

# Serving the north

Performance of public services  
in north Glasgow



# Performance in your local area

This report is produced by Glasgow Community Planning Partnership to provide you as a resident of north Glasgow with information on:

- > the role and responsibilities of the Community Planning Partnership;
- > a performance summary or overview of organisations who are contributing to the partnership;
- > some of the services we provide and the effect they have on your community, and
- > how you can comment on local services

## Who is it from?

Glasgow Community Planning Partnership is the umbrella body for a range of public, private and voluntary bodies in Glasgow. It aims to provide better, more joined up services for residents who live in north Glasgow.

Partners include Glasgow City Council, NHS Greater Glasgow & Clyde, Strathclyde Police, Strathclyde Fire and Rescue, the Chamber of Commerce, and Glasgow Housing Association (GHA).

## What is it for?

We want to tell you about the progress we have made to create a working, healthy, learning, safe and vibrant Glasgow. These priorities are set out in detail in a document called our Single Outcome Agreement (SOA).

## Where did we gather the information from?

All our partners gather information to measure the effect of their services and progress is reported regularly to you as a resident, to stakeholders and to the Scottish Government. This report provides a snapshot of the overall work carried out by partners in the north of the city.

Much of the information in this document relates to our performance in the past year. Where possible, it compares local performance for your area against the city, and where appropriate, against Scotland as a whole.



# About community planning in Glasgow

## What is community planning?

Quite simply, it is about better partnership working. Community planning brings together key public, private, community and voluntary representatives to deliver better, more efficient public services. All local authorities in Scotland are obliged to set up Community Planning partnerships. In Glasgow, our Partnership was established in 2004.

## Who are involved?

Many of the organisations are required by law to participate in community planning. At a city-wide level, these include:



We have also established ten local Boards across the City, providing membership opportunities to a broader range of partners, including: the Scottish Government, Glasgow Council for the Voluntary Sector, Strathclyde Partnership for Transport, Glasgow Life (formerly Culture and Sport Glasgow), Glasgow Community and Safety Services, Local Regeneration Agencies, Community Health Partnership, representatives from the Further Education Sector, and local residents.

## What do we do?

City partners already work together to address the needs of Glasgow's citizens. However, Community Planning brings the added dimension of jointly planning services to ensure the most effective, co-ordinated delivery. This includes engaging with local residents about the services they receive. Communities play a key role in shaping the Community Planning agenda.

## What are our priorities?

Our shared partnership themes can be grouped around five headings.

- > to create a working Glasgow
- > to create a learning Glasgow
- > to create a healthy Glasgow
- > to create a safe Glasgow
- > to create a vibrant Glasgow

Under each of these themes, we have set a number of priorities and outcomes, or results we would like to achieve.



For example, to create a healthy Glasgow, we have identified obesity, alcohol, smoking, drug addiction and inequalities as key priorities. Some of the outcomes or results we would like to achieve around health include:

- > reducing the number of people who smoke;
- > reducing the number of people who are over-weight;
- > reducing the harm caused to people by taking drugs; and
- > reducing inequality in life-expectancy.

The Partnership also has two over-arching priorities which are youth unemployment and early intervention. These have been chosen because they tackle the causes of poverty and disadvantage rather than the end results.

By focusing on these particular priorities, the partners are committed to dealing with problems at an early stage before they become complicated, and often expensive, to deal with.



Community Planning Partners often look at additional local priorities affecting particular neighbourhoods, for example crime or anti-social behaviour, and decide to focus additional efforts in order to tackle these issues.

# About the north

The north of Glasgow is home to almost 100,000 people, or 17% of the city population. It covers an area of 35 square kilometres, north of the M8 corridor through the City, from Roystonhill all the way up to the northern communities of Milton, Summerston and Cadder, north-westward as far as Maryhill, and out north-eastward as far as Robroyston.

It contains many distinct neighbourhoods including Maryhill, Kelvindale, Possilpark, Lambhill, Milton, Springburn, Sighthill, Roystonhill, Barmulloch, Blackhill and Robroyston. The map below illustrates the area.

The north is diverse in terms of its housing, business and industrial infrastructure, and also its people, with over half of residents living in deprived neighbourhoods. In the Census in 2001, 4% of persons in the north were black or other minority ethnic. However, since then, significant communities of asylum seekers and refugees have emerged in places like Sighthill. The north is also distinct from many other parts of the city in its housing mix, with a large share of homes being social rented, and proportionately fewer being private rented.

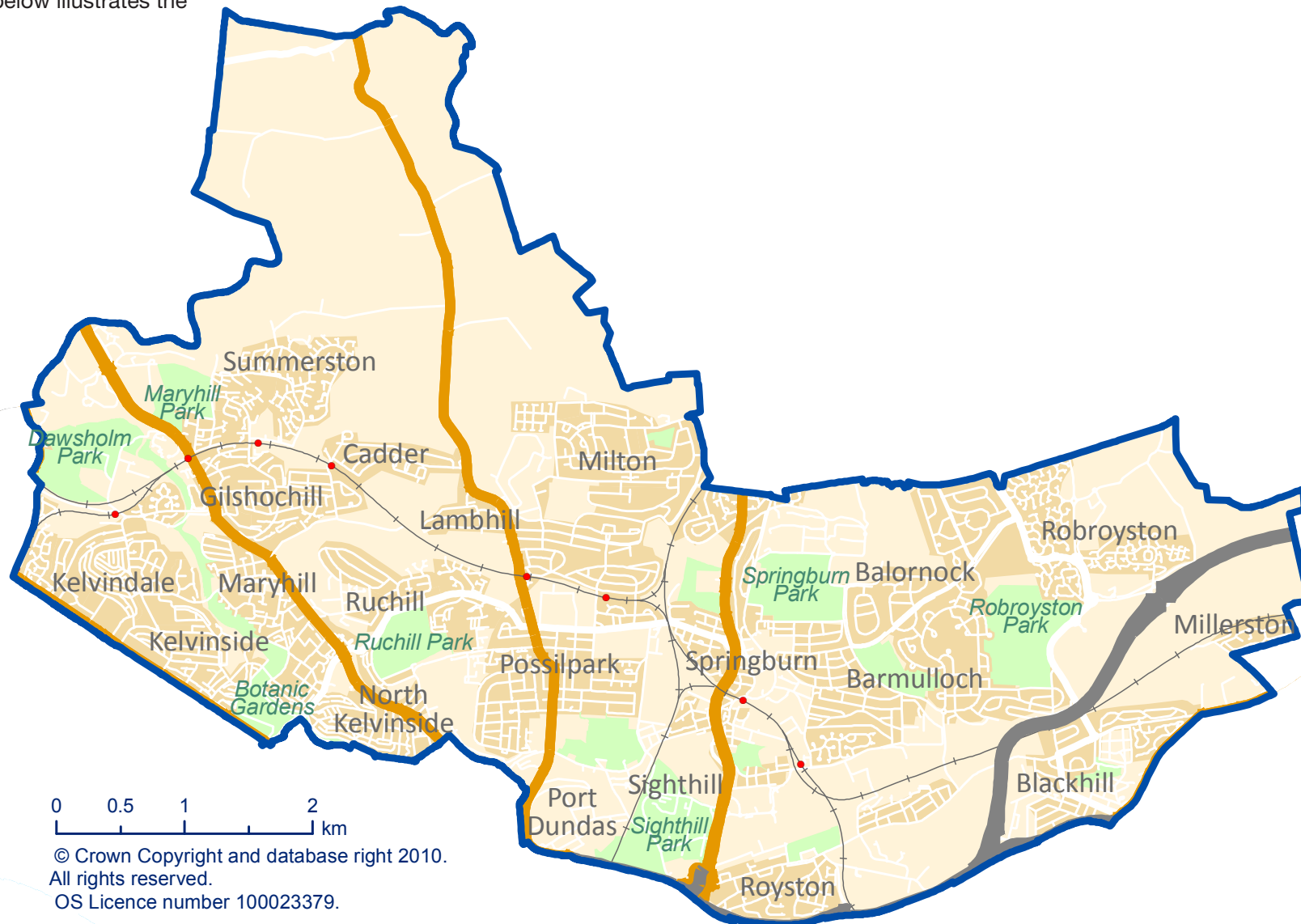


Table one	North	Glasgow	Scotland
Total Population (2008)	99,724	584,240	5,168,500
> that are under 16	16,889 (17%)	96,330 (16%)	913,534 (17%)
> that are working age	66,165 (66%)	392,028 (67%)	3,238,035(63%)
> that are pensioner age	16,670 (17%)	95,882 (16%)	1,016,931 (20%)
Population Change (1998 to 2008)	-687 (-0.7%)	-2,810 (-0.5%)	91,430 (1.8%)
Black or Minority Ethnic (2001)	3,646 (4%)	31,510 (5%)	101,677 (2%)
Number of households (2008)	49,642	295,484	2,331,000*
Percentage social rented	50%	38%	23%
Percentage private owner	43%	50%	66%
Percentage private rented	7%	12%	9%

\*other = 2%

# Priority towards a working community

## What are our priorities?

We want to make Glasgow competitive and attract more businesses and jobs from elsewhere. This includes improving infrastructure such as our transport links, business space, retail, tourism and cultural facilities. We want to increase the competitiveness of our workforce by improving the skills of existing residents, and by attracting people with experience and skills to Glasgow to help grow the local economy.

We also want to increase the number of local jobs and businesses, and create better paid and more productive employment. Finally, we want local residents to share in any opportunities that arise by increasing the proportion of Glaswegians in work or ready for work.

## Recent performance

We collect information to assess the local economy and jobs market. Recent performance shows the following:

- > 36,500 people work in the north area, 9% of the Glasgow total.
- > the number of jobs in the area has grown by 12%, or 4,100, in the past five years, well above the Glasgow average.
- > the area is reliant on public sector employment - education, health, council services and so on, employing 15,800 persons or 43% of all employment in the north. The Glasgow average is 31%.
- > 4,718 local people are unemployed as at June 2010 and looking for work, a rate of 7.1%. This is above the Glasgow rate of 6.4%.
- > unemployment locally has risen by 11% (or 455 people) in the last year – the rise across Glasgow has been 10%.
- > the number of job vacancies notified to local job centres has decreased by 58 over the past year (down 23%), compared to a 2% decline across Glasgow.
- > average earnings of Glasgow residents are £452 per week, 4% lower than the Scottish average of £472.

Table two	North	Glasgow	Scotland
Total Employment (2008)	36,530	413,500	2,420,400
Change in employment (2003 to 2008)	+4,100 (+12%)	+28,300 (+7%)	113,400 (+5%)
Employment Rate (Summer 2009)	not available	63.3%	73.9%
Largest Industry (2008)	Public Services	Public Services	Public Services
Average Weekly Wage (2009)	not available	£452	£472
Claimant Count Unemployment Rate (June 2010)	7.1%	6.4%	4.1%
Change in Claimant Count Unemployment (June 2009 to June 2010)	+455 (+11%)	+2,357 (+10%)	+4,888 (+4%)
Claimant Count Unemployment Rate, under 25s (June 2010)	9.0%	8.1%	6.4%
Vacancies notified to Job Centres (June 2010)	194	3,023	21,058



## What are we doing locally?

Community Planning partners invest in services across north Glasgow to improve the local economy and help to get more people into work. These include:

- > Glasgow Works delivers a joined-up approach to employment, skills development and engagement with local employers. They work on all aspects of a client's needs, and focus on the aspirations, issues and barriers facing those without work. To date, over 3,000 long term unemployed Glaswegians have been supported back into work using this scheme, including over 600 residents in the north.
- > Glasgow North Regeneration Agency (GNRA) provides a range of services to assist local people into work, and support the growth of local businesses. In 2008 to 2009, the local agency assisted around 2,200 residents into work, education or training, and supported over 200 new or existing local businesses.
- > the Canal Regeneration Partnership is a major programme of capital of investment by the City Council, British Waterways and private developers, alongside a host of local bodies, to improve the physical, environmental and social fabric around the Forth and Clyde Canal. Significant progress has been made in the past 12 months as part of the programme,

including housing developments and environmental improvements at Maryhill Locks. The programme is bringing significant economic benefits to the north including jobs for local people.

- > accessible childcare provision is a vital element to supporting working parents. Local partners are helping to fund the St Roch's Childcare service, based in Royston. The service provides nursery and out of school care provision to parents and guardians in employment, training or further education.
- > NHS Works is an award winning employment programme between the NHS, Glasgow Works, Skills Development Scotland and the Local Regeneration Agency network. It is delivered for the partners by GNRA, and finds work placements for trainees in hospitals across the city. Trainees usually receive nationally accredited certification for a range of subjects. So far, over 40 participants have sustained work for more than 3 months.
- > GNRA have teamed up with Tesco to deliver a pre-employment retail programme lasting 9 weeks, including placements with selected Tesco stores across the city such as Springburn. Almost 120 people attended the programme, resulting in 83 people securing a job. The trainees have also achieved national certification relevant to the food industry and retail.



# Case study craft apprenticeships

The City Building Construction Skills Academy Apprenticeship programme provides a four year apprenticeship training programme for 167 young people from across Glasgow, including the north. It provides trainees with construction apprenticeships which meet industry needs.

The programme is part of a partnership response to provide training to young people from disadvantaged parts of Glasgow. It aims to improve their job prospects, and help them to benefit from and contribute to the physical regeneration of local neighbourhoods.

“ I have enjoyed it so far and am looking forward to learning more on site. I worked on the maintenance section for a year which taught me the basics for the job and good experience of working with tenants.

Since I've been on Kitchens and Bathroom sites, I have learned more complex jobs and how to work with other trades.”

**Robert Bogan** (18) from Springburn is in the second year of a plumbing apprenticeship.

# Priority towards a learning community

## What are our priorities?

Our goal is to raise educational achievement for everyone. Learning is central to improving opportunities for our young people as they become adults. We want to improve our children's reading, writing and number skills so they can achieve more at school, including exam results.



We also want to work together to improve the lives of children, young people and their families, by delivering a range of support services to guarantee the best start in life, from birth onwards.

We will promote adult learning by improving reading, writing and number skills attainment, to create a competitive and productive workforce. A skilled, well qualified workforce will help to secure existing employment in the city and attract new high value businesses and jobs. Most importantly, adult learning will improve the confidence, well-being and ambitions of all Glaswegians.

## Recent performance

Information is collected to measure how well we are performing locally and across the city. These include:

Table three	North	Glasgow	Scotland
Proportion of children in primary schools achieving appropriate national levels of attainment in reading, writing and mathematics (2009)*	Reading – 83% Writing – 76% Maths – 86%	Reading – 84% Writing – 77% Maths – 87%	Reading – 85% Writing – 78% Maths – 86%
Percentage of young people in S2 achieving appropriate national levels in reading, writing and mathematics (2009)*	Reading – 63% Writing – 52% Maths – 59%	Reading – 68% Writing – 58% Maths – 64%	Reading – 68% Writing – 55% Maths – 64%
Percentage of young people by the end of S4 achieving English and Mathematics at SCQF level three or better (2009)	86%	88%	92%
School attendance (%) (2009)	Primary - 93% Secondary - 88%	Primary - 93% Secondary - 89%	Primary - 95% Secondary - 91%
Percentage of young people going into higher education, further education, training or employment (2008 to 2009)	79%	84%	86%
Percentage of local population with no formal qualifications (2009)	not available	20%	13%
Percentage of local population with degree level qualifications (2009)	not available	22%	21%

\* Scotland figures refer to a consortium of schools



- there are 11,900 children attending state schools in the north, 6,700 (56%) in primary schools, and 5,200 (44%) in secondary schools in 2009 to 2010.
- school attendance is similar to the city average at around 93% for local primary and 88% for secondaries (2008 to 2009), with attendance and exclusion rates having improved significantly in recent years.
- in local primaries, attainment in reading, writing and mathematics continues to improve, with levels nearing the Scottish average.
- there have also been real improvements in reading, writing and mathematics in local secondary schools, although attainment levels for S2 pupils still lag slightly behind national averages.
- by the end of fourth year in secondary schools, attainment also continues to improve with 86% of pupils achieving awards in English and Maths at SCQF level three or better in 2009. The gap between Glasgow and the national performance is closing.
- most young people leaving school go into positive destinations, with 79% in the north and 84% city-wide going into work, further education or training in 2008 to 2009 – the local north figure has been rising steadily but still remains below the Scottish average.

## What are we doing locally?

Millions of pounds are invested in north Glasgow each year to improve learning for children and adults. Recent activities include:

- North Glasgow College has recently invested £42 million in a new state of the art Campus in Springburn. The new four storey facility incorporates lecture theatres, classrooms, studios and labs, as well as international standard sports and leisure facilities. With the College

delivering both day and evening, and full and part-time classes, it has become the focal point for educational opportunities within the local community.

- since 2008, one new school has been opened and six have been refurbished in the north of the city.
- seventeen north schools had HMIE inspections in 2008 to 2009, with 96% rated as 'good or better' by inspectors.
- 55 local schools from a city wide total of 159 were registered with Eco schools, an international initiative designed to encourage action for the environment.
- the Commonwealth Apprenticeship Initiative is delivering opportunities for Glasgow's young people. In 2009, 1,072 young Glaswegians, including over 200 in the north, have been placed in trainee places with Glasgow employers. This is part of the council's commitment to ensure the 2014 Commonwealth Games leave a legacy for all Glaswegians. Under this scheme, apprenticeships are available in the Council and its arms-length companies. The council is also encouraging private companies and other public sector organisations to get involved.
- over 800 young people, including 100 plus in the north, participated on the Vocational Training programme in the past year, which the council funds to keep young people in education through partnerships with further education colleges.
- the Glasgow parenting framework was established in 2009 as a multi-agency group to improve children's lives by supporting parents. The Triple P parenting programme is available for up to 10,000 parents in Glasgow and to begin with will target parents of primary one pupils. This will be followed by sessions for primary two to primary seven parents and for parents of pupils in our secondary school. The programme supports adults to become better parents and support and nurture their children.

# Case study

## north glasgow learns

North Glasgow Learns is a literacy and numeracy programme which gives local residents the chance to improve their learning opportunities within their own neighbourhood. The programme brings together a wide range of public and

voluntary groups in the north of the city to both fund and deliver the programme across twenty separate venues, including learning centres, community centres, childcare centres and local colleges.

**Jo Nelson-Cairns** from Glasgow North Regeneration Agency explains...



“ Helping people to read, write and deal with numbers more effectively is the first stage in improving their quality of life. Without these basic life skills people can feel isolated and excluded. Many are unable to access jobs, new learning opportunities and training, or even do basic things like helping with their children’s homework.

North Glasgow Learns is an exciting initiative which brings together an impressive number of partners all committed to improving local residents’ literacy and numeracy skills through delivering neighbourhood based programmes. The local nature of the support means that people are more likely to ask for and get involved in the programmes that are running – giving more people the chance to access a whole new world of opportunity.”

# Priority towards a healthy community

## What are our priorities?

Our aim is to improve the health of all Glaswegians by encouraging them to adopt healthier lifestyles.

We want to reduce health inequality amongst Glaswegians, whereby residents can have very different experiences, depending on where they live, the lifestyles they choose, or even how much income they have.

In particular, we want to address the causes and symptoms of health inequality in children, especially those influenced by poverty, to help prevent long term health issues in adult life.

Issues identified for additional attention include obesity in adults and children, alcohol consumption and its impact on both health and public safety, and smoking and drug misuse.

## Recent performance

Information is collected to measure performance against our key priorities for the city. This shows mixed messages for health issues in the north:

- people in Glasgow are living longer than 20 years ago, at around 71 for men and 77 for women, but this still lags behind the Scottish average. Life expectancy also differs within Glasgow itself.
- our most recent Health and Well-Being Survey show that 42% of adults in the north smoke, above Glasgow as a whole (35%).
- local people also appear to be less active, with only one quarter (26%) meeting weekly recommended physical activity targets against 39% at city level.

Table four	North	Glasgow	Scotland
Life Expectancy males (2006 to 2008)	69.4 years	70.7 years	75 years
Life Expectancy females (2006 to 2008)	76 years	77.2 years	79.9 years
Smoking rates of adults (age 16 and over) (2008)	42%	35%	26%
Teenage pregnancy rates for every 1,000 15 to 17 year olds (2008)	52	54	40
Breastfeeding rates at six to eight weeks (2009 to 2010)	23%	24%	27%
Percentage of people meeting physical activity targets (2008)	26%	39%	46%
Percentage of people that drank alcohol in the previous week and who exceeded the recommended limit (2008)	30%	43%	30% men 20% women
Percentage of people eating five portions of fruit and vegetables a day (2008)	29%	36%	20% men 24% women
Number of problem drug users (2006)	2,514	13,256	not available
Percentage of residents prescribed drugs for anxiety and or depression (2004)	11% (2006)	10%	8%



- fewer people are adopting healthier diets – 29% of north residents eat the recommended five portions of fruit or vegetables per day, below the Glasgow figure of 36%.
- breastfeeding rates, at 23% are slightly below the national average.
- however, one-third (33%) of locals who drank alcohol exceeded the recommended alcohol limit in the previous week, below the city average of 43%; and
- teenage pregnancy rates in the north are also slightly below Glasgow as a whole, but remain above the Scottish average.

## What are we doing locally?

Millions of pounds are spent to improve the health of our residents and promote better health and well-being. While health care is mainly provided in our hospitals and GP surgeries, many health services are also delivered in local clinics, health centres, schools and other community facilities.

A summary of recent local activity includes:

- the largest capital investment in primary health care is the new £100 million Stobhill hospital, which now provides a health care resource to the north and east of the city, treating up to 400,000 patients a year in a modern facility.
- a significant capital investment in local care is being made via the Saracen Exchange project, a £20 million re-development of a site just off Saracen Street, which will include providing a new modern base for a wide range of local health and social care services for the community.
- to help those with addictions issues, the North Glasgow Addiction Forum has developed a comprehensive Addictions Programme. This programme provides a range of services to parents with addictions issues, vulnerable young people, and to the families and carers

of those with addictions. Community alcohol awareness events are also helping to raise awareness of the impact of alcohol and drugs on the wider community. In the year 2009 to 2010 a total of 946 separate local people accessed such services.

- mental health services in the north have been strengthened by the programme of activity from the North Glasgow Mental Health Network. This includes the relaunch of the North Glasgow Suicide Prevention Group in partnership with the North Glasgow Healthy Living Community. The partnership has established a rolling programme of free mental health awareness and support training for local community and voluntary groups in order to build mental health improvement capacity across the north.
- within north Glasgow, there has been a long history of local stress centres which have provided support to local people experiencing stress, anxiety and depression. The existing stress centres, now known as Lifelink, are funded via a range of partners to provide a range of one-to-one support and group work for local people suffering from stress-related issues.
- the ACES (Active Children Eating Smart) programme has been launched by the Health Board in conjunction with local authority partners as a response to the increase of childhood obesity. ACES takes place in the evenings or after school in venues across the city, including Springburn Academy, and it aims to assist children and young people, in cooperation with their families, to either lose weight or not gain further weight.



# Case study youth health service

A Youth Health Service has been launched in Possilpark, dedicated to young people in the north. Based in Closeburn Street, it provides a one stop shop, drop in service to advise young people on healthy eating, getting fit, and drink and drugs, as well as providing a friendly ear to young people who want to talk about aspects of their lives with well-trained, sympathetic staff.

Operating every Wednesday night for young people aged 12-19, the service provides access to youth workers, counsellors, medical staff, and addictions workers. The Possilpark service follows a similar model to that already established by Maryhill Youth Health Service, which operates from Maryhill Health Centre.

“I am pleased to see the youth service being extended within the north area as we want to see an overall improvement in the health and well being of all our young people. I am certain that through the work of the area based Youth Health Services that we can deliver a better quality of life for young people living in north Glasgow.”

Local Councillor **Jim Mackechnie** launched the service



# Priority towards a safe community

## What are our priorities?

We have five key priorities for tackling crime and creating a safe city. The first of these is alcohol and drugs, which not only causes harm to the individuals, but also to society through violence and crime.

The second is anti social behaviour, which is higher in Glasgow than elsewhere in Scotland, and which can have a serious effect on the quality of life in local communities. Home safety is also a high priority with accidents involving fires, falls, or children causing significant concern.

Violent crime, including knife related, gang activity and the city centre night economy remain major issues. Violence against women including domestic abuse, rape and sexual assault, is also a very high priority for our partners.

Related issues of road safety, counter-terrorism, hate crime, and the safety of young people are also amongst those priorities being addressed.

Partner agencies also invest time and

resources to address the public perception of crime which often has as significant an influence on attitudes and behaviours in communities as actual incidents of crime.

Following extensive feedback from local communities across the north, specific local priorities around community safety being tackled include assaults and violent crime, drink and drugs, anti-social behaviour, housebreaking, and bogus caller crimes.

Local hotspots for crime and anti-social behaviour have been identified in neighbourhoods across the north area. Community policing plans will address specific local issues and deploy additional resources where required.

## Recent performance

A range of information is collected to measure performance against our key safe priorities. These include:

- > overall crime rates have increased slightly in the local area over the past five years, against a 2% drop recorded city-wide.

Table five	North	Glasgow	Scotland
Total crime rates per 10,000 population (2009 to 2010)	2,317	2,907	1,736
Violent crime rates per 10,000 population (2009 to 2010)	39	53	22
Reported incidence of anti-social behaviour or disorder per 10,000 population (2009 to 2010)	1,324	1,528	not available
Number of fire casualties in domestic dwellings per 10,000 population (2009)	2.8	3.9	*1.9
Number of offences for drinking in public per 10,000 population (2009 to 2010)	246	270	not available
Number of offences in relation to possession of illegal drugs per 10,000 of population (2009 to 2010)	138	121	56
Number of domestic abuse incidents per 10,000 population (2009 to 2010)	151	152	**103

\* 2009 to 2010 figure \*\* 2008 to 2009 figure

- however, violent crime rates have been falling significantly across the north, with a 29% decrease over the past five years. Across Glasgow, the rate has fallen by 23%.
- anti-social behaviour has also dropped significantly (by 13%) in recent years across Glasgow, but there are still 200 to 300 incidents reported every day, resulting in half of city residents experiencing some form of anti-social behaviour in the previous 12 months. Across the north, the rate is lower at 43%.
- perceptions of neighbourhood safety are slightly less positive in the north, with 58% of residents saying that they feel safe walking alone in the local area after dark – 3% lower than the Glasgow average of 61%.
- rates of illegal drug possession in Glasgow are more than double the Scottish average, with the north figure higher still.
- incidents of domestic abuse have fallen by 14% locally over the past five years, compared to an overall rise of 1% across Glasgow

### What are we doing locally?

Police, fire and rescue, council and housing providers are joining forces to tackle community safety in the city. Services to address crime and anti-social behaviour are often also delivered in partnership with voluntary and community-based groups. We have established Glasgow Community and Safety Services (GCSS) with a city-wide remit to prevent crime, tackle anti-social behaviour, and promote community safety, with staff drawn from across our safety partnership.

- since 2008, Strathclyde Police has put in place an additional 445 community police officers across Glasgow as part of a new model of community policing to address community safety issues at the local neighbourhood level. The model is designed to provide dedicated local community policing teams which are easy to reach, visible, skilled, knowledgeable, and known to the community.
- investment in community policing has also been made by other partners. The Community Planning Partnership itself has invested over £600,000 in the north area as part of an annual £3.2 million city-wide award to

Strathclyde Police to fund the recruitment of 100 dedicated community police officers with a specific job to work in local communities across the area.

Twenty of these community officers work across the north. The immediate effect of more community police officers has been a reduction in anti-social behaviour, increased confidence in the police, and a decline in the fear of crime.

- the Public Reassurance Strategy, led by Strathclyde Police, is a key element of local joint working to tackle anti-social behaviour and perceptions of crime. ‘Key Individual Networks’ and ‘Neighbourhood Reassurance Groups’ have been set up to allow a platform between local people and partner agencies to communicate with those affected by crime and anti-social behaviour.
- Operation Cleansweep was conducted in Summer 2010 in the north area to improve the public’s confidence in community safety. The operation focussed on a range of different actions, from the targeting of those carrying weapons, or domestic violence offenders, to local graffiti clean-ups. The initiative was delivered in partnership between Strathclyde Police and Glasgow Community and Safety Services, in conjunction with local Housing Associations, who helped to identify specific issues affecting local residents in the neighbourhoods.
- the award winning ‘Stay Safe’ initiative was launched in 2009 in the north of the city to combat bogus caller crime. The initiative was launched in response to local concerns about rising incidents of this type, particularly where vulnerable people were targeted. The initiative is a partnership approach led by Strathclyde Police, and involving the local media, to raise awareness of the issue and to alert the public to specific incidents.
- the offender management strategy has been launched by Glasgow Community and Safety Services and the Police to work with around 300 offenders a week. This has significantly reduced re-offending and anti-social behaviour involving those in the programme.

# Case study

## operation reclaim

Operation Reclaim is a programme to tackle youth disorder and gang violence in the north of Glasgow. The programme is overseen by a range of partners including the City Council, the GHA, Strathclyde Police, Glasgow Community and Safety Services, and North Glasgow Housing Association.

The programme is run on Thursday and Friday evenings where football and dance sessions are delivered alongside group work covering issues such as gangs, weapons, health, drugs and alcohol. The programme runs from nine local sites: Possilpark, Milton, Royston, Blackhill, Red

Road, Quarrywood and Wallacewell, Sighthill and Springburn. The programme is delivered by A&M Training and boasts a team of ex-professional footballers as coaches.

Hundreds of local young people have so far taken part in 2010. The activities offer young people a positive outlet for their energies and over the course of the programme, rewards them for regular attendance and positive conduct. Access to a competitive Friday night football league with other young people from across the city and dance shows are provided, as well as specialist coaching by well known sporting and media personalities.

“ we’ve got 500 kids registered across the football and dance sessions. We’ve started a league with 15 teams from different areas – young people who, historically, have fought against each other, are now playing football against each other. We’ve got parents asking how they can get involved, and people wondering if they can fundraise to help us. At the end of the day, we have hundreds of kids off the streets, getting fitter and learning new skills. ”



Ex-professional footballer and coach for the initiative **Andy McLaren**



# Priority towards a vibrant community

## What are our priorities?

Vibrancy describes factors which make cities good places to be, including the housing, transport, environment, and natural attractions.

It is also about its people, and how we encourage them to be more active, more engaged, and to feel more connected within local communities or neighbourhoods. This is often supported through the arts, culture, sport and leisure, and community learning and development.

Our priorities around vibrancy can be broken down into three areas:

- > we want to improve Glasgow's image, profile and identity, by nurturing and encouraging the talents of its people, its place, energy and culture.
- > secondly, we will improve the environment to make Glasgow a good place to live with good housing, safe, sustainable neighbourhoods, reliable transport, and a green future.
- > thirdly, we want to improve involvement among people through the arts, culture, sport, volunteering, learning and civic pride.

Table six	North	Glasgow	Scotland
Provision of new housing (2009 to 2010)	374	2,370	17,474
Percentage of adults who view their area as a good place to live (2008)	75%	81%	92%
Percentage of adults who believe that they can influence decisions that affect their neighbourhood (2008)	62%	61%	not available
Percentage of residents volunteering in past 12 months (2008 to 2009)	18%	25%	31%
Proportion of residents citing litter as a problem (2009)	18%	34%	not available
Proportion of residents participating in sporting activity in last week (2008)	32%	43%	not available
Attendance at Glasgow City Council owned indoor and outdoor sport, recreation and leisure facilities (2009 to 2010)	291,289	5,131,934	not available
Number of visits to libraries (2009 to 2010)	429,873	4,486,530	31,060,381
Number of attendances at community facilities (2009 to 2010)	304,429	1,512,292	not available

Much of the physical element of the vibrancy theme in the city is delivered by large statutory agencies, who work with national and local delivery partners in the public, private and voluntary sectors to achieve the aims.

However, a great deal of the responsibility for delivering the people-centred elements of the vibrant theme is shared and developed at the community level, through partnership between public agencies, the voluntary sector, and neighbourhood groups themselves.

## Recent performance

We collect a range of information to measure vibrancy issues across the city. A summary of this is included below:

- > new and regenerated communities are being created locally and across Glasgow. In 2009, over 370 new homes were built in the north of Glasgow, 209 in the private sector, and 165 in the social rented sector. Across Glasgow, 2,370 new homes were built.
- > the majority of Glaswegians have a positive view of their local neighbourhood as a good place to live, with three-quarters (75%) of north residents rating their neighbourhood positively.

- > three-in-five local people (62%) feel that they can influence decisions affecting their community – similar to the Glasgow average.
- > fewer local residents are likely to give up their time to help others in the community, with less than one-in-five (18%) having volunteered at some point in the previous 12 months, compared to 25% across Glasgow.
- > one-in-three local residents (32%) had participated in a sporting activity in the previous week, below the city average of (43%).
- > north residents made a total of 291,289 visits in 2009 to 2010 to the sport, recreation and leisure facilities run by public bodies in the north, such as Milton Sports Centre or Springburn Leisure Centre.
- > however, local residents are active users of local community facilities within Glasgow. Almost 430,000 recorded visits were made to publicly owned community facilities in 2008 to 2009, such as Barmulloch Community Centre, Maryhill Community Centre, and Balgrayhill Tenants Hall.



# Case study the concrete garden

## What are we doing locally?

A wealth of activity is on-going across the north to deliver upon our main priorities for our vibrant theme. These relate to investment in both the physical infrastructure (such as our housing, transport and neighbourhood amenities) and investing in our people (through arts, culture, sport and so on). A summary of local activity is as follows:

- Glasgow Life (formerly Culture and Sport Glasgow) and its key partners have made a significant impact on the vibrancy of Glasgow, and on the health and well-being of the city through investment in and promotion of a network of sport, leisure, learning and community facilities. In 2009 to 2010, over 11.1 million attendances were made to facilities Glasgow wide, with north residents active in making over 1 million visits to 18 key local facilities.
- progress is being made across the city's eight Transformational Regeneration Areas, including three in the north – Maryhill, Sighthill and Red Road. The partnership of City Council, Glasgow Housing Association (GHA) and the Scottish Government are committed to working with the local communities to create sustainable high quality mixed tenure neighbourhoods in these areas.
- in Maryhill the second phase of development at Maryhill Locks will start on site in late 2010. Comprising 125 units, phase two will incorporate housing for rent for both Maryhill Housing Association and Glasgow Housing Association and some 19 properties for sale or for low cost ownership.
- at Red Road, one of the largest demolition projects in Europe continues. The two largest blocks are currently being de-constructed with demolition scheduled for autumn 2011. The remainder of the site will then be demolished over six years with site clearance programmed for 2017 to 2018. Tenants moving out the

blocks have been re-housed in areas around Red Road in properties developed by the GHA and other local landlords.

- the demolition of the five Fountainwell multi-storey blocks in Sighthill has now been completed with the cleared site being re-planted as a wild flower meadow. GHA has also made the decision to clear three of the five Pinkston blocks and discussions with tenants are underway to identify future housing needs.
- for other tenants in the north, GHA delivered new kitchens, bathrooms and rewiring to 1,556 homes as part of its investment programme in the area in 2009 to 2010. It also installed 415 new doors, 265 heating systems, clad 132 blocks of flats and carried out 92 improvements to common areas and the external environment as part of the £23.5 million investment programme for local tenants.
- Glasgow City Council, GHA and the local community planning partnership boards have been working together to improve local neighbourhoods. Several new play areas and a multi-purpose games court were created in 2009 to 2010 from a total investment of £604,000, including multi-purpose games courts at Wynford and Sighthill, and children's play areas at Wallacewell and Robroyston Park.
- the 'Maryhill Hub' is a new community facility in the Wynford area following investment from the Community Planning Partnership to refurbish the old St Gregory's and Wyndford Primary Schools. To be managed by Glasgow Community and Safety Services, the facility will provide a wide range of sporting, leisure, education and learning facilities, as well as providing a venue to stage drama performances and a new stylish café.

A new initiative in the north of the city is transforming derelict sites with mini allotments where people can learn to grow their own food. With support from a range of Community Planning Partners in the north, individuals and local residents groups are being encouraged to apply for plots of land to grow their own produce.

Horticultural advice is also being supplied to those setting up.

The St Matthew's Centre in Possilpark is one of those taking part, having taken lease of a site at 200 Balmore Road, and transformed it into a concrete garden with twenty raised beds and two greenhouses.

“ We are trying to keep Glasgow green and improve the environment by turning wasteland back into green land. Possilpark is a deprived area and this site has been derelict for decades. We are trying to upgrade the physical environment as well as growing food. The success of the initiative has spread to other parts of the city where local Housing Associations are donating land for use by interested groups.”

**Father David Wostenholm** of the St Matthew's Centre.





# Tell us what you think

Part of our commitment to partnership is to work with you as a resident and groups so you can help shape services. There are many ways in which you can engage with our partners, some of which are contained here.

## Feeding back on services

You can provide feedback on the services you receive in your local area by phone, letter, email, online or in person.

Most public bodies provide contact details should you wish to comment about a specific local service or issue. For example, Glasgow City Council operates a Customer Care Centre, the GHA a Tenant Hotline, and Strathclyde Police a dedicated Contact Centre.

Partners also hold public consultations - this is often your best way of feeding back on local issues that matter to you.

You can find contact and further details on the Community Planning website at: <http://www.glasgowcpp.org.uk/getinvolved/>, or by emailing [cpp@glasgow.gov.uk](mailto:cpp@glasgow.gov.uk).

## Getting involved

There are practical ways for you to get involved in Community Planning and to influence local services, for example:

- become a community representative on one of the partner structures such as Community Health Partnerships, Local Housing Forums, or Community Safety Partnerships.
- become a member of your local Community Reference Group (CRG).
- become a community representative on a local Community Planning Partnership Board.
- join your local Community Council.
- participate in one of the community events organised by our local teams.

- take part in our Neighbourhood Management consultations or Household Surveys.

If you would like advice on how to get more involved in your community, email your local Community Engagement Advisor for the north, Gregor Leishman [gregor.leishman@csglasgow.org](mailto:gregor.leishman@csglasgow.org) or phone 0141 276 0920.

## Want to know more?

### Contacting the Community Planning Partnership

You can feed back on services by contacting the Glasgow Community Planning Partnership, and we will forward them to the appropriate organisation or service. To contact us:

[email northcpp@glasgow.gov.uk](mailto:northcpp@glasgow.gov.uk)  
[phone 0141 276 9870](tel:01412769870)  
[http://www.glasgowcpp.org.uk/localteams/North\\_Area/](http://www.glasgowcpp.org.uk/localteams/North_Area/)

### What do you think about this booklet?

We want to provide the best information to you about our priorities and activities, as well as how we are performing. We are constantly looking for feedback on how to provide this information. If you want to comment on this booklet, please fill in the feedback form at:

[http://www.glasgowcpp.org.uk/localteams/North\\_Area/ContactUs/Contact\\_Form/](http://www.glasgowcpp.org.uk/localteams/North_Area/ContactUs/Contact_Form/)

Or, you can contact us in writing at:

Glasgow Community Planning Partnership  
Corporate Services  
Glasgow City Council  
Room 84, 40 Cochrane Street  
Glasgow G1 1JT.