

Serving the west

Performance of public services
in west Glasgow



Performance in your local area

This report is produced by Glasgow Community Planning Partnership to provide you as a resident of west 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 west 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 west 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 west

The west of Glasgow is home to almost 141,000 people, or 24% of the city population. It covers an area of 28 square kilometres, running all the way along the north bank of the Clyde from the city centre, extending through the west end up to Yoker and Scotstoun, and north west to Drumchapel and Anniesland.

It contains many distinct neighbourhoods including Merchant City, Hillhead, Anderston, Yorkhill, Hyndland, Partick, Anniesland, Yoker, Scotstoun, Knightswood and

Drumchapel. The map below illustrates the area.

The west is varied in terms of its housing, business and industrial infrastructure, and also its people, which are amongst the most ethnically and culturally diverse in Scotland. In the 2001 Census, 6% of residents were black or other minority ethnic, three times the national average. The west also has a larger share of privately rented homes, and fewer social rented properties in comparison with the city average.

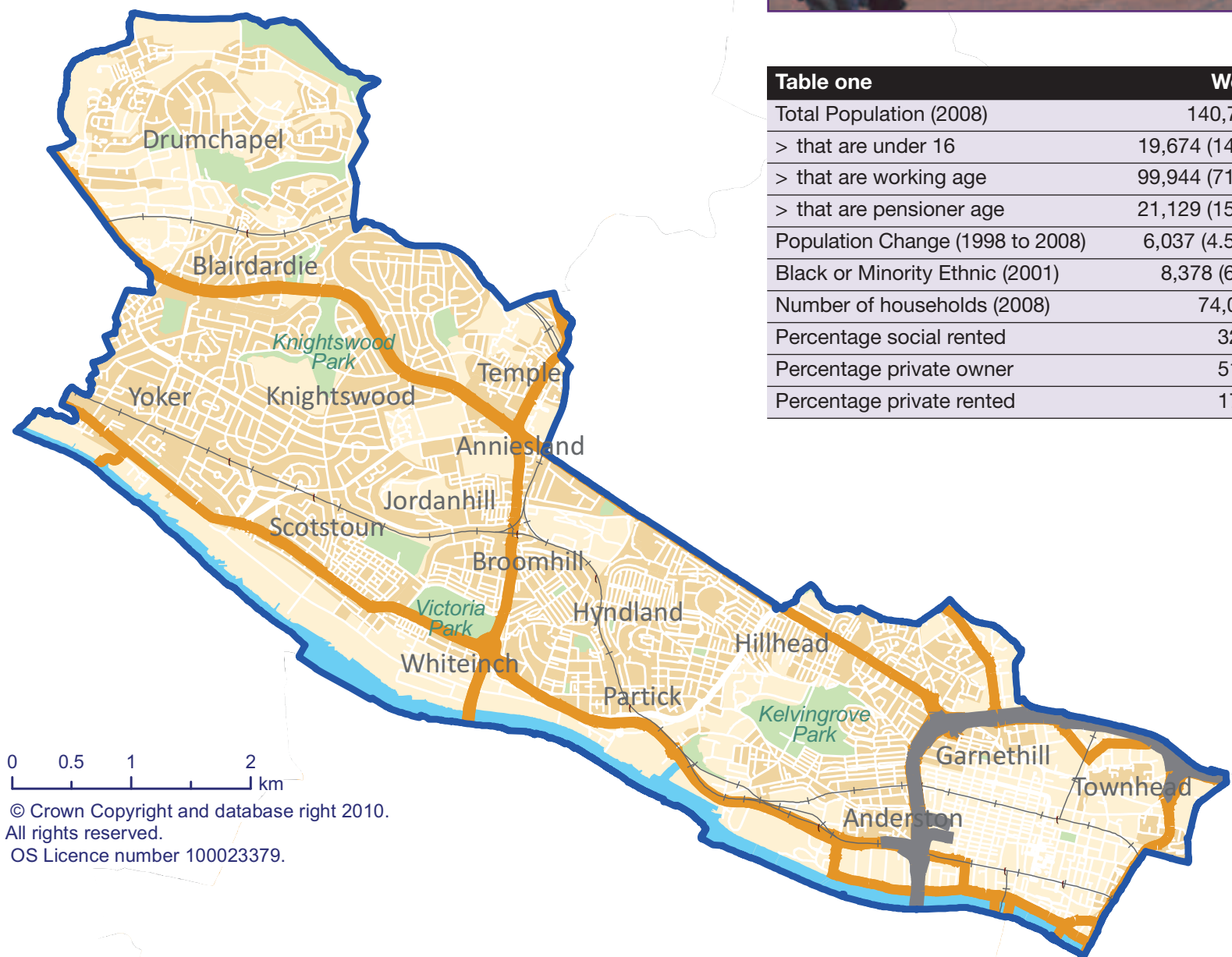


Table one	West	Glasgow	Scotland
Total Population (2008)	140,747	584,240	5,168,500
> that are under 16	19,674 (14%)	96,330 (16%)	913,534 (17%)
> that are working age	99,944 (71%)	392,028 (67%)	3,238,035(63%)
> that are pensioner age	21,129 (15%)	95,882 (16%)	1,016,931 (20%)
Population Change (1998 to 2008)	6,037 (4.5%)	-2,810 (-0.5%)	91,430 (1.8%)
Black or Minority Ethnic (2001)	8,378 (6%)	31,510 (5%)	101,677 (2%)
Number of households (2008)	74,049	295,484	2,331,000*
Percentage social rented	32%	38%	23%
Percentage private owner	51%	50%	66%
Percentage private rented	17%	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:

- > 229,000 people work in the west area, more than half (55%) of the Glasgow total.

Many of these are commuters into the area, particularly to the city centre.

- > the number of jobs in the area has grown by 2%, or 3,900 in the past five years, below the Glasgow average.
- > the biggest employing industries in the west are financial services – banking, finance, insurance and so on, employing over 81,000, and public services – education, health, council services and so on, employing over 70,000 people
- > 5,400 local people are unemployed as at June 2010, and looking for work, a rate of 5.4%. This is lower than the Glasgow rate of 6.4%.
- > unemployment in the area has risen by 9% (or 466 people) in the last year. The rise across Glasgow has been 10%.
- > the number of job vacancies in local job centres (over 1,600) accounts for over half the Glasgow total. The total has remained almost unchanged over the past year.
- > average earnings of Glasgow residents are £452 per week, 4% lower than the Scottish average of £472.

Table two	West	Glasgow	Scotland
Total Employment (2008)	229,200	413,500	2,420,400
Change in employment (2003 to 2008)	+3,900 (+2%)	+28,300 (+7%)	113,400 (+5%)
Employment Rate (Summer 2009)	not available	63.3%	73.9%
Largest Industry (2008)	Financial Services	Public Services	Public Services
Average Weekly Wage (2009)	not available	£452	£472
Claimant Count Unemployment Rate (June 2010)	5.4%	6.4%	4.1%
Change in Claimant Count Unemployment (June 2009 to June 2010)	+466 (+9%)	+2,357 (+10%)	+4,888 (+4%)
Claimant Count Unemployment Rate, under 25s (June 2010)	5.5%	8.1%	6.4%
Vacancies notified to Job Centres (June 2010)	1,626	3,023	21,058



What are we doing locally?

Community Planning partners invest in services across west 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 almost 650 residents in the west.
- > the Glasgow West Regeneration Agency (GWRA) provides a range of services to help local people into work, and support the growth of local businesses. Over the past year, the local agency has supported 772 local residents into work, education or training, and over 100 new organisations were started up with help from GWRA.
- > St Enoch Working is a partnership project involving a range of public and private sector bodies including Glasgow West Regeneration Agency and local employers. Operating from a unit at the St Enoch Centre, it offers a service to both employers and job seekers, to

maximise the impact of the redevelopment of the Centre. The target is to fill up to one-fifth of the estimated 400-700 new jobs at the Centre from amongst eligible clients, many of whom are long term unemployed.

- > through a partnership between the Regeneration Agency and local housing providers, the Community Janitors Programme has supported over 60 local unemployed people into work over the past year, whilst delivering vital services to local tenants and housing associations.
- > The International Financial Services District (IFSD) at the Broomielaw is a joint public/private sector project to grow the financial services sector in Glasgow. First established in 2001, the District has created some 15,000 jobs, bringing in over £1bn of new investment into the Glasgow economy. The IFSD continues to expand with recent new investment confirmed by Tesco Bank, Santander and Esure.
- > the M74 completion, due to finish in 2011, will improve transport links to and from the west of the city. It is not only providing jobs for people in Glasgow, but will improve the future attractiveness of the city centre and west of the city as a business location.





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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 west. It provides trainees with construction skills 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’ve enjoyed my apprenticeship so far and have learned many new things. I want to become a full time joiner when my apprenticeship is completed. I’ve learned a lot and now have a much better understanding of my trade.”

Stephen Langlands (18) from Partick is in the second year of a joinery 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	West	Glasgow	Scotland
Proportion of children in primary schools achieving appropriate national levels of attainment in reading, writing and mathematics (2009)*	Reading – 82% Writing – 77% Maths – 88%	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 – 73% Writing – 66% Maths – 70%	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)	89%	88%	92%
School attendance (%) (2009)	Primary - 94% Secondary - 90%	Primary - 93% Secondary - 89%	Primary - 95% Secondary - 91%
Percentage of young people going into higher education, further education, training or employment (2008 to 2009)	83%	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 13,100 children attending state schools in the west. 7,300 (56%) in primary schools, and 5,800 (44%) in secondary schools in 2009.
- school attendance is marginally above the city average at around 94% for local primary and 90% 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 now comparable to the Scottish average.
- there have also been real improvements in reading, writing and mathematics in local secondary schools, with attainment levels for S2 pupils higher than both city and national averages.
- by the end of fourth year in secondary schools, attainment also continues to improve with 89% of pupils achieving awards in English and Maths at SCQF level three or better in 2009. The gap between Glasgow schools and the national performance is closing.
- most young people leaving school go into positive destinations, with 83% in the west and 84% city-wide going into work, further education or training in 2008 to 2009. The local and city figures have been rising steadily.
- ten local primaries and pre-five establishments had HMIE inspections in 2008 to 2009, with 94% rated as 'good or better' by inspectors.
- the adult learning network offers learning opportunities to young people and adults across the west. More than 230 residents have signed up to the network, which delivers a range of learning and skills programmes in the community, including languages, literacy and numeracy, and IT skills. Assisted by tutors from Anniesland College, the network takes learning to residents by delivering in local community venues across the west area.
- the Commonwealth Apprenticeship initiative is delivering opportunities for Glasgow's young people. In 2009, 1,072 young Glaswegians, including 186 in the west, have been placed in trainee places with Glasgow employers. This is part of the council's commitment to make sure the 2014 Commonwealth Games leave a lasting 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.
- Glasgow City Council, in partnership with Drumchapel L.I.F.E., provides financial awareness advice for young children in Drumchapel. Over 1,000 children have been involved in the programme so far, taking a full week out of the school year to focus on the importance of money and how to manage it sensibly. Learning Teaching Scotland has also trained nearly 120 staff from all the nurseries and primary schools in the Drumchapel Learning Community in financial awareness.
- 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 with primary one pupils. The programme supports adults to become better parents and support and nurture their children. Locally across the west, around two-thirds of parents of children in primary one have already engaged with the programme.
- four primary schools or early years establishments have recently been refurbished across the west

What are we doing locally?

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

- City College Glasgow has been created through the merger of Central College, Metropolitan College and Glasgow College of Nautical Studies to create one of the largest centres for learning in Scotland, with 40,000 students. The College will be split over two campuses at Cathedral Street and Thistle Street. With new brand new facilities built or in planning, the new college will provide state of the art learning facilities to students in the heart of the city.
- Anniesland College has invested £51 million in a new Campus in Hatfield Drive, housing enhanced learning facilities for students, and now includes new studios, workshops, gym and games hall, nursery and restaurant.
- four primary schools or early years establishments have recently been refurbished across the west

Case study

Youth Employment Group

The growing level of youth unemployment in the west of the city is being tackled by a range of local organisations through the delivery of two new programmes to support

young people to develop their career choices.

Youth Unlimited is a twelve week programme aimed at 16 to 18 year olds living in the west area.

Commenting on the recent graduation of more people from the Youth Unlimited programme, Colette Mason from Glasgow West Regeneration Agency said...

“this ever popular programme continues to be a hit with the young people who attend and is so successful that almost all the young graduates have now progressed onto other courses.”

It provides a range of activities through teambuilding, goal setting, sports activities, volunteer tasters and an introduction to the world of work. All participants are given a training allowance of £30 per week whilst attending, as well as travel and lunch expenses.

The 'Into Work' programme is an eight week programme aimed at 18 to 19 year olds who are in receipt of benefits.

The programme is delivered by a variety of partners and supports young people to develop key employability skills, learn about a variety of sectors, provide volunteering opportunities, interview and CV preparation, gain recognised qualifications and access to current job opportunities.

Both programmes have been proven to be a major success and are being expanded further across the area, including into Drumchapel, Yoker and Partick.

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.

Locally, we have identified specific issues for the west which we want to devote additional services to help address. Our local health improvement plan will therefore target additional services to assist with mental health, alcohol misuse, and issues surrounding vulnerable children in the area.

Recent performance

Information is collected to measure performance against our key priorities for the city. This shows:

- 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 shows that 29% of adults in the west smoke, lower than Glasgow as a whole (35%).

Table four	West	Glasgow	Scotland
Life Expectancy males (2006 to 2008)	71.8 years	70.7 years	75 years
Life Expectancy females (2006 to 2008)	77.7 years	77.2 years	79.9 years
Smoking rates of adults (age 16 and over) (2008)	29%	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)	33%	24%	27%
Percentage of people meeting physical activity targets (2008)	39%	39%	46%
Percentage of people that drank alcohol in the previous week and who exceeded the recommended limit (2008)	54%	43%	30% men 20% women
Percentage of people eating five portions of fruit and vegetables a day (2008)	44%	36%	20% men 24% women
Number of problem drug users (2006)	3,266	13,256	not available
Percentage of residents prescribed drugs for anxiety and or depression (2004)	10% (2006)	10%	8%

- breastfeeding rates are higher in the west than both the Glasgow and Scottish averages.
- West Glasgow residents also appear to have healthier diets, with 44% eating at least 5 portions of fruit or vegetables per day, well in excess of the city average.
- local people appear to be just as active as other residents in Glasgow, with two-fifths (39%) meeting weekly recommended physical activity targets.
- however, over half (54%) of locals who drink alcohol exceeded the recommended alcohol limit in the previous week, above the city average.
- one-in-four problem drug users in Glasgow reside in the west area

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:

- improved access to mental health services has recently been delivered through new telephone contact points and rapid access appointments for the assessment of local patients. At the same time, counselling and support services have been boosted through funding for local voluntary groups such as COPE and Lifelink to deliver additional services as well as a range of mental health awareness-raising programmes in the community.
- support for residents with addictions issues has been strengthened by the addition of a new service base at Callendar Street, Woodside. Together with an existing base in Drumchapel, 38 local people with addiction problems have accessed residential rehabilitation and 234 people have participated in community-based recovery programmes over the past year.
- a tenancy sustainment agreement has been set up between health, social care and housing providers across the west area. The agreement commits partners to making available the full range of health and care services to vulnerable tenants when they most need them. The agreement aims to help as many of



the area's vulnerable tenants remain in their homes, as well as improving their overall health.

- an older peoples' action plan has recently been launched by local partners to improve health and promote safety at home. The plan includes the wider roll-out of the 'message in a bottle' scheme, which enables emergency medical staff to access vital medical information for vulnerable people in their homes.
- over 160 youth workers and over 100 school teachers across the west have recently been trained in how to address health issues for young people, including alcohol, drugs and sexual health. In addition, a unique resource and information website called 'Alcohol in My Life' has been successfully developed to enable workers in various settings to address alcohol issues with young people.
- an Employability Bridging Service provides health and care services clients with advice, support and signposting to appropriate training, education and employment opportunities. Over the past six months, almost 220 referrals were received from across all care groups in the west, with 132 new clients registered with the Bridging Service.
- a new service, the long-term conditions financial inclusion partnership, has been introduced by bodies including Macmillan Cancer Care and Glasgow City Council to serve patients diagnosed with serious conditions including cancer, stroke and heart failure. The service aims to reduce financial worries for people with serious illness by offering advice to maximise patients income. The service builds on an existing successful service for cancer patients, and is available at several locations including the Beatson Centre near Hyndland. across the city.

Case study

the west centre

The new £6 million West Centre was opened in October 2010, to provide community-based health and care services for children across the west of the city. Located at Kinfauns Drive in Drumchapel, the centre provides a wide range of services for vulnerable children and their families. The centre will also provide a single base for staff from health, education and social work services to work together to meet the needs of local children.

The centre is an example of partnership working between the Health Board, Council and Yorkhill Foundation to deliver better services for the community. The facility will mainly cater for babies and children up to 18 years who have specific disabilities or developmental difficulties, but it will also provide services for many other groups of children and young people, including their families.

“not only does the centre give us a step forward in our integrated working in children’s services, the quality of the facilities for staff, children, young people and their families is nothing that I have ever seen before”

Bob Fraser, service manager for the Centre



Priority towards a safe community

What are our priorities?

We have five key priorities for tackling crime and creating a safe city. The first 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 west, specific local priorities around community safety being tackled include assaults and violent crime, drink and drugs, anti social behaviour and housebreaking.

Local hotspots for crime and anti-social behaviour have been identified in neighbourhoods such as the City Centre, Partick and the West End, Drumchapel, and Anniesland. Community policing plans will address specific local issues and hotspots in the year ahead.

Table five	West	Glasgow	Scotland
Total crime rates per 10,000 population (2009 to 2010)	4,023	2,907	1,736
Violent crime rates per 10,000 population (2009 to 2010)	76	53	22
Reported incidence of anti-social behaviour or disorder per 10,000 population (2009 to 2010)	1,994	1,528	not available
Number of fire casualties in domestic dwellings per 10,000 population (2009)	3.3	3.9	*1.9
Number of offences for drinking in public per 10,000 population (2009 to 2010)	314	270	not available
Number of offences in relation to possession of illegal drugs per 10,000 of population (2009 to 2010)	126	121	56
Number of domestic abuse incidents per 10,000 population (2009 to 2010)	150	152	**103

* 2009 to 2010 figure ** 2008 to 2009 figure



Recent performance

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

- overall crime rates have been falling both locally and across Glasgow, with a 2% drop recorded city-wide over the past 5 years.
- violent crime rates have been falling significantly across Glasgow, with a 23% decrease over the past five years. Locally, the rate has fallen by 22%.
- 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 having experienced some form of anti-social behaviour in the previous 12 months. Across the west, the rate is lower at 44%.
- perceptions of neighbourhood safety are slightly better in the west, with 63% of residents saying that they feel safe walking alone in the local area after dark – 2% higher than the Glasgow average of 61%.
- rates of illegal drug possession in Glasgow are more than double the Scottish average, with the west figure higher still.

- incidents of domestic abuse are rising, with the number of incidents up by 7% locally over the past five years, compared to a 1% increase across Glasgow as a whole.

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 west area.

Priority towards a safe community



This is 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 police officers work in the west. 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.

- within the city centre, over 3,000 fixed penalty notices have been issued over the past year to tackle anti-social behaviour, and over 12,000 stop searches carried out, resulting in over 400 offensive weapons being removed from those intent on violent crime.
- local off-licences and licensed premises across the west have recently been targeted to limit the illegal sale of alcohol to young people, and a supporting campaign to raise awareness of the issue of under age drinking has been introduced.
- community policing surgeries have been established within the offices of many local housing providers, leading to improved communication between local residents and police. These surgeries have helped local agencies to identify and tackle particular types of anti-social behaviour within local communities.

➤ Support from the local Community Planning Partnership has enabled both Strathclyde Fire and Rescue and Strathclyde Police to assign dedicated campus officers to Knightswood and Drumchapel High Secondary Schools. The campus officers with help educate pupils on a range of community safety issues as well as improve the interaction between local children and the emergency services.

➤ the Public Reassurance Strategy, led by Strathclyde Police, is another 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 local people and partner agencies to communicate with those affected by crime and anti-social behaviour.

➤ the offender management strategy has been launched by Glasgow Community and Safety Services and the police to work with around 300 persistent offenders a week. This has significantly reduced re-offending and anti-social behaviour involving those in the programme.

Case study nite zone

Nite Zone tackles alcohol-related violence and weekend disorder by helping to get people home quickly and safely from nights out. It is a multi-agency approach including police, wardens, taxi marshals, street pastors, transport, lighting and CCTV services to make the city centre safer. The scheme has been operating in Gordon Street and Sauchiehall Street since 2005, and has contributed to the significant reduction in crime recorded within the night time economy.

The scheme has recently been extended to both Byres Road and Albion Street in the Merchant City. Local pubs, bars and night clubs are also supporting the scheme by providing information to their customers about the nearest 'zones' to the respective venues.

Strathclyde Police's City Centre Commander, **Chief Superintendent Bernard Higgins** said...

“The extension of the Nite Zone to take in the Merchant City and Byres Road is a positive step which will enhance the service provision we currently provide, and demonstrates the determination of the council, police and GCSS to work together to make Glasgow city centre one of the safest places to visit in the UK.”



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	West	Glasgow	Scotland
Provision of new housing (2009 to 2010)	690	2,370	17,474
Percentage of adults who view their area as a good place to live (2008)	81%	81%	92%
Percentage of adults who believe that they can influence decisions that affect their neighbourhood (2008)	56%	61%	not available
Percentage of residents volunteering in past 12 months (2008 to 2009)	29%	25%	31%
Proportion of residents citing litter as a problem (2009)	28%	34%	not available
Proportion of residents participating in sporting activity in last week (2008)	53%	43%	not available
Attendance at Glasgow City Council owned indoor and outdoor sport, recreation and leisure facilities (2009 to 2010)	1,441,168	5,131,934	not available
Number of visits to libraries (2009 to 2010)	1,834,400	4,486,530	31,060,381
Number of attendances at community facilities (2009 to 2010)	397,866	1,512,292	not available


Much of the physical element of the vibrancy theme in the city is delivered by large public 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, almost 700 new homes were built in the west of Glasgow, 588 in the private sector, and 102 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 west residents equally as positive – more than four-fifths rate their neighbourhood favourably.
- > over half of local people (56%) feel that they can influence decisions affecting their community – slightly below the Glasgow average of 61%.

- > local residents are more likely to help out in their community, with 29% volunteering in the past 12 months, compared to 25% across Glasgow.
 - > over half of local residents (53%) had participated in a sporting activity in the previous week, above the city average of (43%).
- 
- > west residents are active users of recreation facilities, with over 1.4 million visits, 28% of the Glasgow total, to the sport, recreation and leisure facilities run by public bodies in the west, such as Scotstoun Leisure Centre, Kelvinhall Arena, and the Donald Dewar Leisure Centre.
 - > local residents are also very active users of local community facilities within Glasgow. Almost 398,000 recorded visits (26% of the city total) were made to publicly owned community facilities in 2009, such as Partick Burgh Hall, Knightswood Community Centre, Woodside Hall, and Drumchapel Community Centre.



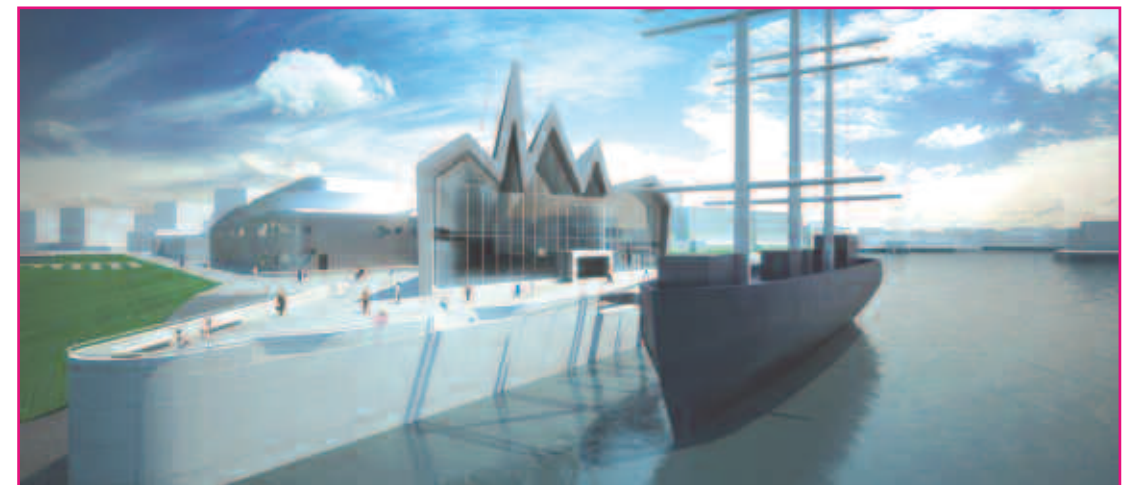


What are we doing locally?

A wealth of activity is going on across the west to deliver 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 snapshot 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 Glasgow-wide facilities with west area residents active in making almost 3.7 million visits to 26 key local facilities, including Kelvingrove, confirmed as the most visited attraction anywhere in Scotland in the past year.
- in 2009 to 2010 GHA delivered new kitchens, bathrooms and rewiring to 1,632 homes as part of its investment programme in the west. It also installed 640 heating systems, fitted 219 new doors, overclad 134 blocks of flats and carried out 318 improvements to common areas and the external environment as part of the £22.6 million investment programme for local tenants.
- GHA and Glasgow City Council have been working together to improve local neighbourhoods, establishing 2 new multi-purpose outdoor games courts in the past year in Knightswood Park and Hecla Park. A jogging path has also been created in Knightswood Park.

- Strathclyde Partnership for Transport and other City partners are progressing proposals for the Clyde Fastlink project, a bus rapid transport system linking the Southern General hospital site, Govan and Pacific Quay to the north side of the river along past the SECC and out towards the new Transport Museum site and Glasgow Harbour. Fastlink will have dedicated lanes and state of the art vehicles which will provide a fast, frequent and cost effective transport service for Glaswegians.
- in preparation for the 2014 Commonwealth Games, major investment is being made in a number of venues in the west of the city which will leave a lasting legacy for local residents long after the games have ended. These include the construction of the Scottish National Arena at the SECC and the refurbishment of Scotstoun Leisure Centre.
- the new £74m Riverside Museum of Transport housed next to Glasgow Harbour on the north bank of the Clyde, will open in Spring 2011. The Zaha Hadid designed building will be a landmark facility which will make Glasgow's extensive transport collection more accessible to residents and visitors alike, ensuring its long term viability.
- following consultation with young people in Glasgow, City Sounds was launched. Now in its second year, City Sounds is a music competition open to young people across Glasgow who have some form of musical talent. The competition offers a showcase for young persons to perform and provides an opportunity into the music industry.



Case study

environment and open spaces

The west area environment and open spaces group is a partnership between the City Council, GHA, Glasgow Life, local Environmental Trusts and the Voluntary Sector Network to improve the environment across the west area. Over the past year, partners have delivered a range of physical improvements such as new sporting and play facilities in a number of local parks, improvements to local pathways, and also clean-ups of open spaces including the

resurfacing of paths, repainting of equipment, and the removal of graffiti. As well as providing funding for capital improvements, the group has made available a series of small grants to local community groups wanting to improve their local environments. One such group are the G15 youth project in Drumchapel, who have used their grant to buy garden tools to create a wildlife and vegetable garden.

Peter Divers, G15 Youth Worker, said...

“ We want to raise awareness of environmental issues and appreciation of wildlife and fresh food. The young people will be involved in the development of the garden and through this they'll gain valuable skills in project planning, management and garden tool use.”





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.

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 Advisors for the west, Garry Ryan garry.ryan@momentumscotland.org, phone 0141 952 6494.

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 westcpp@glasgow.gov.uk
phone 0141 276 9900
http://www.glasgowcpp.org.uk/localteams/West_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/West_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.