

More Than JUST A DLO

Willow Park Housing Trust

Robbie Mannion – Head of Property Services
Helen Hawxwell – Employment Initiatives Manager
Victoria McDowell – Willow Futures Academy Manager



Willow Park Housing Trust

Repairs

- Emergency
- Urgent
- Routine

- Appointable

- Gas Servicing
- Voids
- Planned Work



Willow Park Housing Trust

New Working Agreement

- Full Service Availability
- 4 Day Work Pattern
- Routine at 100%
- Average time 7 – 5 days
- Overtime down by 60%
- 4 Less on Day to Day
- Satisfaction up 4%
- Staff Benefits



Willow Park Housing Trust

Business Enterprise Centre

- PD Funded & Built
- 25 Units
- Incubation & Start up

- 16 Tenanted
- Experiences for Apprentices
- Self Employment



Willow Park Housing Trust

Innovative Housing and Cross-sector Partnerships

North of England – The Airport Group

Greater Manchester – Get Into Housing and LEAP

Wythenshawe – Real Opportunities



Willow Park Housing Trust

THE AIRPORT GROUP

Award-winning, nationally-recognised group of 14 RSLs from across the North of England

175,000 homes, over 1,700 square miles

- 517 Future Jobs Fund placements
- 613 placements for young people
- Members directly employ 4.5 apprentices per 100 staff
- In total 16,794 young people engaged in projects

www.theairportgroup.com



Willow Park Housing Trust



MANCHESTER
STRATEGIC HOUSING PARTNERSHIP

14 RSLs in Manchester and Salford
Commitment to fill 25% entry-level roles with local people
Creation of Talent Pool
Now rolling out across Greater Manchester

get
into
housing

430 Wythenshawe residents joined Talent Pool since July 2010

44% have secured employment

66% Willow Park entry-level vacancies filled through Talent Pool



Willow Park Housing Trust

Real opportunities. Wythenshawe.

Enabling residents to access a personalised pathway to work that develops their skills and maximises their potential and opportunities

Launched October 2011

Innovative partnership approach

Over 400 front line colleagues in Wythenshawe received training

Detailed tracking of outcomes

85 resident referrals to date



Willow Park Housing Trust



Junior Wardens

Customer profiling

Partnerships with schools and colleges

Get Hired! events

ENGAGING YOUNG PEOPLE

Youth Hub

Youth Conference

Sponsor Manchester Enterprise Academy

Youth provision

Youth Panel



Willow Park Housing Trust



Willow Futures Academy is the brand name for all Willow Park's employment and training initiatives.



Willow Park Housing Trust



Today's Potential. Tomorrow's Talent.



Willow Park Housing Trust



School Work Experience

- 50 students
- Across the organisation

Adult Work Placements

- Five 12 week placements
- Variety of departments



Management Trainees

Trainee Surveyors



Willow Park Housing Trust

Street Cleansing

Grounds Maintenance

Community
Centres

Willow Park Jobs Fund

Human Resources

Housing

Communications

Regeneration



Willow Park Housing Trust



Willow Park Housing Trust

Meet Ayden...



Willow Park Housing Trust

Long Term

Sustainable

Meaningful

Change



Willow Park Housing Trust

Summary

- One Thing
- What works for you
- More than just repairs



Willow Park Housing Trust

Many thanks!

Victoria McDowell
Academy Manager
0161 946 9170
victoria.mcdowell@willow-park.co.uk

Robbie Mannion
Head of Property Services
0161 946 9150
robert.mannion@willow-park.co.uk



Willow Park Housing Trust