daytime lets will run as instructed from the management committee of the Glenburn Centre.

The Barnardos Youth Involvement Project group have been tenants at the Glenburn Centre since it reopened. Many agencies such as the Easthall Community Planning Group, Greater Easterhouse Development Company, the Moriehall Housing Association Ltd. and the Eastbank Health Promotion team have all held meetings and conferences at the Glenburn Centre.

The rooms have also been used by a number of community groups, there are programmes for young people such as the "Gladiators" on a Monday evening, there

is also Tae Kwon Do which is on every Wednesday evening and there is the Arts club which is on every Saturday afternoon. There is also Easterhouse FM which is on at the Centre on a Monday evening and also on a Thursday afternoon; this class is opened to all age groups.

The room lets are not only being used by youth groups, adult community groups also use the rooms, there is the over 50's club on a Tuesday evening, the "Living It Up" which is on every Thursday morning and there is also the keep fit group "Slimming It Up" which is on at the Main Hall every Thursday afternoon. Additionally, there is the "Routes to Employment" which is an employment and advisory service that is available every Tuesday morning for the unemployed/unwaged residents of Easthall. There is also a senior citizens lunch club which is on every Monday, Tuesday and Thursday. The small meeting room gets used by Councillor Coleman, for his surgeries on the first and third Tuesday evenings of every month.

The main hall has also been used by many of the local residents for private hire functions such as birthday parties.

Stakeholders were asked how we rated at letting out space for agencies, community groups and individuals. The results are stated below.

*The overall performance was stated as the following 5-very good, 4-good, 3-fair, 2-poor, 1-very poorly and DK stood for don't know.*

Stakeholders	5	4	3	2	1	Don't Know
Funders	1	1				
Staff	2	1				
Volunteers	3					1
Main Partners	1					

**Commentary:**

- 9 out of 10 of the stakeholders believed that the Glenburn Centre was very successful or successful at letting out space for agencies, community groups and individuals.
- There are many examples of the rooms being used by other service providers on a daily basis incl. money advice and employment agencies. More recently the rooms have been hired for longer period leases and this is benefiting the whole community by providing a base for Barnardos Youth Involvement Project
- 1 out of 4 volunteers was unable to comment again, we consider this to be an issue with the induction.

We asked the room users how happy they felt about the overall performance of the service they receive from the Glenburn Centre, four of the room users responded to the questionnaire, two of the respondents were very happy and the other two were happy with the services they received from the Centre. However, we believe that the Centre has the potential to attract more groups and individuals to use the Centre, efforts will be made to attract more organisations and individuals to hire out room at the Glenburn Centre.

**Quantative data – Activity 1.3**

Number of hires to community groups	10-20 per wk
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### Activity 1.4: Managing a Community Learning Centre

The overall performance was stated as the following 5-very good, 4-good,3-fair,2-poor, 1-very poorly and DK stood for don't know.

Stakeholders	5	4	3	2	1	Don't Know
Funders	1					1
Staff	3					
Volunteers	3					1
Main Partner	1					

#### Commentary:

- 8 out of 10 stakeholders believed that the Glenburn Centre has been very successful or successful at managing a Community Learning Centre.
- The Glenburn Centre has a Learning Centre that contains eleven computers all of them are connected to the internet broadband.
- The Learning Centre was successfully running two computing courses the Basic Computing Course had up to eighteen people attending every week. The learners were either attending the course or else they were using the Learning Centre at their leisure as the Learning Centre is opened from 9am to 5 pm. The Learning Centre was also running a successful ECDL that had up to eleven learners participating in the course every week.
- The Basic Computing course was on every Monday from 1pm to 3pm and the ECDL class was on every Tuesday from 9.30am to 12pm. Due to a shortfall in funding from our partners John Wheatley College these courses have been cancelled since the 26<sup>th</sup> of February 2005. However, residents have access to use the Glenburn Centre's eleven computers providing that they have been registered with the Greater Easterhouse Learning Network.

Before these Courses were cancelled we were able to present a questionnaire to some of the learners of these said courses, fifteen people completed the questionnaire. The results are listed below.

#### Quantative data – Activity 1.4

Number of people attending community learning centre	35-40 people per wk
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The overall performance was stated as the following 5-very good, 4-good, 3-fair,2-poor, 1-very poorly and DK stood for don't know.

Question	5	4	3	2	1	DK
How do you rate the Learning Centre?	10	5				
What do you think of the facilities at the Learning Centre?	11	4				
How is the atmosphere within the Learning Centre?	11	3				1
How do you rate the quality of training at the Learning Centre?	11	4				

**Commentary:**

- All 15 learners rated the Learning Centre as very good or good.
- All 15 learners rated the Learning Centre's facilities as very good or good.
- 14 of the 15 learners thought the atmosphere at the Learning Centre was very good or good.
- All 15 learners thought the training was good or very good.

To be able to identify the age group of the learners that participate in the courses, we asked them to state their age groups ten of the learners were in the 60plus age group, four of the respondents were in the 26 to 45 age group and one of them was in the 46 to 49 age group.

In order to find out the area that participants reside, we asked the respondents to state their postcode, five of them came from the G69 area, five of the learners also came from the G33 area, four of the respondents resided in the G34 area and the other one came from the G32 area.

The Basic Computing and the ECDL courses were both well attended and the positive feed back from the questionnaires informs us that the Learning Centre is a complete success. It is hoped that the cancellations of these classes will be just a temporary set back and that these courses would recommence in the near future.

**Activity 1.5: Providing a smoke-free environment**

*Each specific value was on the 1-2-3-4-5 scale according to how well stakeholders think that Easthall Residents Association performs against it. 1 means very unsuccessful; and 5 means very successful.*

Stakeholders	5	4	3	2	1	Don't Know
Funders						2
Staff	3					
Volunteers	1	2		1		
Main Partner	1					

**Commentary:**

- 7 out of the 10 stakeholders believed the Glenburn Centre has been very successful or successful at providing a smoke-free environment.
- The Glenburn Centre is strictly smoke free environment, employees from the Easthall Housing Co-operative, members of the ERA and any other users of the Centre are forbidden from smoking in the Centre. Anybody wishing to smoke can smoke at the outside entrance of the building, there is an ash tray is provided for smokers in that area.
- Due to the fact that the Glenburn Centre is strictly non-smoking it was surprising that 1 out of 4 volunteers rated this fairly poor. This requires further investigation.

### Activity 1.6: Establishing a community park

Each specific value was on the 1-2-3-4-5 scale according to how well stakeholders think that Easthall Residents Association performs against it. 1 means very unsuccessful; and 5 means very successful.

Stakeholders	5	4	3	2	1	Don't Know
Funders		1				1
Staff	1	2				
Volunteers	3					1
Main Partner		1				

#### Commentary:

- It should be noted that the park was not complete at the point of the survey and these results should be taken as thoughts only.
- 8 out of 10 of the respondents believe that we have been either very successful or successful at establishing a community park.

The Glenburn Park should be completed and opened by the end of May 2005. the park will benefit all of the residents in the Easthall area. The park will consist of the following;

- Wild meadow area
- Bulb mounds
- Environmental education garden
- Youth play space
- Upgrading multi-use park
- Community garden
- Various plants and shrubs
- Quiet seating areas (reclaimed railway sleepers)
- Increased lighting (reclaimed lighting columns)
- Security cameras

#### Comments about providing a community facility:

"We definitely need more café staff to encourage healthy eating."

"Involvement with the group is limited in some areas. "don't know" has been chosen when this is the case."

"As we are in a transitional funder, ongoing contact is limited therefore progress on specific areas is difficult to rate-sorry."

"A strategic focus has been taken so far and we need to look more at the grass roots development"

"The café is a great opportunity but needs to be more focused"

"With increased communication between staff and committee the organisation could develop further"

"ACHIEVEMENT: £4million new building investment in the area!"

**Objective 2: To support local people in accessing training, employment, further education and volunteering opportunities...**

*Each specific value was on the 1-2-3-4-5 scale according to how well stakeholders think that Easthall Residents Association performs against it. 1 means very unsuccessful; and 5 means very successful.*

Stakeholders	5	4	3	2	1	Don't Know
Staff	3					
Volunteers	1	2				1
Mgt Committee	1	3				

**Commentary:**

- Overall stakeholders rated the project as a 91% success on this objective
- Again 1 volunteer was unable to answer this and therefore the induction process should deal with this. It should also be noted that due to the fact this person is a volunteer this objective should be known about. The only reason that can be given at the moment is due to them being new to the organisation.

**Activity 2.1: Developing training and volunteering opportunities within the Glenburn Centre and in partnership throughout Greater Easterhouse**

Stakeholder	5	4	3	2	1	Don't Know
Funders						2
Staff	3					
Volunteers	1	2				1
Main Partner			1			

**Commentary:**

- Six out of nine respondents believe that the Glenburn Centre has been very successful or successful at developing training and volunteering opportunities within the Glenburn Centre and in partnership throughout Greater Easterhouse.
- It was commented on that there are good ideas however, these need to be implemented in a structured and planned way to ensure success.
- The Glenburn Centre is always on the look out for volunteers, there are volunteering opportunities available for administration work, working in the centre's café, the Learning Centre or even join the Management committee.
- The Glenburn Centre will work in partnership with local organisations, colleges, Universities and schools to enable opportunities for work experience. The reception area and admin office will be a working/training area providing high quality work experience for a number of people.
- We have an agreement with Glasgow Works to take on as many placements as we feel necessary. We will provide 2 per year to ensure a quality placement for the individual.

- Work has started on the education of residents on the benefits of sustainability. The Glenburn Centre will play an important role by encouraging people to use their park, appreciate plants, insects etc. The children at Easthall Nursery and Primary school will have an insight to the environment and how it works in their environmental education garden.
- The Glenburn Centre was operating successful basic computing and ECDL classes within the Learning Centre. However, due to a funding shortfall from the Glenburn Centre's partners John Wheatly College, the courses have been cancelled.

### Quantative data – Activity 2.3

Number of volunteer opportunities (general)	4
Number of training positions	8 per year

### Activity 2.2: Offering individually tailored support and advice

Stakeholder	5	4	3	2	1	Don't Know
Funders		1				1
Staff	3					
Volunteers	1	2				1
Main Partner		1				

#### Commentary:

- 8 out of 10 stakeholders believe that that the Glenburn Centre is very successful or successful at offering individual tailored support and advice.
- The Glenburn Centre is currently running a Greater Easterhouse Money Advice project which is on from 9am to 12pm every second Monday, There is also the Routes to Employment which is on from 9am to 12pm every Tuesday this project offers employment and benefit advice to the unemployed and the unwaged in the Easthall area. This of course is only some aspects of any individual's life. We will also be working in partnership with various organisations that are involved with Drugs and Alcohol advice.

### Activity 2.3: Providing a route to the relevant service providers

Stakeholder	5	4	3	2	1	Don't Know
Funders		1				1
Staff	3					
Volunteers	2	1				1
Main Partner	1					

**Commentary:**

- 8 out of 10 of the stakeholders believe that the Glenburn Centre is very successful or successful at providing a route to the relevant service providers.
- This outcome is justified if the Glenburn Centre is unable to provide a service to the user, we inform the client of an organization that is able to assist them.

**Quantative data – Activity 2.3**

Number of people attending family support	20 per week
Number of people attending employment support	3 per week
Fifty plus club	10 per week
Number attending Numeracy & Literacy classes	4 per week
Number attending personal presentation	10 per week

**Comments:**

- “ Good awareness of the partners in the area”
- “ Key role in involving people in the area”

**Objective 3: To work in partnership with a range of organizations to support and deliver projects...**

*Each specific value was on the 1-2-3-4-5 scale according to how well stakeholders think that Easthall Residents Association performs against it. 1 means very unsuccessful; and 5 means very successful.*

Stakeholders	5	4	3	2	1	Don't Know
Staff	3					
Volunteers	2	1				1
Mgt Committee	2	2				

**Commentary:**

- 91% success rate

**Activity 3.1 Working with the local college and local schools in educational projects**

Stakeholder	5	4	3	2	1	Don't Know
Funders						2
Staff	3					
Volunteers	1	2				1
Main Partner	1					

**Commentary:**

- 7 out of 10 respondents believe that the Glenburn Centre works very successfully or successfully with the local college and schools in educational projects.

- The Basic Computing and the ECDL classes, which were done in partnership with the John Wheatley College, both courses were well attended at the Glenburn Centre, until due to unforeseen financial circumstances these courses had to be cancelled.
- The Glenburn Centre hosted Workshops and follow up sessions were also carried out with the children who use the hall on a regular basis, Bosco Junior, Easthall Primary School and the children and parents of Easthall Nursery. The workshops focused on the park. The most popular ideas have been incorporated into the design. During the workshops the children not only provided ideas but also raised concerns and were genuinely interested in the upgrade of the space. At each workshop the Head Teacher, teachers and 28 class representative attended, from the nursery teachers and parents attended the workshop. These workshops came up with the following ideas for the park;

- Wildlife garden
- Environmental education space
- Climbing frames
- Trampolines
- Tyre swings
- Upgrade of existing kick about to allow for basketball and hockey.
- Puzzle ground/Hopscotch/maze/ball wall
- Track for small children
- Creation of an outdoor classroom
- Art workshops in the community hall
- Smaller football park

The Glenburn Centre will provide excellent indoor and outdoor recreational, sports and educational services for over 200 children in Easthall Primary School and over 60 children and their parents who attend Easthall Nursery on a daily basis. It is anticipated that when the park opens the children will continue to use the park during weekends and encourage their elderly brothers and parents to use it.

**Activity 3.2: Developing local environmental projects**

Stakeholder	5	4	3	2	1	Don't Know
Funders		1				1
Staff	3					
Volunteers		2	1			1
Main Partner	1					

**Commentary:**

- 7 out of 10 of the respondents believed that Glenburn Centre was very successful or successful in developing local environmental projects.
- Work has started on the education of residents on the benefits of sustainability. The Glenburn Centre will play an important role by encouraging people to use their park, appreciate plants, insects etc
- The children at Easthall Nursery and Primary school will have an insight to the environment and how it works in their environmental education garden.

- The Housing Co-operative are launching an energy efficiency pilot and recycling scheme. The initial project will be the installation of recycling banks located in the Park and energy monitoring and advise to its tenants. The Greater Easterhouse Environmental Trust will be employing a waste management officer who will be able to advise and work with the groups on these projects. This will be a starting point in encouraging recycling that will eventually lead to recycling bins in individual gardens. The Centre will provide the focus for information and training.
- A number of tenants have enquired about a gardening club. The gardening club will recycle waste and use grey water collected from the roof for watering plants.

### Quantative data – Activity 3.2

Number of environmental training positions	5 per year
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### Activity 3.3: Assisting other agencies to promote healthy lifestyles

Stakeholder	5	4	3	2	1	Don't Know
Funders						2
Staff	2	1				
Volunteers		1	1		1	1
Main partner	1					

### Commentary:

- 5 out of the 10 respondents believe that we have been very successful or successful at assisting other agencies in promoting healthier lifestyles.
- The Glenburn Centre Works closely with Stepping Stones, GEDC, Working Links, Culture and Leisure Services and the Community Health Shop, discussions are ongoing with these groups to develop alternatives to drug and alcohol misuse and also to support new healthier lifestyles.
- The Glenburn Centre has become part of the Greater Easterhouse partnerships Physical Activities Group. Through this we will provide access to resources that will encourage the community to access a wide range of affordable sessions through partners from the local Bosco project and Culture and Leisure Services at Glasgow City Council.
- The “Slimming it up” class, is one such example, in partnership with the Glasgow City Council’s Culture and Leisure Services, this class, which is on at the Centre on a Thursday afternoon, puts its users. Through a programme of healthy eating and exercises. The great thing about this class it suits the needs of mothers of children of school age as the class finishes at 2.45pm, as the local primary school finishes at 3.00pm
- One volunteer stated ERA was poor at this activity, no reasons were given for this and therefore further investigation.

### Quantative data – Activity 3.3

Number of people attending Living it Up	13 per week
Number of people at 50 plus club	10 per week
Taekwondo	42 per week

### Activity 3.4: Working with local groups to design and implement a programme of activities to stimulate and develop children and young people

Stakeholder	5	4	3	2	1	Don't Know
Funders						2
Staff	2	1				
Volunteers	1	2				1
Main Partner		1				

#### Commentary:

- 7 out of 10 stakeholders believed the Glenburn Centre has been very successful or successful in working with local groups to design and implementing a programme of activities to stimulate and develop children and young people.
- This could be justified in a number of ways such as the Art Projects, Tae Kwan Do, Gladiators, Easterhouse FM etc. There is also the Learning Centre which is opened from 9pm to 5pm from Monday to Friday, many young people from the Easthall area use this facility.

### Quantative data – Activity 3.4

No statistics were available on the young people attending the projects that have been developed i.e. BOSCO, Gladiators.

#### Comments on the partnership working:

“ACHIEVEMENTS – Bringing Barnardos Youth Involvement Project to Easthall”  
 “Could be further involvement within Community Planning”

### Objective 4: To provide information, advice and signposting service

Stakeholders	5	4	3	2	1	Don't Know
Staff	2	1				
Volunteers	1	2				1
Mgt committee	1	2	1			

#### Commentary:

- Overall 82% of stakeholders consulted stated the project as very successful or successful.

#### Activity 4.1: Promoting community involvement in community planning

Stakeholder	5	4	3	2	1	Don't Know
Funders		1				1
Staff	1	1		1		
Volunteers	1	2				1
Main Partner	1					

#### Commentary:

- 7 of the 10 stakeholders believe that the Glenburn Centre has been very successful or successful in promoting community involvement in community planning.
- These findings would be justified in a number of ways the local primary school children assisted in the designing of the Glenburn Park.
- The ERA are always looking for local people to join their committee to help with community planning.

#### Quantative data – Activity 4.1

ERA were unable to gain the information required for this activity however the information will be contained in the next social accounting.

#### Activity 4.2: Providing information and advice to groups and individuals on housing, benefit and funding

Stakeholder	5	4	3	2	1	Don't Know
Funders		1				1
Staff	2	1				
Volunteers	2		1			1
Main Partner						1

#### Commentary:

- 6 of the 10 stakeholders questioned believe that the Glenburn Centre has been very successful or successful in providing information and advice to groups and individuals on housing, benefit and funding.
- These findings are justified as the Glenburn Centre is currently running a Greater Easterhouse Money Advice project which is on from 9am to 12pm every second Monday, There is also the Routes to Employment which is on from 9am to 12pm every Tuesday this project offers employment and benefit advice to the unemployed and the unwaged in the Easthall area.

#### Quantative data – Activity 4.2

ERA were unable to gain the information required for this activity however the information will be contained in the next social accounting.

#### Activity 4.3: Forming partnerships with appropriate agencies that can benefit the local residents

Stakeholder	5	4	3	2	1	Don't Know
Funders	1	1				
Staff	3					
Volunteers	2	1				1
Main Partner	1					

#### Commentary:

- 9 out of 10 of the stakeholders believe the Glenburn Centre has been very successful or successful in forming partnerships with appropriate agencies that can benefit the local residents.
- There has already been a large number of successful partnerships with many organizations that has benefited a number of organizations in the Greater Easterhouse area, such as Easterhouse FM, classes in the Learning Centre, literacy and numeracy courses, health awareness projects, sports activities, employment programmes, education and training initiatives and community transport.

#### Activity 4.4: Promoting community safety initiatives

Stakeholder	5	4	3	2	1	Don't Know
Funders		1				1
Staff	3					
Volunteers	1	2				1
Main Partner					1	

#### Commentary:

- 7 out of 10 stakeholders believe that the Glenburn Centre has been very successful or successful at promoting community safety initiatives.
- The Glenburn Centre always displays posters and leaflets promoting safety initiatives for the residents of the Easthall area.
- The ERA and the Easthall Co-operative have always worked closely with the local community police and the community safety wardens.
- The main partner stakeholder commented that it was Easthall Park Co-op that did this not ERA. This shows that there could be more partnership working in this field of work and there is not a clearly defined role for both in this, considering that staff and volunteers involved feel that ERA are very successful or successful in the delivery.

### Objective 5: To manage the Glenburn Centre effectively

Stakeholders	5	4	3	2	1	Don't Know
Staff	2			1		
Volunteers		2	1			1
Mgt Committee		4				

#### Commentary:

- Mixed results were given towards this objective however, 73% of stakeholders consulted rated ERA successful or very successful
- 1 out of 3 staff rated the project ineffective on this objective the activities gave further information on the reasons why

### Activity 5.1: Recycling materials and stationary

Stakeholder	5	4	3	2	1	Don't Know
Funders						2
Staff	1		1		1	
Volunteers		2		1		1
Main Partner				1		

#### Commentary:

- 3 of the 10 stakeholders believed that the Glenburn Centre has been very successful or successful recycling materials and stationary, two of the stakeholders believed we have been very unsuccessful or unsuccessful in carrying out this task.
- These findings are justified although there is a collection point for recycling aluminium cans at the Main Hall, more work would need to be done to recycle other items, such as office stationary etc.
- The main partner did comment that although there is an effort being made to recycle it could be improved. It should also be noted that this scoring is out of sync with the values scoring where the main partner scored the organisation very successful on the value: environmentally aware

#### Quantative data – Activity 5.1

ERA were unable to gain the information required for this activity however the information will be contained in the next social accounting.

### Activity 5.2: Always trying to buy locally

Stakeholder	5	4	3	2	1	Don't Know
Funders						2
Staff	1	1			1	1
Volunteers	1	2				1
Main Partner		1				

**Commentary:**

- 6 out of the 10 stakeholders believe that the Glenburn Centre always tries to buy locally.
- The vast majority of items in the Glenburn Centre are purchased in the Greater Easterhouse area, such as items for the community café are bought from shops at the nearby Shandwick Shopping Centre and the stationary is purchased from Accolade PLC which is based at the nearby Queenslie Industrial Estate.
- 1 out of 3 staff stated that ERA were poor at this activity however compared with others it may be that they are not aware of the purchasing powers

**Quantative data – Activity 5.2**

ERA were unable to gain the information required for this activity however the information will be contained in the next social accounting.

**Activity 5.3: Keeping accurate administrative and financial records**

Stakeholder	5	4	3	2	1	Don't Know
Funders			1			1
Staff	2	1				
Volunteers	2				1	1
Main Partner						1

**Commentary:**

- 5 out of the 10 stakeholders believe that the Glenburn Centre is very successful or successful at keeping accurate administrative and financial records.
- Every piece of incoming and outgoing mail is recorded in books and also saved on spreadsheets.
- Receipts for every purchase arte maintained, every financial be it income or expenditure are recorded and saved on Microsoft Excel.
- ERA is currently investigating further training and development within financial record keeping as it is recognised that these can be improved.

**Activity 5.4: Being a good employer**

Stakeholder	5	4	3	2	1	Don't Know
Funders			1			1
Staff	2					1
Volunteers	2	1	1			
Main Partner	1					

## Commentary:

- 6 out of 10 of the stakeholders believe the Glenburn Centre has been very successful or successful at being a good employer.
- From another section of this social audit, all three members of staff believe that the terms, conditions and policies that underpin their employment are good.
- Also from this section all three members of staff find their job interesting and they also believe that their role has developed or became more varied in the last year.
- From the same section all the members of staff believe that morale is high in the ERA.
- With 1 out of 3 staff stating that didn't know about this activity was surprising however ERA have taken this on board and will address this through improved HR policies.
- Furthermore from this section one member of staff commented that; "Poor management structure which has a culture of blame, it's not what you do, its what you didn't do." The management practice may have to be investigated.

## 7 Other Views of Stakeholder

The Glenburn Centre's stakeholders; those being the general partners, youth partners, the volunteers, the members of staff and the Glenburn Centre's funders were all given questionnaires to complete. Some of the questions in the questionnaire were not included in the previous section, the feedback from this questionnaire are listed in this section.

### 7.1 General Partners

#### a) Partnership

*The Glenburn Centre and the Easthall Residents Association aims to work in partnership with a range of other bodies. The questions below were put to general partners about whether they agreed or disagreed with the following statements using the 1 to 5 scale where 1 means they strongly disagree and 5 that they strongly agree. DK meant if they had no opinion or they were not in a position to comment.*

QUESTION	5	4	3	2	1	Don't Know
We have worked in close collaboration/partnership with your organisation	4	3	3		1	
Our collaboration/partnership has been useful	4	4	1		2	
The Easthall Residents Association has benefited more from our collaboration/partnership than yourself			3	3	2	3
The Easthall Residents Association has been an efficient organisation to work with		4	5	1	1	
We have been able to agree clear objectives for our collaboration/partnership	2	5	2	1	1	
We shall willingly continue our collaboration/partnership in the future	7	2			2	

**Comments:**

“The ERA has provided the transport group with a chance to run the buses more efficiently and meet the needs of the Greater Easterhouse community.”

“Agree to forward the aims and objectives of Easthall and locality”

“We worked with ERA to develop a community care initiative. They remained invaluable over a period of time and there have been recent discussions to continue this work.”

**Commentary:**

- Seven out of the eleven respondents strongly agree or agree that the Glenburn Centre works in close collaboration/partnership with their organisation.
- Eight out of the eleven respondents strongly agree or agree that the collaboration/partnership has been useful.
- Five of the eleven partners strongly disagreed or disagreed that the Glenburn Centre benefited more than the partners, another three respondents did not know.
- A disappointing four from the eleven partners agreed that the ERA was an efficient organisation to work with. However five of the respondents did not agree or disagree with this statement.
- Seven out of eleven partners strongly agreed or agreed that they have been able to agree clear objectives for our collaboration/partnership.
- Nine of the eleven respondents strongly agreed or agreed that they will continue their collaboration/partnership in the future.
- The same two partners strongly disagreed or disagreed with all of these statements, yet in the comments one of the partners stated; “The ERA has provided the transport group with a chance to run the buses more efficiently and meet the needs of the Greater Easterhouse community.” And the other one quoted; “We have used the training space for one employment based training project. The Centre has exceeded expectations and we look forward to continued involvement with the Glenburn Centre.” It is believed that these two partners may have misunderstood the questions.

**b) General Partners Activities**

*This is a list of activities, projects or work that has been done in partnership with the Easthall Residents Association at the Glenburn Centre. Each of these items have been judged in terms of success, with 1 being very unsuccessful, 2 being unsuccessful, 3 being neither successful or unsuccessful, 4 being successful, and 5 being very successful and DK being Don't Know.*

<b>ACTIVITIES</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>DK</b>
Easterhouse FM		1	4			1
Learning Centre	3	3				
Literacy and Numeracy		2	1			
Health Awareness		3				

Sports Activities		1				
Landscape Training Project			3			
Education/ Employment Initiatives		3	2			
Venue Hire	1					
Welfare Benefits and Advice		1				
Community Transport		1				

**Comments:**

“Milk token initiative via community health project may be one way of attracting young families into the Centre.”

“The work we have been involved in with ERA was on a pilot basis, and following external evaluation this work has the potential to be rolled across the area. ERA were intending to take the lead in rolling this work out.”

“We look forward to working with ERA in the future and many regeneration and sustainable development projects.”

“ERA has demonstrated a clear commitment to improving services and delivering new services to the Easthall area. Gemap has found ERA to be an effective partner for our antipoverty and financial inclusion activities.”

“A very useful source for the learning community, which we would like to make more of in the future.”

“Throughout our association with Easthall, the College has witnessed real development and improvement in Centre usage through innovative and targeted initiatives. Staff have motivated each other and the community with hard work and commitment, building new partnerships and expanding networks with limited resources.”

“We have used the training space for our employability based training project. The Centre has exceeded expectations and we look forward to continued investment with the Glenburn Centre.”

**Commentary:**

- The six partners that used the Learning Centre believed it was very successful or successful.
- One of the partners that hired the hall thought it was very successful.
- The three health awareness partners believed that their projects at the Glenburn Centre were successful.
- The partner involved in the community transport believed it was successful.
- The partner involved in the welfare and benefits advice programme believed it was successful.
- The partner involved in the sports activity believed it was successful.
- Two of the partners involved in the Literacy and Numeracy believed it was successful, while the other rated it neither a success nor a failure.
- Three of the partners believed the Education and Employment initiatives were a success and the other believed they were neither successful nor unsuccessful.

- The three partners involved in the Landscape training project believed it was neither successful nor unsuccessful.
- One of the partners involved with Easterhouse FM believed it was a success, four of the partners believed it was neither a success or unsuccessful and the other partner responded with don't know.

## 7.2 Youth Partners

### a) Partnership

*The Glenburn Centre and the Easthall Residents Association aims to work in partnership with a range of other bodies. The questions below were put to partners in youth organisations, about whether they agreed or disagreed with the following statements using the 1 to 5 scale where 1 means they strongly disagree and 5 that they strongly agree. DK meant if they had no opinion or they were not in a position to comment.*

QUESTION	5	4	3	2	1	Don't Know
We have worked in close collaboration/partnership with your organisation	1	3				
Our collaboration/partnership has been useful	2	2				
The Easthall Residents Association has benefited more from our collaboration/partnership than yourself	1		1	1	1	
The Easthall Residents Association has been an efficient organisation to work with	1	3				
We have been able to agree clear objectives for our collaboration/partnership	2	2				
We shall willingly continue our collaboration/partnership in the future	2	2				

#### Comments:

“Young Arts wants to continue to develop the Junior Arts Group by working in close collaboration with ERA”

#### Commentary:

- Four out of four of the youth partners agreed very strongly or strongly agree that they have worked in close collaboration/partnership with the Glenburn Centre.
- Four out of four of the youth partners agreed very strongly or strongly agree that the partnership has been useful.
- One of the youth partners strongly agreed that the Glenburn Centre has benefited more than their own organisation, that could be justified as this organisation attracts up to 40 youngsters and the community café benefits by way of sales from this high turnout. Two of the other partners strongly disagreed or disagreed.
- Four out of the four partners strongly agreed or agreed that the ERA has been an efficient organisation to work with.

- Four out of the four partners strongly agreed or agreed that the partners and the ERA have been able to agree clear objectives for their partnership.
- Four out of the four partners strongly agreed or agreed that they shall willingly continue their partnership in the future.

**b) Youth Partners Activities**

This is a list of activities, projects or work that has been done in partnership with the Easthall Residents Association. Each of these items have been judged in terms of success, with 1 being very unsuccessful, 2 being unsuccessful, 3 being neither successful or unsuccessful, 4 being successful, and 5 being very successful and DK being Don't Know.

<b>ACTIVITIES</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>DK</b>
Learning Centre	1	2				
Easterhouse FM		1	1	1		
Gladiators	1					
Video Workshop			1			
Twilight Basketball		1				
John Bosco Christmas and Halloween parties		1				
Glenburn Junior Arts Group	1					
Stepping Stone Animation Project.		1				

**Comments:**

“Gladiators plans to increase its services in future years.”  
 “From Bosco Juniors point of view we were unable to commit to Easterhouse FM fully.”  
 “Bosco Juniors has enjoyed a strong working relationship with ERA over the last two years; our general aim has been to work together to provide a comprehensive, social, leisure and educational resources within the community, for the community. We have aimed to compliment our services each filling gaps unable to be provided by the other.”

**Commentary:**

- All three of the youth partners involved with the Learning Centre believed it was successful or very successful.
- One youth partner believed the Easterhouse FM was successful, the other partner believed it was neither successful nor unsuccessful and the third partner believed it was unsuccessful.
- The Gladiators was regarded by the partner as very successful.
- The partner involved in the video workshop believed it was neither successful nor unsuccessful.
- The partner involved in the twilight basketball believed it was successful.
- The partner involved in the Christmas and Halloween parties believed that they were successful.

- The partner involved in the Glenburn Junior Arts Group believed the project to be very successful.
- The partner involved in the Stepping Stone Animation Project was a success.

**Overall Commentary:**

- 73% of partners stated the strongly agreed or agreed that they had worked in close collaboration/partnership with ERA
- 80% of partners strongly agreed or agreed that the partnership had been useful
- 47% disagreed that ERA had benefited more
- 53% strongly agreed or agreed that ERA had been efficient to work with
- 73% strongly agree or agree that clear objectives were agreed
- 87% strongly agree or agree that they would continue the partnership
- Overall the results were positive however there is definite room for improvement on the efficiency of the organisation.

**7.4 Main Partner**

Due to the key role that this partner plays in the development of the organisation in addition to the activities this stakeholder was also asked about how ERA performed as a partner:

**a) Partnership**

*The Glenburn Centre and the Easthall Residents Association aims to work in partnership with a range of other bodies. The questions below were put to partners in youth organisations, about whether they agreed or disagreed with the following statements using the 1 to 5 scale where 1 means they strongly disagree and 5 that they strongly agree. DK meant if they had no opinion or they were not in a position to comment.*

QUESTION	5	4	3	2	1	Don't Know
We have worked in close collaboration/partnership with your organisation	1					
Our collaboration/partnership has been useful	1					
The Easthall Residents Association has benefited more from our collaboration/partnership than yourself		1				
The Easthall Residents Association has been an efficient organisation to work with		1				
We have been able to agree clear objectives for our collaboration/partnership	1					
We shall willingly continue our collaboration/partnership in the future	1					

**b) Main Partner on Priorities**

- To provide a community facility and to manage the Glenburn Centre effectively was rated the most important

- To support local people in accessing training, employment, further education and volunteering opportunities was second most important alongside working in partnership with a range of organisations
- Providing information, advice and signposting service was third priority

**c) Main Partner on the Overall impact**

The main partner scored ERA a 3 on this as it is very limited on the affect on the whole of Greater Easterhouse. The main focus for the Glenburn Centre is Easthall and will probably remain this.

**7.5 Volunteers**

*The four volunteers at the Glenburn Centre were asked the following questions regarding their feelings about their role and the opportunities/support available.*

**a) Environment**

QUESTION	YES	NO	PARTLY
Are you provided with the facilities that you need to carry out this role?	3		1
Do you work in a comfortable and safe environment?	4		
Do you feel free from bullying, harassment and discrimination within your work?	4		

**Commentary:**

- Three out of the four volunteers at the Glenburn Centre believe that they have been provided with the facilities for carrying out their role.
- All four volunteers at the Glenburn Centre believe that they work in a safe and comfortable environment.
- All four volunteers at the Glenburn Centre believe that they are free from bullying, harassment and discrimination.

**b) Development within your organisation**

QUESTION	YES	NO	PARTLY
Would you be interested in development opportunities?	4		
Have you been supported in undertaking training connected to your volunteering?	4		
Does your volunteering allow you the opportunity to overcome challenges for personal development?	4		

**Commentary:**

- All four volunteers would be interested in development opportunities.
- All four volunteers believe that they have been supported whenever they have undertaken training connected to their volunteering.
- All four volunteers believe that that they have been given the opportunity to overcome challenges for their personal development.

**c) Work Areas**

QUESTION	YES	NO	PARTLY
Do you have a clear sense of your responsibilities?	4		
Are you involved in decision making about your area of work?	3		1
Are you satisfied with your involvement with decisions that affect your work?	4		
Do you feel your ideas and contributions are taken seriously?	4		

**Commentary:**

- All four volunteers have a clear sense of their responsibilities.
- Three of the four volunteers believe that they are involved in decision making about their area of work.
- All four volunteers are satisfied with their involvement with decisions that affect their work.
- All four volunteers believe that their ideas and contributions are taken seriously

**d) Volunteer's Role**

QUESTION	YES	NO	PARTLY
Has your role developed or become more varied over the last year?	3	1	
Do you feel that your volunteering is valued within the organisation?	4		

**Commentary:**

- Three of the four volunteers believe that their role has developed or became more varied over the last year.
- All four volunteers believe that their volunteering is valued within the organisation.

**e) Shared Learning**

QUESTION	YES	NO	PARTLY
Do you feel part of a supportive team?	4		
Do you get positive support from other team members?	4		
Do you get honest feedback on your performance from your manager and/or management committee?	4		
Do you understand the work that is undertaken by other volunteers and/or staff members within the Easthall Residents Association?	3		1

**Commentary:**

- All four volunteers feel that they are part of a supportive team.
- All four volunteers believe that they get positive support from other team members.
- All four volunteers believe that they get honest feedback from their management committee.
- Three of the four volunteers believe that they understand the work that is undertaken by other volunteers and/or staff members within the Easthall Residents Association

**f) Volunteers on the Organisation**

QUESTION	YES	NO	PARTLY
Do you feel able to influence the decision making of your organisation?	3		1
Is morale generally high at the Easthall Residents Association?	2	1	1

**Commentary:**

- Three out of the four volunteers feel that they are able to influence the decision making of the organisation.
- Two of the volunteers believe that morale is generally high at the ERA; one volunteer believes that morale is partly high and the other volunteer doesn't.

Thinking about things that influence the volunteers happiness or motivation to volunteer at the Glenburn Centre, the following categories were considered the most important amongst the Glenburn Centre's volunteers:

- Comfortable workspace and appropriate surroundings was considered the most important issue for volunteers at the Glenburn Centre.
- Safety from discrimination, bullying and harassment, along with social and community benefits was considered the second most important issue amongst volunteers.
- Being able to grow and be challenged through volunteering, Praise, recognition and appreciation of work done, Opportunities to develop and advance in your role or in other roles in the organisation and Participating in training and personal development; they were all considered the third most important topic amongst the volunteers at the Glenburn Centre.
- Shared learning and communication and Involvement in decision making were considered the least important matters amongst the volunteers at the Glenburn Centre.

**g) Volunteers on the Overall Performance**

The four volunteers at the Glenburn Centre were asked to rate the overall performance of Easthall Residents Association with one being very effective, and five

rating as very ineffective and DK meaning not having an opinion or Don't Know. The results are stated below.

QUESTION	1	2	3	4	5	DK
Please rate the overall performance of the Easthall Residents Association.	1	1		1		1

**Commentary:**

- Two out of four of the respondents believed the ERA was a very effective or effective organisation, one volunteer rated the organisation as ineffective and the other had no opinion or didn't know.

**h) Volunteers on Priorities**

The volunteers were asked to prioritise the most important objective at the Glenburn Centre; the results are listed below;

- Providing a community facility was considered the main priority amongst volunteers.
- Managing the Glenburn Centre effectively was considered the second most vital priority amongst volunteers.
- Working in partnership with a range of organisations was considered the third most important priority amongst volunteers.
- Providing information and a signposting service was considered the least significant priority amongst the volunteers at the Glenburn Centre.

**i) Volunteers on Impact**

*The volunteers at the Glenburn Centre were asked how they rated the overall support and the impact that Easthall Residents Association has on Greater Easterhouse. Their opinions have been judged in terms of success, with 1 being very unsuccessful, 2 being unsuccessful, 3 being neither successful or unsuccessful, 4 being successful, and 5 being very successful and DK being Don't Know.*

QUESTION	5	4	3	2	1	DK
How would you rate the overall support and impact that ERA has on Greater Easterhouse.	1	1		1		1

**Commentary:**

- Two of the volunteers believed that the ERA has had a very successful or successful impact on the Greater Easterhouse area. One of the volunteer's believed that the ERA has been unsuccessful in its impact in the Greater Easterhouse area, the other volunteer didn't know.

## 7.6 Staff

A list of questions was put to the members of staff regarding their feelings about their job, the terms and conditions and about training.

### a) Pay

QUESTION	YES	NO
Do you consider ERA to pay you a fair wage compared to other employers?	1	2
Do you consider ERA to pay you a fair wage compared to what other people in the organisation earn?	2	1
Are you satisfied with the pay you receive	1	2

#### Comments:

“Paid through GEDC training programme”

“Many hats for the job. I cover 4 or 5 different positions saving the organisation money in extra positions.”

#### Commentary:

- One of the three members of staff believes that they receive a fair wage compared to other employers.
- Two of the three members of staff believe that they receive a fair wage compared to what other people in the organisation earn.
- One of the three members of staff are satisfied with the wage that they receive.
- Overall the staff are unhappy with the pay they receive and therefore it is proposed that staff appraisals have to take place.

### b) Terms and Conditions

QUESTION	YES	NO	PARTLY
Are the terms, conditions and policies underpinning your employment good?	3		
Do you feel able to contribute to and/or influence their development?	2	1	
Do you feel secure in your employment?		3	

#### Comments:

“Eighteen weeks training for work programme, possibly no employment in the end.”

#### Commentary:

- All three members of staff believed that the terms, conditions and policies underpinning their employment were good.

- Two of the three members of staff felt they were able to contribute to and/or influence their development, the other member of staff believed that they were unable.
- None of the members of staff felt secure in their employment, this is because the Centre relies on funding from various organisations every year.

**d) Environment**

QUESTION	YES	NO	PARTLY
Are you provided with the facilities you need for your job?	2	1	
Do you work in a comfortable environment?	2		1
Do you feel free from bullying, harassment and discrimination within your work?	2	1	

**Comments:**

“Poor management structure which has a culture of blame, it’s not what you do, it’s what you didn’t do.”

**Commentary:**

- Two of the three members of staff believe that they are provided with the facilities they require for their job.
- Two of the three members of staff believe that they work in a comfortable environment.
- Two of the three members of staff felt that they were free from bullying, harassment and discrimination within the Glenburn Centre. Disturbingly one member of staff believed that they were not, as stated above they believed that there is “a culture of blame, it’s not what you do, it’s what you didn’t do.” As stated above.

**e) Development within your organisation**

QUESTION	YES	NO	PARTLY
Have you been supported in undertaking training connected to your work?	1	2	
Does your work allow you opportunity to overcome challenges for personal learning?	1	2	

**Commentary:**

- One of the three members of staff believes they have been supported in undertaking training connected to their work. Two members of staff believed they weren’t.
- One of the three members of staff believes that they have been allowed to overcome challenges for personal learning, the other two didn’t.

**f) Work areas**

<b>QUESTION</b>	<b>YES</b>	<b>NO</b>
Do you have control over your own area of work?	2	1
Do you have a clear sense of your responsibilities?	2	1
Are you involved in decision making about your own area of work?	2	1
Are you satisfied with your involvement with decisions that affect your work?	2	1
Do you feel your ideas and contributions are taken seriously?	2	1

**Commentary:**

- Two of the three members of staff believe they have control over your own area of work.
- Two of the three members of staff believe they have a clear sense of your responsibilities.
- Two of the three members of staff are satisfied with their involvement with decisions that affect their work.
- Two of the three members of staff feel that their ideas and contributions are taken seriously.
- Two of the three members of staff believe that they are involved in decision making about their area of work.

**g) Staff roles**

<b>QUESTION</b>	<b>YES</b>	<b>NO</b>
Is your job interesting?	3	
Has your role developed or became more varied in the last year?	3	
Do you feel that your worked is valued within the organisation?	2	1

**Commentary:**

- All three members of staff find the job interesting.
- All three members of staff believe that they have developed or became more varied in the last year.
- Two of the three members of staff believe that their work has been valued within the organisation, one member of staff did not, this could be down to the statement earlier which said; “a culture of blame, its not what you do, its what you didn’t do.” As stated above.

#### h) Shared Learning

QUESTION	YES	NO
Do you feel part of a supportive team?	2	1
Do you get honest feedback on your performance from your line manager?	2	1
Do you get positive support from other members of staff?	3	
Do you understand the work that is undertaken by different members of the ERA?	3	

#### Commentary:

- Two out of three members believe that they were part of as supportive team.
- Two out of three members of staff believe that they get honest feedback from their line manager.
- All three members of staff believe that they have given each other positive support.
- All three members of staff understand the work that is undertaken by different members of the ERA

#### i) Staff on the Organisation

QUESTION	YES	NO
Do you feel able to influence the decision making of your organisation?	-	3
Is morale high in the ERA	3	-

#### Comments:

“From manager down, not from committee to manager”

#### Commentary:

- None of the members of staff believe that they influence the decision making of their organisation.
- All members of staff believe that morale is high in the ERA, although one member of staff did comment; “ From manager down, not from committee to manager”

Staff were asked to think about things that influenced their happiness at work. The results are listed below:

- Safety from discrimination, bullying and harassment, the ability to grow and be challenged through work and being given the opportunity to develop and advance in their role, or in other roles in the organisation were the things that influenced the staff’s happiness at their work.
- Job security, involvement in decision making and control over own work and shared learning and communication were the second thing that influenced staff happiness at work.

- Pay was the third thing that influenced members of staff happiness at work.
- Terms and conditions of employment was the fourth thing that influenced members of staff happiness at work.
- Praise recognition and appreciation of work done was the least thing that influenced members of staff's happiness at work.

#### **j) Staff on Priorities**

The staff at the Glenburn Centre were asked to prioritise their most important objectives for the Glenburn Centre. The results are listed below.

##### **Commentary:**

- Staff at the Glenburn Centre believed that providing information, advice and a signposting service was the most important priority.
- Providing a community facility was considered the second highest priority.
- Managing the Glenburn Centre effectively was the third highest priority.
- To work in partnership with a range of organisations to support and deliver projects was considered the least important priority amongst members of staff.

##### **Additional Comments:**

"I think a little more advertising in the Centre would improve its performance. But overall I feel it is a very good centre and it's approachable."

"Lack of resources and an over emphasis on generating income will lead to community not using the centre. Room for more staff, in particular development staff. Total disconnection from housing would help. Being too close in the communities eye will only cause confusion and lead to problems."

## **7.6 Funders Questions**

### **a) Value for money**

The funders of the ERA were asked if they thought the organisation provided value for money. From the two funders that replied to the questionnaire one of the believed it provided excellent value for money. The other respondent stated "don't know", however, they did comment; "Difficult to rate as a review has not yet been undertaken. Funding allocated less than one year ago."

### **b) Priorities**

The funders of the ERA were asked to prioritise their most important objectives for the Glenburn Centre. One of the funders replied to the questionnaire and they believed that the most important objective for the Glenburn Centre was to work in partnership with a range of organisations to support and deliver projects. The second most important priority was to provide a community facility; the funder's third most important priority for the Glenburn Centre was to provide an information and signposting service. The least important priority was to manage the Glenburn Centre effectively.

The other funder did not prioritise the most important roles in the Glenburn Centre, but they did comment that “We as a funder are keen that the association prioritises areas of worked based on local need, being a national funder, we provide local ownership and would not see prioritising your area of work as appropriate for funders, we rely on your expertise.”

### c) Impact

The funders of the Glenburn Centre were asked how they rated the overall support and the impact that East hall Residents Association has on Greater Easter house. Their opinions have been judged in terms of success, with 1 being very unsuccessful, 2 being unsuccessful, 3 being neither successful of unsuccessful, 4 being successful, and 5 being very successful and DK being Don't Know.

QUESTION	5	4	3	2	1	DK
How would you rate the overall support and impact that ERA has on Greater Easter house.		1				1

One of the funders believed that the ERA was successful in its impact on Greater Easterhouse and the other respondent didn't know.

## 7.7 Easthall Residents' Survey

A survey was carried out in January, 2004, by the Easthall Park Housing Co-operative which was commissioned by the Alexander Consultancy and Social Regeneration Consultants to undertake a feasibility study to access the community needs of the Easthall district in the Greater Easterhouse area of Glasgow. The study was funded by a grant from Communities Scotland's Wider Action Fund. Both Easthall Park Housing Co-operative and Communities Scotland were interested in using this exercise as a pilot study, with a view to disseminating the findings to a wider audience.

This survey was carried out by eight voluntary interviewers plus an experienced volunteer interviewer was also brought in; a total of 148 interviews were completed, out of a total of about 500 households, a response rate of approximately 30%, all of the respondents were residents of Easthall. The results are stated below

- Over twice as many females (72%) as males (28%) responded to the survey.
- 100% of respondents defined their ethnic origin as white.
- The most typical age of respondents was 21-40, (43%) of respondents in that age category.
- 19% of the respondents considered themselves to be disabled.
- The most typical length of time lived in Easthall is 21 -25 years, (15%) the least length of time lived in Easthall was 1 to 5 months, (0.7%)
- Just under half of the residents (44%) chose to live in Easthall because of a rehousing offer.
- 92% of residents said they liked living in Easthall.

- 22% of the residents stated that housing quality was one of the things that they liked most about living in Easthall, others included good transport links (17%) and sense of community (16%).
- 21% of the residents least liked anti-social behaviour within Easthall. Followed by drug and alcohol problems and a low police presence.
- The changes that respondents felt were needed to make Easthall a better place to live were more police patrols, (16%) more youth facilities also (16%) and tackling drug and alcohol abuse (15%).
- 27% of the respondents had ideas for new projects and activities within Easthall. They were the following;

<b>COMMENT</b>	<b>NUMBER</b>
Children's activities	11
Clubs for teenagers	6
Park	4
Clubs for Adults	2
Keep fit classes	1
Mother and Toddler clubs	1
Sports Clubs	1
Bus Shelter	1
Community Groups	1
Job Training	1

- 32% of the respondents were prepared to get involved in helping to develop new community initiatives in Easthall.
- 2% of the respondents made other comments about the area they lived in they were;

“I would like to have a say where CCTV cameras are placed.”

“Housing? All residents have not got the same housing standards.”

“Disturbance of dogs barking.”

A copy of this questionnaire is included in the appendix section.



## **8 Environmental Impact**

ERA have a specific activity relating to environmental awareness and throughout the report the effect and policies have been talked about.

ERA have an environmental policy and actively recycle cans, paper and ink cartridges. The building has recently been refurbished and complies with all building regulations and uses energy efficient products when appropriate.

All computers and lights are switched off when not in use.

'Junk to Funk' is a project operated from the Glenburn Centre which educates young people in reusing materials i.e. plastic bottles, cans etc.. This material is then turned into musical instruments. This has a positive impact on the environment.

In addition to the current work, ERA is in the process of establishing a recycling centre at the rear of the Glenburn Centre. This centre will be fully operational in the coming year and will be promoted for use by all residents in the area.

Once the park is completed and educational garden will be established and promoted for use through schools and households. Educational opportunities will be provided on the environment in general.

## **9. Economic Impacts**

ERA is a community facility focused on the regeneration on the area which means that the organisation has to have an impact on the local economy. Many of the objectives are directly relating to the creation of jobs and training places.

ERA provides volunteer places in order for local people who are not ready or are unable to gain employment can gain valuable pre-vocational and life skills. ERA is keen to gain funding for the volunteers to enable accredited training to be undertaken by each volunteer.

ERA provides trainee positions for long-term unemployed in administration to date 3 Glasgow Workers have been placed. So far 2 people have gained employed once their placements have finished. This is a positive impact on the economy and provides evidence that the experience that is gained through ERA is useful.

ERA provides opportunities for graduates to learn and develop in the organisation. So far one placement has carried out the Social Accounting and it is proposed that this continues in future years.

ERA provides employment opportunities and funding to the area. To date over £4million has been brought to the area through capital and revenue funding bids to the Centre.

In addition to the above ERA will in future Social Audits be calculating the impact the café has on the economy.

The economic impact on the stakeholders and the community will be felt most acutely during the recruitment of volunteers into the centre. The first rate training of

the volunteers with the possibility of moving into paid employment will have an immediate benefit on the economy.

With the centre becoming busier and more financially secure, the knock-on effects will be building the capacity of the centre with the creation of new jobs within the administration, community development and catering sectors.

With the creation of the park it will be necessary to maintain the park and grounds and it is envisaged that new jobs will be created in the landscaping and general maintenance sectors.

The introduction of an employment service and guidance and counseling sessions in the centre together with weekly sessions with Easterhouse Money Advice and Easterhouse Credit Union will enable the community to access these services which will allow them to make informed decisions on their future.

## **10 Compliance**

The project operates to various policies that are laid down by funders including Glasgow City Council. In addition, ERA has recently registered for Investors in People which will improve the staff and volunteers conditions of service.

We have an equal opportunities policy and also a Health and Safety Policy together with the essential insurance cover, employers liability and public liability

## 11. Financial Information

Below is a summary of the Glenburn Centre financial accounts and shows the income and expenditure situation at 31<sup>st</sup> December 2004

Income	Annual Budget	Budget to date	Actual to date	Variance to date
Grants	£77,000	£77,000	£54,416	-£22,584
Cafe	£8,000	£5,300	£3,605	-£2,235
Hall/room lets	£4,650	£3,150	£9,622	£6,472
Donations			£270	£270
Others			£519	£519
<b>Total</b>	<b>£89,650</b>	<b>£85,450</b>	<b>£67,892</b>	<b>-£17,558</b>

Payments	Annual Budget	Budget to date	Actual to date	Variance to date
Cafe	£1,980	£1,320	£2,728	-£1,408
Rent & Rates	0	0	0	0
Heat & Power	£5,400	£3,900	£3,393	£507
Wages NI/Training	£50,600	£37,944	£35,101	£2,843
Sundries	£700	£513	£1,675	-£1,162
Insurance/Security	£4,230	£3,168	£3,480	-£312
Travel Expenses	£600	£450	£2,440	-£1,990
Print & Stationary/Advertising	£5,000	£3,744	£5,413	-£1,669
Professional Fees	£500	0	£11,315	-£11,315
Repairs/Cleaning	£1,550	£1,119	£702	£417
Telephone	£1,390	£1,015	£971	£44
Depreciation	£205	£153	£153	0
<b>Total</b>	<b>£72,155</b>	<b>£53,326</b>	<b>£67,320</b>	<b>-£14,044</b>

Surplus/(deficit)	<b>£17,495</b>	<b>£32,124</b>	<b>£521</b>	<b>-£31,603</b>
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The organisation has recognised that financial systems have to be improved and therefore is currently undergoing a review and training will be undertaken.

## 12 Main Issues and Achievements, Conclusions and Recommendations

Below is a summary of the key issues and recommendations of the project against the specific objectives:

### Objective 1

- Improved inductions with volunteers and staff members to ensure that there is knowledge on the role and work of ERA
- Improved healthy options within café – all suggestions should be taken into account
- Establish the community park on schedule

### Objective 2

- improved communication between management committee and staff to develop the opportunities
- further investigation into volunteers re: poor rating in the opportunities available

### Objective 3

- Improve communications with partners
- Review efficiency of staff to increase efficiency with partners poss. time management training
- Establish the recycling centre

### Objective 4

- improved monitoring information for quantitative information incl. visitors to centre; referral systems; training courses and attendees;

### Objective 5

- Commitment to IIP to improve staff and volunteer terms and conditions
- Financial training
- Improved communication between management committee and staff
- Staff appraisals to address pay, conditions, training. Also to ensure staff feel valued
- It was clear from the analysis that one out of three staff did not consider ERA to be a good employer this should be addressed.
- All staff stated that did not feel secure in their employment although this is mainly due to the funding streams and only limited security can be given ERA will be looking at long-term funding i.e. 3 year funding streams to improve this.
- Team meetings for staff should take place to ensure that there is increased communication and that staff and volunteers feel more involved in the decision making of the organisation
- A comment was made on the management structure and over the next year a review of the management structure will take place

### Being a good employer

A staff sub-group is now in place to discuss issues arising from the staff. This process will help to identify change where necessary and to increase good working practices and communication between staff and management.

We will be taking part in the IIP process through GEDC

### General Partners

The partnerships that exist between all users and ERA has been strengthened by the process of ensuring that all needs of the users are being met by regular evaluations and a robust information gathering process.

### Volunteers

ERA are linked with GCVS which will enable all volunteers to access information and training. With our employment services we will encourage all volunteers to actively seek employment opportunities if this is their goal and to take part in all discussions which have an effect on their time in the centre.

All volunteers and staff will have a programme of all activities in the centre also access to the minutes of the management committee where it affects their position. Communication is considered to be of prime importance and we believe that everyone should be given the opportunity to have an input in the success of the centre

### Staff

**Our investment in IIP** will give all staff the opportunity to develop their skills and identify their proper roles and responsibilities.

Our intention is to apply for long-term funding which will ensure that staff feel more secure in their job but will also be part of the funding process. This will encourage participation and ownership of the centre and will benefit all staff in the long run

As previously indicated, better communication between all partners and staff is paramount in the success of the centre. We will continue to have an open door policy where staff will be encouraged to discuss any issues or concerns with the manger and committee.

### Values

#### First value – Professional

The majority of stakeholders rated this area as successful or very successful. However, a small percentage rated it average or below this included partners and staff. This indicates that generally they are perceived as being Professional but further effort is required to ensure that all stakeholders rate them in the upper values.

Recommendation – further research required to ascertain whether this is accurate or perceived, as often expectations exceed aspirations.

#### Second value – Accessible

This value is concerned with accessibility to the facility – both in terms of accessing the premises and its proximity to transport services. As it is a new build equal access for able and disabled people is available. However, if you do not know the area it can be quite difficult to find.

Recommendation – links to multi-map via web site, ensure in all correspondence and marketing material that good directions and transport services are adequately described.

#### Third value – Friendly and approachable

Majority of responses in the upper value bracket, although a small number of centre users and partners rated this average or below.

Recommendation – this should be a natural and an integral part of the operation as customer focus is essential. Some type of customer training should be undertaken and the objective should be to provide customer delight.

Fourth value – Environmentally aware

Again, majority rate in the top two categories. However, a small number of partners and centre users rate it below average. Interestingly though a quarter of the Management committee rate it as average ( is that not, or should that not be part of their responsibility?)

Recommendation – ensure linkages with Greater Easterhouse Environment Trust as they can and will give guidance on all issues in this area.



### **13. Strengths and Weaknesses of the Social Accounting Process**

Overall Easthall Residents Association has found the Social Accounting process informative and enjoyable to carry out.

#### Strengths

- contact with local residents
- contact with customers
- empowering all stakeholders to have say on the organisation
- confidential to ensure honest answers and opinions
- ability to use the information in various ways i.e. business planning, service development, annual report
- improved partnerships

#### Weaknesses

- Time consuming
- Staff shortages

There were not many weaknesses highlighted in the process, as ERA feel that this information can not be weakness and although the process is time consuming it is very worthwhile and can only benefit the organisation in the long run.

### **14. Future Plans for the next Social Accounting Cycle**

ERA hope to include the Social Audit accounts with all funding application with the belief that it will allow funders to identify the need for continued support and financial help.

The manager and committee will use the Social Audit accounts to provide a Business Plan taking into account the recommendations and to ensure that they are agreed and carried out to the committees satisfaction.

It is envisaged that the centre will continue to provide placement opportunities for students to carry out the Social Audit process as it has been proven that it encourages students to have real work experience and the satisfaction of seeing their efforts make a real contribution to the work of the centre.

### **15. Dialogue and Disclosure**

ERA are having the report published and will invite our stakeholders and partners to a meeting to discuss the findings.

This will allow us a platform that will ensure we will put in place all recommendations and changes that will ultimately make the centre more successful.

# **APPENDIX 1**

## **Capturing the Social Accounting Information**

**Easthall Residents Association - Glenburn Centre  
Capturing the Social Accounting Information (version 2)**

**Dates of Social Audit Period: November 2004 to March 2005**

**Mission Statement:**

To provide a community facility, that is influenced and directed to meet the needs of the local community of Easthall, Wellhouse, Barlanark and Kildermorie

Deleted: Wellhouse

**Values:**

Values	How to check them and with which stakeholders
Professional	All stakeholders Questionnaire
Accessible	All stakeholders Questionnaires
Friendly, approachable	All stakeholders Questionnaires
Environmentally aware	All stakeholders Questionnaires

**Objectives & Activities: Information Required (quantitative & qualitative) and possible sources (records/data & stakeholders)**

	Information required	Sources	
		Quantitative (records/data)	Qualitative (stakeholders)
<b>Objective 1: To provide a community facility by....</b>			
<b>Involving and encouraging local participation in the Centre's management structures and operation</b>	No. of people on mgt committee; volunteers; views of community	Mgt committee members list; Minutes of mgt meetings; Structure diagram	Feedback questionnaire; Promotional material; Recruitment material; Case studies <i>Volunteers; residents; mgt committee; staff;</i>
<b>Operating a café with healthy food options</b>	Products; sales; nutritional info; training/taster courses	Accounts; No. attendees at courses	Evaluation of courses; case studies; focus group <i>Users of café; tenants; general room hire that incl. catering; suppliers; trainers; attendees of training/taster courses</i>
<b>Hiring out space for community groups, agencies and individuals</b>	Hire records; tenant agreements	Accounts; bookings;	Feedback questionnaires; Lease agreements; thank you letters; evaluation of private hires <i>Staff; tenants; community groups throughout GE; private hire</i>
<b>Managing a Community Learning Centre</b>	No. of users; available courses and classes	Timetable of training/courses; record of attendees for courses; no. of people gaining qualifications	Case studies; evaluation of classes <i>Users of learning centre; trainers i.e. JWC; local residents</i>
<b>Provide a smoke free environment</b>	Views of visitors/tenants etc	Signing in book	Questionnaire for users <i>All stakeholders</i>
<b>Establishing a community park</b>	Stage of development	Narrative on progress to date	Questionnaire to local community <i>All stakeholders</i>

<b>Objective 2: To support local people in accessing training, employment, further education and volunteering opportunities by ...</b>			
<b>Developing training and volunteering opportunities within The Glenburn Centre and in partnership throughout Greater Easterhouse</b>	Views of users; details on opportunities; Environmental training project progress;	No. of volunteers/trainees; <u>Number of projects developed;</u>	Narrative on progress of Environmental project; Interviews with volunteers/trainees; Focus groups <i>All stakeholders</i>
<b>Offering individually tailored support and advice</b>	No. of clients assisted; assistance available;	No. of users accessing Glenburn Centre; <u>Details on services used (what works, what doesn't)</u>	<u>Questionnaire</u>  <i>Clients; Service Providers</i>
<b>Providing a route to the relevant service providers</b>	No. of referrals and list of partners; views of agencies	No. of referrals;	Focus Groups with service providers <i>Service providers; service users; policy makers</i>
<b>Objective 3: To work in partnership with a range of organisations to support and deliver projects by....</b>			
<b>Working with the local college and local schools on educational projects</b>	Details of educational projects; no. of users incl. Geographical, age, sex etc.; increased knowledge	No. of users; no. of qualifications achieved;	Cases studies of users; focus groups; <i>School age children; school staff; policy makers</i>
<b>Developing local environmental projects</b>	Impact on environment; info on partnerships that have been formed	Research – local and national; No. of trainees; qualifications achieved;	Interview with project managers <i>Partners; local residents;</i>
<b>Assisting other agencies to promote healthy lifestyles</b>	Flyers; no. of referrals; increased knowledge in the community re: health topics including eating and <u>exercise</u> ,	Research – local and national; No. of users to exercise classes <u>etc. Sales – of healthy foods (ratio between healthy/non-healthy purchases)</u>	Focus groups Questionnaires <i>Service providers; users; local residents</i>

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<b>Working with local groups to design and implement a programme of activities to stimulate and develop children and young people</b>	Youth projects; views of young people in the area;	No. of users; <u>Evaluation results; Stats on number of young people in area;</u>	Questionnaires; focus groups Evaluation of services – <u>specifically the barriers that are faced by young people</u> <i>Young people; parents; youth service providers; other partners i.e. schools</i>
<b>Objective 4: To provide information, advice and signposting service by ...</b>			
<b>Promoting community involvement in community planning</b>	Community Planning information and members; Actions from meetings	Minutes; members list; action plans; referrals	<u>Promotional Material</u> <i>CSS; mgt committee; member of community planning mtgs</i>
<b>Providing information and advice to groups and individuals on housing, finance and funding</b>	Numbers of residents accessing the centre for information; Information accessed	No. of users; no. of referrals; details of groups; amount of funding accessed;	Case studies; questionnaires <i>HA; All other stakeholders</i>
<b>Forming partnerships with appropriate agencies that can benefit the local residents</b>	Updates on information and groups/agencies operating in the area; opinions on services provided	Referral mechanisms; <u>no of referrals, enquiries, meetings attended</u>	<u>Questionnaire to client and partner organisation</u> <u>Partner organisations,</u>
<b>Promoting community safety initiatives</b>	Information on community safety priorities; reduced crime rates	<u>Feedback from community police and community safety wardens. General and in relation to specific projects.(twilight basketball), statistics</u>	<u>Easthall Community Planning Group</u> <i>Client group, local residents, partners,</i>

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<b>Objective 5: To manage the Glenburn Centre effectively by....</b>			
<b>Recycling materials and stationery</b>	Amount of recyclable material purchased; record of weekly recycling	<u>Environmental log book</u> <u>Purchases.</u>	<u>Consult with local environment trust</u>
<b>Always trying to buy locally</b>	Suppliers; policies; purchase records; ratio of bought goods i.e. local and non-local produce, <u>service providers</u>	<u>Ratio local and non local service provision</u> <u>Purchase records</u>	<u>N/a</u>  <u>Suppliers, partners</u>
<b>Keeping accurate administrative and financial records</b>	Up to date and accurate reports	<u>Minutes, calling notices, reports to committee, accounts, mail and telephone records</u>	<u>Staff, committee, main funders</u>  <u>Interview one to one and telephone interview</u>
<b>Being a good employer</b>	Feedback from staff <u>on working conditions;</u> <u>Grievances (if any)</u>	<u>Complaints log; Health &amp; Safety records; Terms and conditions; training records; staff appraisals</u>	<u>1:1 interviews; Case studies on anyone moving on to further employment;</u>  <u>Staff; Committee Members (specifically staffing sub-group)</u>

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# **APPENDIX 2**

## **Blank Questionnaires and Feedback Forms**

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**Easthall Residents Association - Staff Questionnaire**

The Easthall Residents Association is undertaking a Social Audit and as part of the process we are seeking the views of our main stakeholders. The staff are an important stakeholder group and so we are interested in your views about our objectives, our working conditions and how we operate.

The questionnaire has been made as easy to complete as possible but please feel free to add comments in the spaces provided and add any other points you may wish to make.

Thank you for your co-operation!

**1. Working for Easthall Residents Association**

The following questions ask you about your feelings about your job, your terms and conditions and about training.

Please tick one box for each question, and use the comments section to explain or expanding on your answers.

**Pay**

Do you consider Easthall Residents Association to pay you a fair wage compared to other employers/contractors?

Yes  No

Do you consider Easthall Residents Association to pay you a fair wage compared to what other people within the organisation earn?

Yes  No

Are you satisfied with the pay you receive?

Yes  No

Comments:

**Terms and conditions**

Easthall Residents Association *intends to provide good employment opportunities underpinned by family friendly terms and conditions.*

Are the terms, conditions and policies underpinning your employment good?

Yes  No  Partly

Do you feel able to contribute to and /or influence their development?

Yes  No  Partly

Do you feel secure in your employment?

Yes  No  Partly

Comments:

**Environment**

Are you provided with the facilities that you need to do your job?

Yes  No  Partly

Do you work in a comfortable and safe environment?

Yes  No  Partly

Do you feel free from bullying, harassment and discrimination within your work?

Yes  No  Partly

Comments:

**Development within the organisation**

Have you been supported in undertaking training connected to your work?

Yes  No  Partly

Does your work allow you opportunity to overcome challenges and for personal learning?

Yes  No  Partly

Comments:

**Work areas**

Do you have control over your own area of work?

Yes  No  Partly

Do you have a clear sense of your responsibilities?

Yes  No  Partly

Are you involved in decision-making about your own area of work?

Yes  No  Partly

Are you satisfied with your involvement with decisions that affect your work?

Yes  No  Partly

Do you feel your ideas and contributions are taken seriously?

Yes  No  Partly

Comments:

**Your Role**

Is your job interesting?

Yes  No  Partly

Has your role developed or become more varied in the last year?

Yes  No  Partly

Do you feel that your work is valued within the organisation?

Yes  No  Partly

Comments:

**Shared learning**

Do you feel part of a supportive team?

Yes  No  Partly

Do you get honest feedback on your performance from your line manager?

Yes  No  Partly

Do you get positive support from other staff members?

Yes  No  Partly

Do you understand the work that is undertaken by different team members within Easthall Residents Association?

Yes  No  Partly

Comments:

**The Organisation**

Do you feel able to influence the decision making of the organisation?

Yes  No  Partly

Is morale generally high at Easthall Residents Association?

Yes  No  Partly

**Comments:**

**2. Thinking about things that influence your happiness or motivation in work, please choose five factors from the list below and rank them in order of importance to you (1 being the most important).**

	1-5
Pay	
Terms and conditions of employment	
Job security	
Comfortable workspace and appropriate facilities	
Safety from discrimination, bullying and harassment	
Ability to grow and be challenged through work	
Involvement in decision making and control over own work	
Praise, recognition and appreciation of work done	
Opportunities to develop and advance in your role, or in other roles in the organisation	
Shared learning and communication	

**3 Overall Performance, Values and Key Objectives**

**Overall Performance**

Please rate the overall performance of Easthall Residents Association 1- very effective 5 – not effective

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
-----------------

**Values**

*Please score each specific value on the 1-2-3-4-5 scale according to how you think Easthall Residents Association has performed against it. 1 means very unsuccessful; and 5 means very successful.*

- Professional

1	2	3	4	5	DK
---	---	---	---	---	----

- Accessible

1	2	3	4	5	DK
---	---	---	---	---	----

- Friendly and Approachable

1	2	3	4	5	DK
---	---	---	---	---	----

- Environmentally aware

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
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Objective 2

To work in partnership with a range of organisations to support and deliver projects...

1	2	3	4	5	DK
---	---	---	---	---	----

By:

1. *Developing training and volunteering opportunities within The Glenburn Centre and in partnership throughout Greater Easterhouse*

1	2	3	4	5	DK
---	---	---	---	---	----

2. *Offering individually tailored support and advice*

1	2	3	4	5	DK
---	---	---	---	---	----

3. *Providing a route to the relevant service providers*

1	2	3	4	5	DK
---	---	---	---	---	----

4. *To support the local community to fulfil their role as members of local advisory groups and local forums*

1	2	3	4	5	DK
---	---	---	---	---	----

**Comments**

Objective 3

To work in partnership with a range of organisations to support and deliver projects....

1	2	3	4	5	DK
---	---	---	---	---	----

By:

1. *Working with the local college and local schools on educational projects*

1	2	3	4	5	DK
---	---	---	---	---	----

2. *Developing local environmental projects*

1	2	3	4	5	DK
---	---	---	---	---	----

3. *Assisting other agencies to promote healthy lifestyles*

1	2	3	4	5	DK
---	---	---	---	---	----

4. *Working with local groups to design and implement a programme of activities to stimulate and develop children and young people*

1	2	3	4	5	DK
---	---	---	---	---	----

**Comments**

**Objective 4**

To provide information, advice and signposting service.....

1	2	3	4	5	DK
---	---	---	---	---	----

By:

1. Promoting community involvement in community planning

1	2	3	4	5	DK
---	---	---	---	---	----

2. Providing information and advice to groups and individuals on housing, finance and funding

1	2	3	4	5	DK
---	---	---	---	---	----

3. Forming partnerships with appropriate agencies that can benefit the local residents

1	2	3	4	5	DK
---	---	---	---	---	----

4. Promoting community safety initiatives

1	2	3	4	5	DK
---	---	---	---	---	----

**Objective 5**

To manage the Glenburn Centre effectively.....

1	2	3	4	5	DK
---	---	---	---	---	----

By:

- 1. Recycling materials and stationery

1	2	3	4	5	DK
---	---	---	---	---	----

- 2. Always trying to buy locally

1	2	3	4	5	DK
---	---	---	---	---	----

- 3. Keeping accurate administrative and financial records

1	2	3	4	5	DK
---	---	---	---	---	----

- 4. Being a good employer

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
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**4. Priorities**

Please prioritise the objectives, 1 – least important and 5 – most important

	<b>1-5</b>
Objective 1: To provide a community facility....	
Objective 2: To work in partnership with a range of organisations to support and deliver projects...	
Objective 3: To work in partnership with a range of organisations to support and deliver projects....	
Objective 4: To provide information, advice and signposting service.....	
Objective 5: To manage the Glenburn Centre effectively.....	

**5. Impact**

How would you rate the overall support and impact that Easthall Residents Association has on Greater Easterhouse?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>DK</b>
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**6. Additional Comments**

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else which might help us to improve our social benefit performance.

**Comments**

**Thank you very much for your help with the social audit!**

16<sup>th</sup> February 2005

Dear Sir/Madam

**EASTHALL RESIDENTS ASSOCIATION – Social Audit**

Easthall Residents Association is undertaking a Social Audit and as part of the process we are seeking the views of our main stakeholders. As a funder of the organisation we consider your views about our organisation and objectives important.

Social Accounting is a framework which allows an organisation to build upon existing documentation and reporting and develop a process whereby it can account for its social performance, report on that performance and draw up an action plan to improve on that performance, and through which it can understand its impact on the community and be accountable to its key stakeholders.

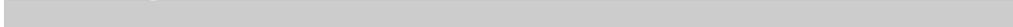
Social accounting can determine what the organisation has done and how it intends to improve in the future.

The attached questionnaire has been made as easy to complete as possible but please feel free to add comments in the spaces provided and add any other points you may wish to make. Deadline for responses is **Friday, 4<sup>th</sup> March 2005**.

Thank you for your assistance and if you wish to discuss please do not hesitate to contact John McGrory or myself on the number below.

Kind regards,

Gerry Baldwin  
Centre Manager



**Easthall Residents Association - Funders Questionnaire**

The Easthall Residents Association is undertaking a Social Audit and as part of the process we are seeking the views of our main stakeholders. The funders are an important stakeholder group and so we are interested in your views about our objectives, our working conditions and how we operate.

The questionnaire has been made as easy to complete as possible but please feel free to add comments in the spaces provided and add any other points you may wish to make.

Thank you for your co-operation!

**1. Overall Performance**

Please rate the overall performance of Easthall Residents Association 1- very effective 5 – not effective

1	2	3	4	5	DK
---	---	---	---	---	----

**Comments**

**2. Value for Money**

As a key Funder of Easthall Residents Association we would be interested in finding out whether you think the organisation is value for money.

*Please score 1 – not value for money 5 – excellent value for money*

1	2	3	4	5	DK
---	---	---	---	---	----

**Comments**

**3. Values and Key Objectives**

**Values**

*Please score each specific value on the 1-2-3-4-5 scale according to how you think Easthall Residents Association has performed against it. 1 means very unsuccessful; and 5 means very successful.*

- Professional

1	2	3	4	5	DK
---	---	---	---	---	----

- Accessible

1	2	3	4	5	DK
---	---	---	---	---	----

- Friendly and Approachable

1	2	3	4	5	DK
---	---	---	---	---	----

- Environmentally aware

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
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**Objectives and activities**

*Please score each specific activity under the five objectives on the 1-2-3-4-5 scale according to how you think Easthall Residents Association has performed.*

*1 means very unsuccessful; and 5 means very successful. If you do not know, please circle DK*

*Please use the comments section to add any other comments explaining or expanding on the score you have given.*

**Objective 1**

To provide a community facility....

We do this by:

- 7. Involving and encouraging local participation in the Centre's management structures and operations*

1	2	3	4	5	DK
---	---	---	---	---	----

- 8. Operating a café with healthy food options*

1	2	3	4	5	DK
---	---	---	---	---	----

- 9. Hiring out space for community groups, agencies and individuals*

1	2	3	4	5	DK
---	---	---	---	---	----

- 10. Managing a Community Learning Centre*

1	2	3	4	5	DK
---	---	---	---	---	----

- 11. Providing a smoke-free environment*

1	2	3	4	5	DK
---	---	---	---	---	----

- 12. Establishing a community park*

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
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Objective 2

To work in partnership with a range of organisations to support and deliver projects...

By:

5. *Developing training and volunteering opportunities within The Glenburn Centre and in partnership throughout Greater Easterhouse*

1	2	3	4	5	DK
---	---	---	---	---	----

6. *Offering individually tailored support and advice*

1	2	3	4	5	DK
---	---	---	---	---	----

7. *Providing a route to the relevant service providers*

1	2	3	4	5	DK
---	---	---	---	---	----

8. To support the local community to fulfil their role as members of local advisory groups and local forums

1	2	3	4	5	DK
---	---	---	---	---	----

**Comments**

Objective 3

To work in partnership with a range of organisations to support and deliver projects....

By:

2. *Working with the local college and local schools on educational projects*

1	2	3	4	5	DK
---	---	---	---	---	----

- 3 *Developing local environmental projects*

1	2	3	4	5	DK
---	---	---	---	---	----

5. *Assisting other agencies to promote healthy lifestyles*

1	2	3	4	5	DK
---	---	---	---	---	----

6. *Working with local groups to design and implement a programme of activities to stimulate and develop children and young people*

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
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**Objective 4**

To provide information, advice and signposting service.....

By:

5. Promoting community involvement in community planning

1	2	3	4	5	DK
---	---	---	---	---	----

6. Providing information and advice to groups and individuals on housing, finance and funding

1	2	3	4	5	DK
---	---	---	---	---	----

7. Forming partnerships with appropriate agencies that can benefit the local residents

1	2	3	4	5	DK
---	---	---	---	---	----

8. Promoting community safety initiatives

1	2	3	4	5	DK
---	---	---	---	---	----

**Objective 5**

To manage the Glenburn Centre effectively.....

By:

5. Recycling materials and stationery

1	2	3	4	5	DK
---	---	---	---	---	----

6. Always trying to buy locally

1	2	3	4	5	DK
---	---	---	---	---	----

7. Keeping accurate administrative and financial records

1	2	3	4	5	DK
---	---	---	---	---	----

8. Being a good employer

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>	
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**4. Priorities**

Please prioritise the objectives, 1 – least important and 5 – most important

	<b>1-5</b>
Objective 1: To provide a community facility....	
Objective 2: To work in partnership with a range of organisations to support and deliver projects...	
Objective 3: To work in partnership with a range of organisations to support and deliver projects....	
Objective 4: To provide information, advice and signposting service.....	
Objective 5: To manage the Glenburn Centre effectively.....	

**5. Additional Comments**

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else which might help us to improve our social benefit performance.

**Comments**

**6. Impact**

How would you rate the overall support and impact that Easthall Residents Association has on Greater Easterhouse?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>DK</b>
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**Thank you very much for your help with the social audit!**

# Easthall Residents Association

Partners (general) & Partners (Youth) same questionnaire but analysed separately

Easthall Residents Association is undertaking a Social Audit and as part of the process we are seeking the views of our main stakeholders. Our partners are an important stakeholder group and so we are interested in your views about our objectives, our working conditions and how we operate.

The questionnaire has been made as easy to complete as possible but please feel free to add comments in the spaces provided and add any other points you may wish to make.

Thank you for your co-operation!

## 1. Overall Performance

Please rate the overall performance of Easthall Residents Association 1 – very effective and 5 – least effective and DK if you don't have any comment.

1	2	3	4	5	DK
---	---	---	---	---	----

## 2. Values

*Please score each specific value on the 1-2-3-4-5 scale according to how you think Easthall Residents Association has performed against it. 1 means very unsuccessful; and 5 means very successful.*

- Professional

1	2	3	4	5	DK
---	---	---	---	---	----

- Accessible

1	2	3	4	5	DK
---	---	---	---	---	----

- Friendly and Approachable

1	2	3	4	5	DK
---	---	---	---	---	----

- Environmentally aware

1	2	3	4	5	DK
---	---	---	---	---	----

## Comments

## Partnership

Have you worked in partnership with the Eathall Residents Association? *Please tick the appropriate response...*

Yes  No

*If you have answered "yes" please complete this section. If you have answered "no" please move on to the next section.*

*The GE Community Health Project aims to work in partnership with a range of other bodies. Please say whether you agree or disagree with the following statements using the 1 to 5 scale where 1 means you strongly disagree and 5 that you strongly agree. Please circle DK if you have no opinion or are not in a position to comment.*

We have worked in close collaboration/partnership with your organisation	1	2	3	4	5	DK
Our collaboration/partnership has been useful	1	2	3	4	5	DK
The Eashall Residents Association has benefited more from our collaboration/partnership than yourself	1	2	3	4	5	DK
The Easthall Residents Association has been an efficient organisation to work with	1	2	3	4	5	DK
We have been able to agree clear objectives for our collaboration/partnership	1	2	3	4	5	DK
We shall willingly continue our collaboration/partnership in the future	1	2	3	4	5	DK

**Comments:**

**Activities**

In the first column please write in all the activities, projects or work you have done, or been part of, with the Easthall Residents Association.

Then assess each of the items you have listed in terms of success, with 1 being very unsuccessful, 2 being unsuccessful, 3 being neither successful or unsuccessful, 4 being successful, and 5 being very successful.

Then add any comments you may have in the final column

Activities, projects or work done with Easthall Residents Association	Please tick if you have worked with ERA on this activity	Comments						
Easterhouse FM		Please rate the success of the project 1- unsuccessful and 5- very successful <div style="text-align: right;"> <table border="1" style="display: inline-table;"> <tr> <td style="padding: 2px;">1</td> <td style="padding: 2px;">2</td> <td style="padding: 2px;">3</td> <td style="padding: 2px;">4</td> <td style="padding: 2px;">5</td> <td style="padding: 2px;">DK</td> </tr> </table> </div>	1	2	3	4	5	DK
1	2	3	4	5	DK			
Learning Centre		Please rate the success of the project 1- unsuccessful and 5- very successful <div style="text-align: right;"> <table border="1" style="display: inline-table;"> <tr> <td style="padding: 2px;">1</td> <td style="padding: 2px;">2</td> <td style="padding: 2px;">3</td> <td style="padding: 2px;">4</td> <td style="padding: 2px;">5</td> <td style="padding: 2px;">DK</td> </tr> </table> </div>	1	2	3	4	5	DK
1	2	3	4	5	DK			
Youth Activities								

		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1 2 3 4 5 DK</b></p>
Literacy & Numeracy		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1 2 3 4 5 DK</b></p>
Health Awareness		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1 2 3 4 5 DK</b></p>
Sports activities		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1 2 3 4 5 DK</b></p>
Landscape Training project		

		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1</b> <b>2</b> <b>3</b> <b>4</b> <b>5</b> <b>DK</b></p>
Education/Employment Initiatives		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1</b> <b>2</b> <b>3</b> <b>4</b> <b>5</b> <b>DK</b></p>
Other (please specify)		<p>Please rate the success of the project 1- unsuccessful and 5- very successful</p> <p><b>1</b> <b>2</b> <b>3</b> <b>4</b> <b>5</b> <b>DK</b></p>

**Additional comments:**

**Name:**

**Organisation:**

**Thank you for your assistance!**

# Easthall Residents Association

## Main Partner Questionnaire

Easthall Residents Association is undertaking a Social Audit and as part of the process we are seeking the views of our main stakeholders. Our partners are an important stakeholder group and so we are interested in your views about our objectives, our working conditions and how we operate.

The questionnaire has been made as easy to complete as possible but please feel free to add comments in the spaces provided and add any other points you may wish to make.

Thank you for your co-operation!

### 1. Overall Performance

Please rate the overall performance of Easthall Residents Association 1 – least effective and 5 – very effective and DK if you don't have any comment.

1	2	3	4	5	DK
---	---	---	---	---	----

### 2. Values

*Please score each specific value on the 1-2-3-4-5 scale according to how you think Easthall Residents Association has performed against it. 1 means very unsuccessful; and 5 means very successful.*

- Professional

1	2	3	4	5	DK
---	---	---	---	---	----

- Accessible

1	2	3	4	5	DK
---	---	---	---	---	----

- Friendly and Approachable

1	2	3	4	5	DK
---	---	---	---	---	----

- Environmentally aware

1	2	3	4	5	DK
---	---	---	---	---	----

### Comments

## Partnership

Have you worked in partnership with the Easthall Residents Association? *Please tick the appropriate response...*

Yes  No

*If you have answered “yes” please complete this section. If you have answered “no” please move on to the next section.*

*The GE Community Health Project aims to work in partnership with a range of other bodies. Please say whether you agree or disagree with the following statements using the 1 to 5 scale where 1 means you strongly disagree and 5 that you strongly agree. Please circle DK if you have no opinion or are not in a position to comment.*

We have worked in close collaboration/partnership with your organisation	1	2	3	4	5	DK
Our collaboration/partnership has been useful	1	2	3	4	5	DK
The Easthall Residents Association has benefited more from our collaboration/partnership than yourself	1	2	3	4	5	DK
The Easthall Residents Association has been an efficient organisation to work with	1	2	3	4	5	DK
We have been able to agree clear objectives for our collaboration/partnership	1	2	3	4	5	DK
We shall willingly continue our collaboration/partnership in the future	1	2	3	4	5	DK

**Comments:**



Objective 2

To support local people in accessing training, employment, further education and volunteering opportunities

By:

9. *Developing training and volunteering opportunities within The Glenburn Centre and in partnership throughout Greater Easterhouse*

1	2	3	4	5	DK
---	---	---	---	---	----

10. *Offering individually tailored support and advice*

1	2	3	4	5	DK
---	---	---	---	---	----

11. *Providing a route to the relevant service providers*

1	2	3	4	5	DK
---	---	---	---	---	----

12. *To support the local community to fulfil their role as members of local advisory groups and local forums*

1	2	3	4	5	DK
---	---	---	---	---	----

**Comments**

Objective 3

To work in partnership with a range of organisations to support and deliver projects....

By:

3. *Working with the local college and local schools on educational projects*

1	2	3	4	5	DK
---	---	---	---	---	----

4. *Developing local environmental projects*

1	2	3	4	5	DK
---	---	---	---	---	----

7. *Assisting other agencies to promote healthy lifestyles*

1	2	3	4	5	DK
---	---	---	---	---	----

8. *Working with local groups to design and implement a programme of activities to stimulate and develop children and young people*

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
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**Objective 4**

To provide information, advice and signposting service.....

By:

9. Promoting community involvement in community planning

1	2	3	4	5	DK
---	---	---	---	---	----

10. Providing information and advice to groups and individuals on housing, finance and funding

1	2	3	4	5	DK
---	---	---	---	---	----

11. Forming partnerships with appropriate agencies that can benefit the local residents

1	2	3	4	5	DK
---	---	---	---	---	----

12. Promoting community safety initiatives

1	2	3	4	5	DK
---	---	---	---	---	----

**Objective 5**

To manage the Glenburn Centre effectively.....

By:

9. Recycling materials and stationery

1	2	3	4	5	DK
---	---	---	---	---	----

10. Always trying to buy locally

1	2	3	4	5	DK
---	---	---	---	---	----

11. Keeping accurate administrative and financial records

1	2	3	4	5	DK
---	---	---	---	---	----

12. Being a good employer

1	2	3	4	5	DK
---	---	---	---	---	----

<b>Comments</b>
-----------------

**4. Priorities**

Please prioritise the objectives, 1 – least important and 5 – most important

	<b>1-5</b>
Objective 1: To provide a community facility....	
Objective 2: To support local people in accessing training, employment, further education and volunteering opportunities.....	
Objective 3: To work in partnership with a range of organisations to support and deliver projects....	
Objective 4: To provide information, advice and signposting service.....	
Objective 5: To manage the Glenburn Centre effectively.....	

**5. Additional Comments**

Please add any further suggestions you may wish to make about other objectives you should be tackling; operational practices; or anything else which might help us to improve our social benefit performance.

**Comments**

**6. Impact**

How would you rate the overall support and impact that Easthall Residents Association has on Greater Easterhouse?

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>DK</b>
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**Additional comments:**

**Name:**

**Organisation:**

**Thank you for your assistance!**

**APPENDIX  
3**

**Focus Group  
&  
Residents Survey**

## Management Committee

After discussions it was decided that the management committee would be consulted through a focus group. Pauline Smith from the GEDC facilitated the session using a suggested a format from SAN.

### Focus Group with Management Committee about Objectives

#### Introduction

Time period: 1 hour

#### Attendees

All management were invited to the focus group however only 4 out of 8 attended.

#### The intention of the focus group:

- 1 Get an overview of what you think of the project
- 2 Work on each Objective to find out how you think things have gone
- 3 Identify the main issues
- 4 A quick review and summary

#### Warm up exercise:

Aim is to get the feel of all of the management committee.

A horizontal line was drawn on a flip chart with a "roaring success (10)" at one end and a "big disappointment (1)" at the other. Small post-it notes were placed by each of the committee on how effective Easthall Residents Association has been - a roaring success or a big disappointment.

*The result was as follows:*

1	2	3	4	5	6	7	8	9	10
						x2	x2		

After this a general discussion took place, which led nicely into the objectives.

#### **Objectives:**

Work on **each** objective with a flip chart sheet divided into quadrants. Get the group to chart main points in the boxes. Perhaps use post-its....

<b>Objective 1: To provide a community facility.....</b>	
Achievements (or plans) <ul style="list-style-type: none"> <li>- consultations have been carried out</li> <li>- steady hire of rooms</li> <li>- Learning Centre well used</li> <li>- Good partnerships formed</li> <li>- Barnardos based within Easthall and within Glenburn Centre</li> </ul>	Failures - things not achieved <ul style="list-style-type: none"> <li>- café not at full capacity</li> <li>- not enough volunteers!</li> </ul>
Problems faced for that objective <ul style="list-style-type: none"> <li>- Involving the community</li> <li>- Delays in the community park but will soon be developed</li> <li>Reduction in tutor support from John Wheatley College</li> </ul>	Any recommended changes <ul style="list-style-type: none"> <li>- Continue to try involving the community</li> <li>- Work with local schools more to increase awareness of the services</li> </ul>

The committee were asked to score the performance of Easthall Residents Association against this objective. 1 was unsuccessful and 5 very successful:

1	2	3 x 1	4 x 3	5	DK
---	---	----------	----------	---	----

**Objective 2: To support local people in accessing training, employment, further education and volunteering opportunities....**

<p>Achievements (or plans)</p> <ul style="list-style-type: none"> <li>- continued opportunities within the organisation to volunteer</li> <li>- Landscape training was a good idea</li> <li>- Barnardos, Money Advice etc.. all have outreach services in the Centre</li> <li>- Glasgow Workers that have been placed have found full-time employment (valuable experience is gained through training in Centre)</li> </ul>	<p>Failures - things not achieved</p> <ul style="list-style-type: none"> <li>- Not building on project ideas i.e. Landscape training</li> <li>- Promotion of the services</li> </ul>
<p>Problems faced for that objective</p> <ul style="list-style-type: none"> <li>- getting the community involved</li> <li>- The balance of letting out space long-term and increasing the ad hoc services</li> <li>- Funding</li> </ul>	<p>Any recommended changes</p> <ul style="list-style-type: none"> <li>- more communication with mgt committee before and during implementation of projects</li> <li>- Need to look at longer-term funding i.e. 3 years</li> </ul>

The committee were asked to score the performance of Easthall Residents Association against this objective. 1 was unsuccessful and 5 very successful:

1	2	3	4 x 3	5 x 1	DK
---	---	---	----------	----------	----

**Objective 3: To work in partnership with a range of organisations to support and deliver projects.....**

<p>Achievements (or plans)</p> <ul style="list-style-type: none"> <li>- Barnardos, GEMAP, GEAAP, Bosco</li> <li>- Continually striving to form new partnerships</li> <li>- Working to break down barriers by working in partnership with other youth providers i.e. Bosco/Gladiators</li> <li>- Learning Centre!</li> <li>- Work with Health Project to provide base for Community Café Development (throughout GE addressing issues faced by other cafes)</li> </ul>	<p>Failures - things not achieved</p>
<p>Problems faced for that objective</p> <ul style="list-style-type: none"> <li>- Funding and time to develop projects</li> <li>- Knowledge of staff on developments</li> </ul>	<p>Any recommended changes</p> <ul style="list-style-type: none"> <li>- continue to work with partners</li> </ul>

The committee were asked to score the performance of Easthall Residents Association against this objective. 1 was unsuccessful and 5 very successful:

1	2	3	4 x 2	5 x 2	DK
---	---	---	----------	----------	----

<b>Objective 4: To provide information, advice and signposting service...</b>	
<b>Achievements (or plans)</b> - Information point for residents - Hosting of events - Base for youth work (Barnardos) and housing (Easthall Park Co-op) one central point to attract people to the centre - Knowledge of staff and volunteers of the services in the area	<b>Failures - things not achieved</b> - Need to do more signposting - Attracting users - Advising other groups of funding
<b>Problems faced for that objective</b> - continuous updating of information	<b>Any recommended changes</b> - continue to strive to form other partnerships

The committee were asked to score the performance of Easthall Residents Association against this objective. 1 was unsuccessful and 5 very successful:

1	2	3 x 1	4 x 2	5 x 1	DK
---	---	----------	----------	----------	----

<b>Objective 5: To manage the Glenburn Centre effectively.....</b>	
<b>Achievements (or plans)</b> - Recycling centre is planned to raise awareness of recycling and environmental issues -	<b>Failures - things not achieved</b> - <b>increased communication between staff and mgt committee (often things are developed without prior approval and discussions)</b> -
<b>Problems faced for that objective</b> - Staffing issues (lack of) - Training and development of staff and volunteers	<b>Any recommended changes</b> - seek to build the capacity of staff and volunteers

The committee were asked to score the performance of Easthall Residents Association against this objective. 1 was unsuccessful and 5 very successful:

1	2	3	4 x 4	5	DK
---	---	---	----------	---	----

**Commentary:**

Overall the results on this objective were very successful with no-one scoring the organisation less than average on any objective. Having said this there were a few key issues that the organisation have faced and should be addressed:

- Increased communication with the management committee
- Further community involvement
- Increased work with schools
- Increased funding and looking at 3 year funding streams instead of short-term project. This allows for further development.

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