

Serving the south east

Performance of public services
in south east Glasgow





Performance in your local area

This report is produced by Glasgow Community Planning Partnership to provide you as a resident of south east (SE) 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 south east 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 south east 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.



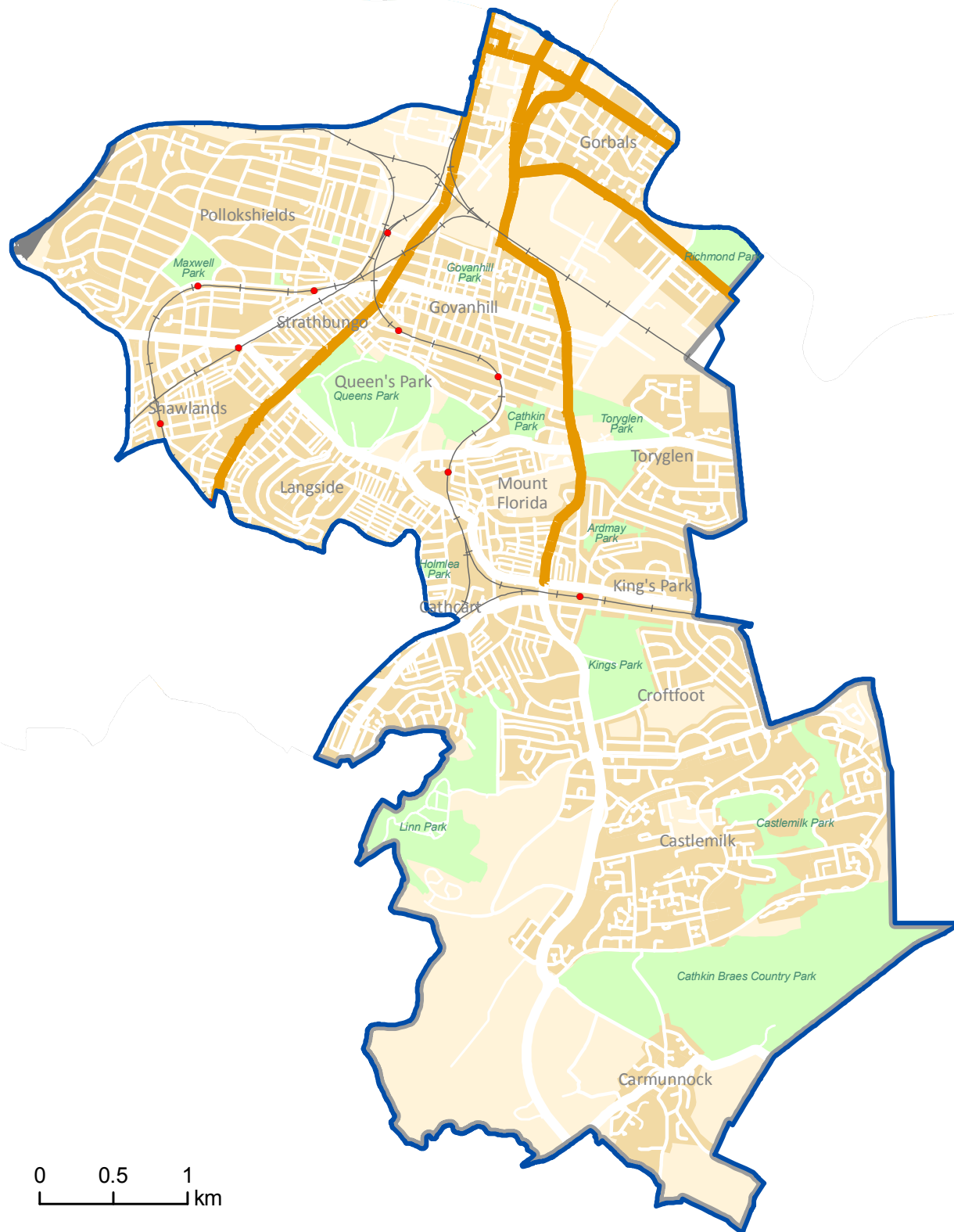
Community Planning Partners often look at additional local priorities affecting particular neighbourhoods, for example crime or anti-social behaviour, and decide to focus additional efforts in order to tackle these issues.

About the south east

The south east of Glasgow is home to 102,000 people, or 17% of the city's population. It covers an area of 24 square miles, from the south bank of the river Clyde in the city centre, west to Pollokshields, and south to the city boundary at Carmunnock.

It contains a wide range of neighbourhoods including Greater Gorbals, Toryglen, Govanhill, Pollokshields, Shawlands, Mount Florida, Cathcart, Castlemilk, Croftfoot and Carmunnock. The map opposite shows the area.

The south east is varied in terms of its housing, business and industrial infrastructure, and its people, which are amongst the most ethnically and culturally diverse in Scotland. In the 2001 Census, 12% of people were black or other minority ethnic, more than twice the city average. The south east also has a larger share of privately owned and privately rented homes, and fewer social rented properties.



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Table one	South east	Glasgow	Scotland
Total Population (2008)	101,897	584,240	5,168,500
> that are under 16	17,147 (17%)	96,330 (16%)	913,534 (17%)
> that are working age	69,560 (68%)	392,028 (67%)	3,238,035 (63%)
> that are pensioner age	15,190 (15%)	95,882 (16%)	1,016,931 (20%)
Black or Minority Ethnic (2001)	11,848 (12%)	31,510 (5%)	101,677 (2%)
Population Change (1998 to 2008)	-505 (-0.5%)	-2,810 (-0.5%)	91,430 (1.8%)
Number of households (2008)	51,838	295,484	2,331,000*
percentage social rented	29%	38%	23%
percentage private owner	56%	50%	66%
percentage private rented	15%	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:

Table two	South east	Glasgow	Scotland
Total Employment (2007)	35,500	397,000	2,408,000
Change in employment (2003 to 2007)	+500 (+2%)	+11,900 (+3%)	101,500 (+4%)
Employment Rate (Summer 2009)	not available	63.3%	73.9%
Largest Industry (2007)	Public Services	Public Services	Public Services
Average Weekly Wage (2009)	not available	£452	£472
Claimant Count Unemployment Rate (June 2010)	5.7%	6.4%	4.1%
Change in Claimant Count Unemployment (June 2009 to June 2010)	+470 (+14%)	+2,357 (+10%)	+4,888 (+4%)
Claimant Count Unemployment Rate, under 25s (June 2010)	8.0%	8.1%	6.4%
Vacancies notified to Job Centres (June 2010)	418	3,023	21,058

- > 35,500 people work in the south east area, 9% of the Glasgow total.
- > the number of jobs in the area has grown by 2%, or 500, in the past few years, slightly below the Glasgow average.
- > the biggest employing industries in the area are public services - education, health and council services, employing 11,000 people, and retail, distribution and catering, employing 7,700.
- > 3,900 local people are unemployed as at June 2010, and looking for work, a rate of 5.7%. This is lower than the Glasgow rate of 6.4%.
- > unemployment in the area has risen by 14% (or 470 people) in the last year. The rise across Glasgow has been 10%.
- > the number of job vacancies in local job centres has increased by 159 over the past year (up 61%), which contrasts to a 2% decline across Glasgow.
- > average earnings of Glasgow residents are £452 per week, 4% lower than the Scottish average of £472.



What are we doing locally?

Community Planning partners invest in services across south east 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 600 residents in the south east.

- > A Skills Academy, in the Gorbals, trains thousands of Glaswegians in technical and general skills.
- > the Glasgow South East Regeneration Agency provides a range of services to help local people into work, and support the growth of local businesses. To date, the local agency has helped over 8,500 residents and businesses.
- > The Clyde Gateway Urban Regeneration company co-ordinates the delivery of £140 million of new investment in jobs, housing and commerce to neighbourhoods along the Clyde, including Toryglen, Oatlands and Shawfield.
- > The M74 completion, due to finish in 2011, will improve transport links to and from the south east of the city. It is not only providing jobs for people in Glasgow, but will improve the future attractiveness of the south east of the city as a business location.



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 South East. 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 been at college as well as being on site. I’ve been placed in education maintenance and have enjoyed working in schools.

The tradesmen and lecturers have been brilliant in helping me learn my trade.

I look forward to gaining my plumbing qualification and continuing to work for City Building.”

Paul Barr (20) from Govanhill 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 the following:

Table three	South east	Glasgow	Scotland
Proportion of children in primary schools achieving appropriate national levels of attainment in reading, writing and mathematics (2009)*	Reading – 85% Writing – 78% 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 – 67% Writing – 55% Maths – 69%	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 - 93% 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)	87%	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 11,800 children attending state schools in the south east. 6,700 (57%) in primary schools, and 5,100 (43%) in secondary schools in 2009 to 2010.
- > school attendance is similar to the city average at around 93% for local primary and 90% for secondaries (2008 to 2009), with attendance and exclusion rates having improved significantly in recent years.
- > in local primaries, pupils' 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 S2 pupils performing at least the same as national averages.
- > by the end of fourth year in secondary schools, 89% of pupils achieved 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 87% in the south east and 84% city-wide going into work, further education or training in 2008 to 2009. The local south east figure has been rising steadily and is now above the Scottish average.

What we are doing locally?

Millions of pounds are invested in south east Glasgow each year to improve learning for children and adults. Recent activities include the following.

- > Langside College has invested £35 million in a new state-of-the-art facility for the south east. New classroom and lecture facilities were completed in 2009, and a new

conference, sports and arts centre will be finished in 2010. An outdoor sports centre will be added in 2011, creating a 21st Century learning facility for the local area.

- > ten south east schools had HMIE inspections in 2008 to 2009, with 84% rated as 'good or better' by inspectors.
- > 47 local schools from a city wide total of 159 were given eco-schools status, an international scheme 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 167 in the south east, 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.
- > over 800 young people, including 135 in the south east, 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 with primary one pupils. This will be followed by sessions for primary two to primary seven parents and for parents of pupils in our secondary schools. The programme supports adults to become better parents and support and nurture their children.



Case study bridging the gap

'Bridging the Gap' runs a peer tutoring programme to help vulnerable pupils make the move from primary to secondary school in the Shawlands and Holyrood learning communities. Fourth year pupils in secondary schools act as tutors to work with the primary seven children from Blackfriars, St Francis, St Brigid's, Annette Street, St Bride's, Holy Cross and Our Lady of the Annunciation Primary Schools.

The programme lasts 20 weeks, with pupils taking part in team building games and group work activities, meeting their new teachers, getting tours of the school, experiencing secondary school subjects and involved in one-to-one work. The programme is continually growing in size and is attracting many more schools across the city. One former primary seven pupil said:

“ I really enjoyed going up to Holyrood with Bridging the Gap. It was good fun meeting the fourth years and the high school teachers.

At first when I started I was really nervous about speaking to people but after we played all the games in big groups it was much easier.

I feel a lot more confident now when I'm talking to other people.

I'll definitely try and do

Bridging the Gap

when I'm in fourth year.”

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 the following:

- > 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 30% of adults in the south east smoke (30%), lower than Glasgow as a whole (35%).
- > breastfeeding rates are higher in the south east than both the Glasgow and Scottish averages.
- > two-fifths of locals who drank alcohol exceeded the recommended alcohol limit in the previous week, slightly below the city average.

Table four	South east	Glasgow	Scotland
Life Expectancy males (2006 to 2008)	71.7 years	70.7 years	75 years
Life Expectancy females (2006 to 2008)	78.4 years	77.2 years	79.9 years
Smoking rates of adults (age 16 and over) (2008)	30%	35%	26%
Teenage pregnancy rates for every 1,000 15 to 17 year olds (2008)	46	54	40
Breastfeeding rates at six to eight weeks (2009 to 2010)	33%	24%	27%
Percentage of people meeting physical activity targets (2008)	51%	39%	46%
Percentage of people that drank alcohol in the previous week and who exceeded the recommended limit (2008)	40%	43%	30% men 20% women
Percentage of people eating five portions of fruit and vegetables a day (2008)	35%	36%	20% men 24% women
Number of problem drug users (2006)	1,650	13,256	not available
Percentage of residents prescribed drugs for anxiety and or depression (2004)	9% (2006)	10%	8%



- > teenage pregnancy rates in the south east are lower locally compared to Glasgow as a whole, but higher than the national average.
- > local people appear to be more active, with half (51%) meeting weekly recommended physical activity targets against 39% at city level.
- > more people are adopting healthier diets - over one third (35%) of south east residents eat the recommended five portions of fruit or vegetables a day, similar to the Glasgow figure.

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 of our non-primary health services are also delivered in local clinics, health centres, schools and other community facilities. A snapshot of local activity shows:

- > the largest capital investment in primary health care is the new £100 million Victoria hospital, which will provide a health care resource to the south east of the city, treating up to 400,000 patients a year in a modern facility.
- > a new Health Improvement Plan has been launched to address local priorities such as mental health and wellbeing; weight management; early years services; tackling addictions, and community capacity building, with a particular focus on Govanhill, Castlemilk, Gorbals, East Pollokshields and Toryglen.
- > a 'health shop' facility in East Pollokshields provides a base for community based health improvement activities such as parenting, oral health and diabetic care.

- > the STEPS service provides primary care mental health support services in the south east. It recently introduced a 'call back' system to improve response rates and to encourage 'harder to reach' clients to access the service. STEPS services will also be developed so they will be easier to use for migrant communities. To date over 900 calls have been received and 91% have been followed-up successfully.
- > an Employability Bridging Service provides health and care services' clients with advice, support and signposting to appropriate training, education and employment opportunities. In 2009 to 2010, over 300 referrals were received from across all care groups in the south east.
- > the Health Service has made improvements to local occupational therapy services in the area. Staff now work more flexibly and this has led to higher satisfaction among elderly and disabled clients. It is so successful it is now being rolled out elsewhere.
- > enhanced services have been introduced to those with addictions problems. Over the last year, 10% of Community Action Teams clients have been put on the South East Alternative recovery programme. About 150 have gone drugs or alcohol free for nine months and are now in employment, training or volunteering work as well as getting access to other mainstream services.
- > 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 new Victoria Hospital.

Case study

south east bridging service team

The South East Employability Bridging Service works with clients who are receiving health and care services. It offers personalised support, to encourage them to think about employment opportunities.

Client B was referred to the South East Bridging Service by her Community Psychiatric Nurse.

She had been unemployed for 10 months and suffering mental ill health. She faced multiple barriers to progression including a lack in confidence and self-esteem. She had become negative in her outlook and began to assume that employment was not an option for her.

However, she accessed life coaching sessions through the Bridging Service, and was given a platform to discuss her situation and to determine her longer term

goals. She was also able to access other personal development services, money advice, CV and job search support, computer training as well as support with interview techniques.

Consequently, Client B was offered several employment opportunities and decided to accept a post as a receptionist. Her local Regeneration Agency is helping her with this change back to employment, with an aftercare adviser offering her in-work support.



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 south east, specific local priorities around community safety being tackled include assaults and violent crime, drink and drugs, housebreaking and theft.

Local hotspots for crime and anti-social behaviour have been identified in neighbourhoods such as Govanhill, Castlemilk, Toryglen and Pollokshields. Community policing plans will address specific local issues and hotspots in the year ahead.

Recent performance

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

Table five	South east	Glasgow	Scotland
Total crime rates per 10,000 population (2009 to 2010)	2,483	2,907	1,736
Violent crime rates per 10,000 population (2009 to 2010)	44	53	22
Reported incidence of anti-social behaviour or disorder per 10,000 population (2009 to 2010)	1,376	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)	244	270	not available
Number of offences in relation to possession of illegal drugs per 10,000 of population (2009 to 2010)	89	121	56
Number of domestic abuse incidents per 10,000 population (2009 to 2010)	147	152	**103

* 2009 to 2010 figure ** 2008 to 2009 figure



- overall crime rates have remained steady in the local area over the past five years, against a 2% drop recorded city-wide.
- however, violent crime rates have been falling significantly across the south east with a 22% decrease over the past five years, compared to a 23% fall across Glasgow.
- 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. Locally across the south east, the rate is lower at 40%.
- perceptions of neighbourhood safety are slightly better in the south east, 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. The south east figure is lower than for Glasgow as a whole, but still 59% greater than the Scottish figure.
- incidents of domestic abuse are rising, with the number of domestic abuse incidents up by 10% locally, compared to a 1% increase across Glasgow as a whole over the past five years.

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 south east area. 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 south east. 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 local people and partner agencies to communicate with those affected by crime and anti-social behaviour.
- Nite Zone has been rolled out from the city centre to Shawlands to tackle alcohol-related violence and weekend disorder. It sees a multi-agency approach including police, wardens, taxi marshals, street pastors, transport and CCTV services to make the south side safer.
- 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.
- GCSS has established specific local action plans for Govanhill, Pollokshields and Castlemilk in response to specific evidence highlighting specific anti-social behaviour and crime.

“Keep the bus because it keeps people off the streets” (girl 12) Castlemilk.

Keep this going because it gives us young people of Govanhill something to do (boy 13) Govanhill.”

Case study cadi



The Communities Against Disorder Initiative (CADI) aims to reduce disorder by encouraging young people in the south east who are at risk of, or displaying anti-social behaviour to get involved in a range of positive activities. CADI uses a custom built articulated lorry 'the Stuff Bus' as a learning resource and mobile youth club to tackle youth disorder and antisocial behaviour in hotspot areas.

CADI is delivered by partners including: Glasgow Community and Safety Services; Glasgow Housing Association (GHA), Glasgow Life; Strathclyde Police; Glasgow City Council, and Glasgow South East Regeneration Agency (GSERA). Young people have been involved in developing the service. The key objectives of CADI are to:

- reduce incidents of youth anti-social behaviour in the south east of the city by 5%.
- work with 1,000 disengaged young people every year.
- deploy the CADI resource 250 times a year.
- refer 100 young people a year to the Local Regeneration Agency; and
- enable the Healthspot project to deliver twenty sessions a year.

In a recent evaluation, young people made a DVD using the interactive technology and support provided through the trailer to demonstrate the value young people felt for this resource. They said the trailer provides resources and activities in areas where they previously didn't exist and creates a safe place for them to go to play, learn and share.

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	South east	Glasgow	Scotland
Provision of new housing (2009 to 2010)	404	2,370	17,474
Percentage of adults who view their area as a good place to live (2008)	89%	81%	92%
Percentage of adults who believe that they can influence decisions that affect their neighbourhood (2008)	67%	61%	not available
Percentage of residents volunteering in past 12 months (2008 to 2009)	16%	25%	31%
Proportion of residents citing litter as a problem (2009)	40%	34%	not available
Proportion of residents participating in sporting activity in last week (2008)	40%	43%	not available
Attendance at Glasgow City Council owned indoor and outdoor sport, recreation and leisure facilities (2009 to 2010)	1,190,532	5,131,934	not available
Number of visits to libraries (2009 to 2010)	488,765	4,486,530	31,060,381
Number of attendances at community facilities (2009 to 2010)	473,695	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 across the city. A summary of this is included below:

- > new and regenerated communities are being created locally and across Glasgow. In 2009, over 400 new homes were built in the south east of Glasgow, 239 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 south east residents even more positive – almost nine in ten rate their neighbourhood positively.





What are we doing locally?

A wealth of activity is going on across the south east 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 south east residents active in making almost 2.2 million visits to 17 key local facilities.
- progress is being made across the city's eight Transformational Regeneration Areas, including two in the South East – Laurieston, and North Torglen. Identified by a partnership of Glasgow City Council, Glasgow Housing Association (GHA) and the Scottish Government, these areas are being re-developed to become sustainable high quality mixed tenure neighbourhoods.
- we have been working with tenants to take forward regeneration plans for Laurieston. 552 homes in the Stirlingfauld multi-storey flats have already been demolished and the first Norfolk Court multi-storey flat was demolished in October 2010. Design work has already begun on the first 200 affordable new

homes that will be built in the area. Work is anticipated to start on site in 2011 to 2012.

- in 2009 to 2010 GHA delivered new kitchens, bathrooms and rewiring to 457 homes as part of its investment programme in the south east. It also installed over 100 heating systems, clad 51 blocks of flats and carried out 403 improvements to common areas and the external environment as part of the £12.3 million investment programme for local tenants.
- the 'Govanhill Hub', set up in April 2010, is a major initiative backed by Government and a wide range of city partners to support investment in the physical environment, including tackling problem housing conditions in the area. It will also oversee investment in a range of services for new and existing residents to the area, to tackle the broad range of socio-economic problems locally, and integrate new migrants with established communities.
- the new £15.7 million Torglen regional football centre is a state-of-the-art public facility offering indoor and outdoor community facilities. Run by Glasgow Life on behalf of the city, the centre aims to encourage football development for Glasgow residents and other Scots.
- investment in Castlemilk Youth Complex, one of Scotland's leading youth work and arts organisations. The complex helps excluded young people with assistance around employment, as well as encouraging them to participate in the arts.



Case study

improving our housing quality

Glasgow Housing Association (GHA) is refurbishing its properties across the south east of the city. The programme of works is improving the quality of housing for tenants, and enhancing local neighbourhood environments.

Lisa Peebles, who lives in Maxwell Oval, Pollokshields, said...

“ I got my new kitchen and rewiring in February, around the time of my birthday. I told friends it was the best present I ever got. It is a huge improvement and makes the day-to-day responsibilities of being a wife and mother easier. The investment across Glasgow sends out the message that GHA is listening and that tenants are worth investing in.”





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 Advisor for the South East, Shahana Noor shahana.noor@csglasgow.org or phone 0141 276 1367.

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 southeastcpp@glasgow.gov.uk
phone 0141 276 9880
http://www.glasgowcpp.org.uk/localteams/South_East_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/South_East_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.