



Glasgow's Regeneration Outcome Agreement

Annual Report 2007/08

Contents page	Page
Foreword	1
Introduction	2
Section 1: Outcome Achievements	3
Section 2: Financial Commentary	9
Section 3: Community Involvement	14
Appendix – Template 1: Outcomes Attainment	22

Foreword

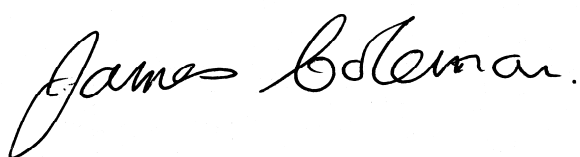
Introduction by Councillor Jim Coleman, Chair of the Glasgow Community Planning Partnership

As Chair of the Glasgow Community Planning Partnership, I am pleased to present our latest report on Glasgow's Regeneration Outcome Agreement (ROA) 2007/08. This document represents the third and final report on our ROA, and includes our assessment of progress over the past three years.

I am pleased to note that the Community Planning Partnership has made significant progress towards a number of the Outcomes identified in the original Agreement in 2005. In particular, the evidence shows that *Community Regeneration Fund* investment has helped to improve opportunities for many of those living in our most deprived communities, and has assisted the Partnership in creating a *working, healthy, learning, safe and vibrant* Glasgow.

Although I am happy to note the progress made, I know that more can be done. The Community Planning partners are determined to improve further the quality and range of services to residents, to ensure that the gap between those living in deprived areas and our more affluent neighbourhoods continues to reduce. The CPP is therefore encouraged by the recognition of Scottish Government for the need to continue to support investment in regeneration activity across Scotland. Glasgow's new *Single Outcome Agreement*, and our plans to deploy *Fairer Scotland Fund* investment towards these Outcomes, sets out how the Partnership will extend the good work started with the ROA, and will deliver better Outcomes for all our residents.

Community planning is now delivering for the people of Glasgow, and I am delighted to present the third Annual Report on the Glasgow Regeneration Outcome Agreement.

A handwritten signature in black ink, reading 'James Coleman'.

Councillor James Coleman
Chair, Glasgow Community Planning Partnership

Introduction

The Regeneration Outcome Agreement (ROA) provides the strategic and operational framework within which the Community Planning Partnership employs Community Regeneration Fund (CRF) and associated funds to achieve its agreed regeneration Objectives and Outcomes. This report provides a summary of progress on key aspects of Glasgow's Regeneration Outcome Agreement for 2007/08.

The truncated nature of the report for 2007/08 compared with previous years reflects the changing focus of regeneration priorities for Local Community Planning Partnerships. Glasgow's Single Outcome Agreement (SOA) and proposals for investment of Fairer Scotland Fund represent a broader framework in which CPP partners will focus activity in order to achieve Outcomes for Glasgow. However, the progress made over the three year period of the ROA, and the lessons learned, are invaluable to the CPP in moving forward with the next generation of Outcomes for the city.

This is the final year of reporting on the ROA for Glasgow, and much of the information presented reflects upon activity for the previous financial year. However, the data provided in Section 1 and Appendix 1 reflects upon progress towards Glasgow's Outcomes over the entire three year period of the ROA process. This data will help the CPP to make a final evaluation of the impact of the overall programme.

It is particularly relevant that Scottish Government have asked CPPs to continue to report back on the process of improving Community Engagement, or 'involvement' as we have entitled this. The Glasgow CPP is greatly encouraged by the progress of the engagement process in the city after three years of intensive effort to develop this. The CPP is confident that the new structures will ensure that local communities are not only engaged with but much more closely involved in working with CPP partners to influence and shape local services according to need. Further details of progress are outlined in Section 3 of our report.

The main purpose of the CRF has been to achieve the Closing the Opportunity Gap objective of '*regenerating the most disadvantaged neighbourhoods so that people living there can take advantage of job opportunities and improve their quality of life*'. In presenting the evidence outlined in this short report (and available in more detail from Glasgow Community Planning Ltd), the CPP is pleased to note some of the tangible impacts made by the investment of CRF and associated funds in achieving many elements of this headline aim.

Nevertheless, progress has been mixed across some of the Outcomes set out by the CPP within the original Regeneration Outcome Agreement. The partnership therefore welcomes the continuity of investment in regeneration via the Fairer Scotland Fund, and expects to utilise this funding to continue to develop innovative and effective services that impact upon those chosen Outcomes.

Section 1: Outcome achievement

Template 1 (Appendix 1) outlines the full list of Outcome indicators originally identified as measures of progress for Glasgow's ROA 2005-2008. The latest indicators suggest that the speed of progress has varied across the themes. In general, the indicators demonstrate successes across our *learning* and *working* themes, with more varied levels of progress against our *safe* and *health* Outcomes.

Healthy Glasgow

The health indicators monitored by the CPP to assess progress towards Glasgow's health related Outcomes show progress in some areas and a lack of improvement in others, the most significant of which have been a lack of progress in reducing alcohol and drugs-related hospital admissions.

Levels of hospital admissions relating to drug and alcohol amongst those living in deprived communities have not fallen over the past three years. Despite the investment in a range of interventions by CPP partners in the city, including prevention, support and rehabilitation services, progress against these indicators have been disappointing. This is part of a Scotland wide trend for increases in reported levels of substance abuse, particularly for alcohol. CPP partners are confident that those interventions funded via CRF and other related streams *have* impacted positively on those actually engaged with. However, rising levels of admissions are part of widening social trends within the general population, with levels of alcohol abuse in the young, and amongst younger women in particular, on the rise. Future interventions to address these issues (including those funded via FSF within the SOA) therefore may have to deliver a wider programme of services, and involve the formation of more diverse, creative partnerships that include national, city-wide and local agencies, to address these issues.

The results suggest that targets for teenage pregnancies have not been met, with rates actually increasing across Glasgow, although again, this mirrors national trends across Scotland over the period.

However, a range of indicators around maternity health have shown some positive progress over the past three years. The incidence of low birth-weight babies has declined across the city, including for 15% areas from 2004-2006. Related maternity indicators such as smoking during pregnancy has experienced a decline in 15% areas, as with the city as a whole, with a slight narrowing of the gap in recent years.

Evidence from the Greater Glasgow & Clyde NHS *Health & Well-Being Study* has not been updated since our 2007 report – Results from the 2008 survey will be released in 2009. The last set of results suggested improvements in some aspects of peoples' lifestyles. The proportion of those in the most deprived areas taking regular exercise rose from 55% to 65% from 2002-2005. Results from the same survey suggest that the proportion of Glaswegians with mental health issues declined in the deprived areas, as in other parts of the city – the proportion of people in 15% areas with positive

perceptions of mental health or emotional well-being increased from 72% to 78% from 2002-2005.

Learning Glasgow

Learning is key to sustaining positive futures for our residents, and CRF has been invested to improve access to learning for all Glaswegians. The city has made impressive progress across all three Outcomes - young people, formal qualifications, and informal learning.

The city has progressed in increasing the levels of school leavers going into education, training or employment, up from 70% in 2003/04 to 83% in 2005/06, with the ROA target of 75% already exceeded. The range of activities that address the 'NEET' group have undoubtedly had a positive impact on the future prospects of young people in the city. Investments in similar interventions for school leavers and other young persons will continue via funding from the FSF as part of the activities of *Glasgow Works*.

The levels of adults from deprived areas with formal qualifications have also risen between 2003/04 and 2005/06. More than two-thirds (68%) of adults in deprived areas have formal qualifications, compared to 86% for non deprived areas, illustrating that the gap between the two is narrowing – the city is on track to meet its 70% target for deprived areas by 2008.

The CPP partners have invested considerable resources to informal learning in the city as recognition of the key importance of achieving Outcomes around this. Much of this activity is being delivered via the *Community Learning & Development Strategy*. Progress on this Outcome has been positive, with our target to increase enrolment in FE and HE institutions to 6% in deprived areas already have been met. Similarly, targets to increase youth work opportunities have been exceeded across the city, as have the number of adult learners participating in *Adult Learning Network* programmes.

It has been more challenging to develop meaningful and reliable indicators for Outcomes relating to adult learning, and the establishment of baselines and targets has been difficult. CPP partners will continue to look for new innovative and appropriate measures to monitor adult learning indicators for the SOA process, and through further dialogue with Scottish Government, will look to move forward with the monitoring of these outcomes.

Safe Glasgow

An overall assessment of the Outcome indicators for our safe theme suggests mixed progress, both in terms of recorded crimes and the perceptions of community safety. Encouraging progress has been made to achieve the headline target to reduce overall crime (Groups 1-5), with a 3% reduction in 15% areas over the past three years, 2004/05-2007/08. The gap has narrowed between those living in deprived areas and those in more affluent areas. Residents also feel safer in their communities, with our targets achieved for feeling safe in local neighbourhoods after dark.

However, recorded crime levels relating to drugs and alcohol continue to prove problematic to reduce. Drug related crime has actually fallen (by 5%) across the city over the past three years. Encouragingly, this has been driven by reductions in the 15% areas. However, levels in non 15% areas have risen, and as a consequence, our original target of a 10% reduction across the entire city has not yet been achieved.

Alcohol related crime levels have increased over the 3 year period, in all parts of the city. Along with the earlier data outlining the rise in alcohol-related hospital admissions, this suggests that alcohol abuse and its effects is a growing concern for Glasgow and Scotland as a whole, and is a significant public health issue for all Community Planning Partners. Despite a raft of positive interventions around alcohol in the ROA, this has not been enough to reverse the long term trends and to tackle the underlying problems. As a measure of recognition of this priority, the CPP has now made alcohol abuse and its effects, a primary public health issue to be addressed within Glasgow's new Single Outcome Agreement. FSF will represent a significant share of overall investment in measures to tackle this.

The latest data relating to vulnerable persons indicate expected trends. CPP partners are committed to continuing with investment in a series of programmes aimed at highlighting issues around domestic abuse, race crime, and acts of discrimination against persons based on their sexuality or beliefs. Elements of CRF investment have been used to address peoples' attitudes towards sexuality, race, and gender based violence – these included the funding of programmes of education and awareness, as well as channelling resources to supporting those experiencing discrimination.

Despite the positive activity, perhaps as a result of greater awareness raising and support services, reported occurrences of racially motivated incidents, gender based violence, and homophobic-based violence all increased from 2005-2008. In all instances, recorded levels increased across the city, in both 15% and non 15% areas. For racially motivated incidents, reporting increased by 13% in deprived areas, domestic abuse incidences recorded increased by 38%, and homophobic incidents by 50%. As a response, new and innovative support services to raise both awareness of, and to address the causes and effects of violence and discrimination against vulnerable person, have been identified in Glasgow's Fairer Scotland Fund proposals.

Vibrant Glasgow

Issues relating to the availability and frequency of evidence concerning the vibrancy outcomes continue to persist. A range of community engagement indicators were included in the local *Glasgow Panel Survey*, spring 2006, and an update will be made available in autumn 2008. These measures will be used to baseline new indicators for the SOA and FSF proposals. The CPP expects that improvements in the measurement of community involvement and engagement will lead to more sophisticated indicators of these types being incorporated within the SOA and FSF performance frameworks.

The *Scottish Household Survey* does provide some relevant evidence around our vibrant Outcomes. The level of persons reporting litter or rubbish as a problem in neighbourhoods has declined over the past three years (up to 2006/07) across the city, with the gap narrowing between 15% and non 15% areas. However, there has been no overall improvement in general satisfaction with neighbourhoods across the city – the target of 84% in deprived areas had not yet been reached by 2006/07. As a response, the CPP has initiated the *Neighbourhood Management* programme which will impact upon the satisfaction levels for services amongst residents, and improve the perceptions of safety – we expect that these improvements will impact upon relevant indicators within the 2007/08 data and beyond.

Volunteering levels have been used as a proxy measure of community involvement over the lifetime of the ROA. Overall levels in Glasgow have improved slightly, up from 21% to 23% from 2003/4-2006/7, although levels in 15% areas have actually declined.

Working Glasgow

Good progress continues to be made against the working Glasgow Outcomes for the city. Statistics compiled from administrative records demonstrate significant progress – in 2004, the workless rate for those in deprived areas (a measure which includes Incapacity Benefits, Income Support & Job Seekers Allowance) was 42% - this had declined to 35% in 2006. Similarly, the rate had fallen in non 15% areas and Glasgow overall. These data and those collected by *Glasgow Works* demonstrate real progress in reducing the levels of inactivity and unemployment in the city. An update from the workless indicator used in the ROA from the SIMD 2008 should also confirm these trends.

The available evidence concerning our '*job readiness*' Outcome is derived from a series of specific output measures delivered via CRF funding. Template 1 (Outcome 14) demonstrates that many of the output targets have been met and indeed far exceeded - particularly those around vocational training, further education, personal development, and core skills training. This supports the assertion that CRF (and associated) funds have made a significant contribution to improving the employability of thousands of Glaswegians. The increased level of investment in our working Outcomes, particularly in 2007/08, have helped contribute to increased service provision, which in turn have improved the levels of specific outputs delivered around employability.

In terms of entrepreneurial activity, the updated evidence suggests that better than expected progress has been made – the number of new business starts in Glasgow has surpassed original targets as have targets for the number of social economy organisations assisted.

Challenges & Lessons Learned

Over the course of the ROA process, the Glasgow CPP has monitored the progress of over 50 Outcome indicators. As with previous years, a number of factors have influenced the reporting of results for 2007/08:

- data availability, particularly split at the 15% Data Zone level
- data reliability, continuity, and consistency of measurement
- time lags in the reporting period
- difficulty in presenting measurable targets
- attribution of the CRF within a larger programme of activity

Many of these issues are reflected within the results presented in Template 1. The most notable effect of encountering the above issues is that some of the data has not been updated over the past year. Fewer of the indicators presented provide data that covers the period up until March 2008. For some indicators, the time-lag in reporting means that it will be one or possibly two more years before data are available for the entire period 2005-2008. This has implications for assessing the potential impact of the ROA on these measures. Consequently, much of the data presented in Template 1 must be placed into the context of the actual time period being measured.

There have been some specific technical problems with hospital admissions data which have made providing an overall assessment more problematic - there have been issues over the continuity of data capture methods in Glasgow, whilst time lags in updating data has also been challenging. The recording of hospital admissions data in the city has changed across all hospitals, with an improvement in the sensitivity of the tracking of reasons for admissions. As such, drugs and alcohol admissions rates have differed greatly for some hospitals, which have affected the monitoring of indicators. The CPP has re-based some of its health related indicators for the final year of the current ROA, with a recommendation to review baselines and targets for future monitoring processes.

The monitoring of the ROA indicators has been challenging, for many of the reasons outlined above. The CPP have taken cognisance of the issues encountered in the ROA around performance reporting, and will take forward the learning from the process in the development of the performance monitoring framework for the FSF element of the Single Outcome Agreement.

In particular, the CPP recognises that the broad range of Outcomes developed in the original ROA has raised its own issues. The CPP has found it challenging to invest proportionate and even amounts to each of the original Outcomes over the lifetime of the ROA. In reality, the investment profile of the ROA has reflected the changing nature of CPP priorities, with subtle changes in year-on-year funding around particular Outcomes – e.g. more money was invested in activities around *working*, *healthy* and *learning* than in *safe* or *vibrant*. Our project monitoring system has also demonstrated that output activity has varied over the three year programme, and consequently, the impact on a range of Outcome indicators may also have varied.

Another valuable lesson learned from the ROA process concerns attribution and target setting. For the ROA, it was challenging to set targets for those particular indicators where no obvious lead agencies could be identified. Subsequently, this diluted the sense of ownership and responsibility for

delivery – a lack of (shared) ownership meant that there was not always a clear level of responsibility for target setting and monitoring. The CPP subsequently found it challenging to quantify and agree the ‘line of sight’ and level of attribution of CRF against mainstream partner budgets. In some instances where existing benchmarks or targets did not exist, CPP partners were reluctant to prescribe to targets that had been compiled by means or from other sources or methods (e.g. from extrapolating trends).

For the SOA process, the CPP partners decided to use pre-existing key performance indicators and targets (where available) for many of the Outcomes, rather than identifying new ones. Many of the targets in the SOA therefore relate to pre-existing strategies amongst the lead agencies. This has meant that ownership of indicators and targets has been easier to establish at an earlier stage. Having identified the range of lead agencies for each range of services, the process of target setting and attribution of FSF will be more transparent.

By establishing the contribution of FSF (both financially and other) relative to other resources, the target setting process for the new Agreement will be more open. CPP partners will now be able to more readily identify the ‘line of sight’ between the FSF and the overall investment by partners in relevant activities. The CPP will also ensure that the range of indicators selected for the FSF performance framework are more tightly focused, and reflect those specific Outcomes where the FSF is most likely to impact upon.

Section 2: Financial Commentary

The Glasgow CPP was responsible for managing a number of different funding streams in 2007/08. In summary, the total amount *spent* across the various funding streams in the financial year can be broken down as (2006/07 spend in brackets):

- CRF/Community Voices - £51,578,901 (£42,832,724)
- Workforce Plus – £748,579 (£371,716)
- NFF successor projects - £1,383,639 (£743,674)
- NEET - £699,907 (£99,628)

In addition, Glasgow City Council was responsible for the management and administration of *Financial Inclusion* activities on behalf of the CPP. In 2006/07, spend of £1,267,250 therefore was recorded against Financial Inclusion services.

The total amount of spend for 2007/08 from all ROA funding streams listed was **£55,678,276**. Table 1 also illustrates the match funding for this investment, which totalled **£50,072,297** across all funding streams in the ROA. *Combining direct investment and partners contributions, investment totalled £105,750,573 in 2007/08, a record level over the lifetime of the ROA programme.*

Table 1 – Total ROA Programme Expenditure 2007/08

Programme	Total spend for 2007/08*	Partners Financial contribution 2007-08
CRF/CVP	£51,578,901	£48,111,045
Financial Inclusion	£1,267,250	£146,965
Workforce Plus	£748,579	£1,200,531
NFF	£1,383,639	
NEET	£699,907	£613,756
Total	£55,678,276	£50,072,297

*relates to actual spend, not allocation

The original allocation of CRF for 2007/08 was £43.3m, with a further £1.9m of Community Voices and Integration Resources investment added, bringing the total level of available funds at £45.2m. However, as Table 1 indicates, the actual CPP spend was £51.6m in 2007/08. The considerable rise in CRF/CVP expenditure for 2007/08 can be accounted for by finances carried forward from 2006/07 via the Central Unallocated provision (CUP), which was noted in last year's report at approximately £6.4m.

This mechanism allowed the utilisation in 2007/08 of CRF resources not spent during 2006/07. Due to a number of factors including slippage in recruitment and delays in progressing capital projects during the financial year, the Glasgow CPP placed a total of £6.4 million of CRF resources into the Central Unallocated Provision, a carry forward mechanism, for use in the financial year 2007/08.

For 2007/08, the CPP invested these funds in additional activities that aligned with the aims of the Community Plan and ROA. These funds were allocated to both city wide and local area programmes. These included contributions to:

- a series of children's play park areas across the city, in partnership with Glasgow City Council Land & Environmental Services (£1.5m) (safe)
- a *Vulnerable Children's Programme*, led by the Health Board, which provides targeted activity at the most vulnerable children in Glasgow. This includes supporting early years establishments; additional support to vulnerable families from the earliest possible stage; extended and flexible support to children in families facing challenges of substance misuse, mental health and domestic violence; interventions in schools etc. (£1.3m) (healthy/safe)
- an *East End public re-assurance pilot*, led by Strathclyde Police, to reduce crime and anti-social behaviour, create safer environments, build public confidence and improve opportunities for people so that they are less likely to commit offences or re-offend. (£800k funding for staff costs, police mobile office vehicle, CCTV cameras and outdoor gym) (safe)
- the *Clean Glasgow* campaign, which promotes community-focused environmental improvement activity through a range of measures across the city (£315k) (vibrant)
- the *Pollok Civic Realm*, a community-based facility linking existing community facilities to a new build that will house a range of services, such as Advice Bureau, Library, stress centre, café, nursery, employability services and Pollok Kist, documenting local history (£965k) (vibrant/healthy)
- a support programme to A8 migrants in South East Glasgow to provide a range of services, including health, education & social services (£300k) (vibrant/healthy/safe/learning/working)
- a large number of additional activities in local area teams, such as capital investments in community facilities, health programmes, sustainability programmes, youth activities and community safety initiatives (vibrant/healthy/safe/learning/working)

Similarly, for *Workforce Plus* activity, former *New Futures Fund*, and *More Choices More Chances* (NEET) programmes, there was a significance increase in investment in 2007/08, compared to 2006/07. Our investment in *Workforce Plus* activities doubled from £372k to £749k, *New Futures Fund* from £744k to £1.38m, and *More Choices, More Chances* (NEET) from £100k to £700k.

In all cases, unallocated funds were carried over into 2007/08 from the previous year. For all three funding streams, the CPP took over the management of these in 2006/07. There was a level of under spend in year one which was then addressed in 2007/08, with a series of employability programmes delivered for young people, the long term unemployed, and those furthest from the labour market – details on these activities were included in our report in 2006/07. Many of the activities have now been

subsumed within the overall *Glasgow Works* programmes for 2008/09 onwards.

Financial Inclusion investment for 2007/08 included an under spend from 2006/07 of approximately £400,000, carried forward to 2007/08. The Financial inclusion programme therefore delivered investment of almost £1.27m, across a range of services, including money advice, welfare rights, financial education/budgeting, fuel poverty, health related advice, affordable credit, and employability advice via in-work benefit checks and debt advice.

The CRF / Community Voices allocation for 2007/08 includes a small final under spend of £186k. Conscious of a likely under spend for the year amongst some projects or programmes, in late 2007 the CPP initiated an exercise to re-allocate the projected under spend - Partners were invited to bring forward new complementary activities which the CPP could invest in. This exercise was successful at making in-roads to addressing the overall projected under spend. By the end of 07/08, only 0.4% of total CRF / CVP allocation remained unspent.

Table 2 provides more detail of the level of partner contributions set against ROA funding streams in Glasgow for 2007/08. Combining direct funding and partners contributions, ROA linked activities in the city were worth almost £106 million. *Setting partner contributions of approximately £50.1 million against ROA direct investment of £55.7m gives a ratio of 90 pence of partners funding for every £1 of ROA investment.* Although the CRF and other ROA funds made up lesser proportions of budgets for some of the regeneration funded activities in the city, in many instances, CRF was an important catalyst on progressing many of the initiatives over the year. ROA funding streams were deployed strategically to 'kick start' investment in many instance where Community Planning initiatives were brought forward by CPP partners

For the £51.6m CRF/CVP/IR investment in 2007/08, a further £48.1 million of funding was successfully levered in from over one hundred other sources, with some of the largest contributors being Glasgow City Council, Scottish Government, the Health Board & Community Health & Care Partnerships, and Local Regeneration Agencies.

For the former New Futures Fund / Workforce Plus programme, a total of £1.2 million was levered in from other sources to match the combined ROA investment of £2.1m. The majority of the match funding for these programmes came from Glasgow City Council and European Social Fund.

The *More Chances More Choices* (NEET) investment totalled £700k. Almost £614k was successfully levered in from other sources for this theme. The main contributors include the Scottish Government, European Social Fund, and Glasgow City Council.

CRF investment in *Financial Inclusion* services totalled almost £1.3m in 2007/08. Match funding of £147k was secured, from a number of sources

including the Homelessness Partnership, a local Credit Union and Scottish Government.

The overall level of ROA match funding for 2007/08 was slightly less than that achieved for 2006/07, but above the level in 2005/06. The CPP is comfortable with the final level of match achieved, particularly as there were fewer capital investments compared to previous years – over the first two years of the ROA period, a number of large capital projects brought in significant levels of partners funding. Similarly, the tapering off of European Structural Funds has impacted on the level of match funding available within the public sector in Glasgow. However, city partners have been relatively successful in securing alternative resources to match fund activities.

Table 2 – Detailed breakdown of Partners Financial Contribution to the ROA

1	2	3	4
ROA Funding Stream	Total ROA spend contributing to 2007-2008 (£)	Partners making financial contributions to the ROA activities identified in Column 2	For each of these partners, financial contribution 2007-2008 (£)
CRF / Community Voices Programme (including Integration Resources)	£51,578,901	Glasgow City Council Scottish Government (inc Communities Scotland) Greater Glasgow and Clyde NHS and CHCP Local Regeneration Agencies Generated Income Glasgow Housing Association Charitable Trust or Organisation Lottery European Social Fund (ESF) CPP Culture and Sport Glasgow Scottish Enterprise Network Scottish Funding Council Strathclyde Police EMEC European Regional Development Fund (ERDF) Banks Service Level Agreements Careers Scotland HLC Partners' Fund (GCC/CHCP) Community Regeneration Fund Other Income Sports Scotland Supporting People Fund Trusts Housing Associations / Registered Social Landlord BBC Children in Need Strathclyde Fire and Rescue Parents/Carers Fees Glasgow Community Safety Services Community Enterprise in Strathclyde Private Sector Donations	£11,657,426 £6,388,572 £4,772,351 £4,063,423 £2,479,672 £2,345,356 £2,238,513 £1,921,372 £1,670,779 £1,121,714 £1,035,016 £663,916 £488,316 £483,509 £440,000 £475,656 £385,581 £319,659 £311,579 £277,216 £233,045 £232,416 £224,886 £195,000 £193,181 £194,779 £180,824 £175,500 £173,139 £172,967 £157,827 £142,119 £138,270

		Childcare Extra Robertson Trust Childcare Strategy Sport Relief Colleges Key Fund Church of Scotland Commercial Contracts Childcare Access Turning Point Barnardos YMCA Integration Resources Base stakeholders contribution Miscellaneous (contributions each under £50k) Total Contributions	£136,088 £133,000 £116,180 £110,000 £111,754 £95,210 £91,320 £84,000 £76,700 £75,554 £74,920 £69,015 £55,196 £54,188 £874,340 £48,111,044
Workforce Plus and Former New Futures Fund	£2,132,218	Glasgow City Council European Social Fund (ESF) Lottery Funding Culture and Sport Glasgow Charitable Trusts/Organisations Abilitynet Local Regeneration Agency Total Contributions	£564,221 £430,522 £80,758 £46,880 £40,000 £24,000 £14,150 £1,200,531
More Choices, more Chances (NEET) Programme	£699,907	Scottish Government European Social Fund (ESF) Glasgow City Council Charitable Trusts/Organisations Private Sector CS - key workers (in kind) SE Glasgow - staff time (in kind) CS - Worknet CS staff time/pack (in kind) PSPS - in kind Total Contributions	£232,000 £169,433 £116,926 £46,662 £30,000 £6,000 £5,800 £3,935 £3,000 £613,756
Financial Inclusion	£1,267,250	Homelessness Partnership Scottish Government BCD Credit Union GNRA GCPL Thenew Housing Association Glasgow Credit Union GCPL GHA Total Contributions	£45,000 £33,000 £32,000 £12,965 £10,000 £5,000 £5,000 £2,000 £2,000 £146,965
Total	£55,678,276		£50,072,297

Section 3: Community Involvement

The Glasgow CPP has made further advances over the past year to ensure greater levels of involvement from local communities in the planning and delivering of public services. A well defined engagement structure is now in place in Glasgow to facilitate this by ensuring community influence across all public services. These structures will continue to improve and will be strengthened further through activities supported by the Fairer Scotland Fund as we move from delivering services against the ROA framework to the new Single Outcome Agreement structure. This section outlines some of the main areas of progress over the past year, and runs through some of the current initiatives to support the involvement process within the new framework.

During 2007/08, the partnership delivered:

- the establishment of 'Community Reference Groups'
- the implementation of Community Engagement Plans
- the development of Neighbourhood Management Action Plans
- building capacity and providing support for community residents by identifying and resourcing training, development and support needs
- training in the National Standards for Community Engagement for Partner organisations and local community groups
- establishment of a community engagement database (Engage)
- support to partner organisations to develop youth networks and working together to engage children and young people
- further strengthening of the equality & diversity element of Community Planning
- the publication and delivery of local newspapers and bulletins to share information

These developments have ensured that the framework is now in place to support the delivery of outcomes for both residents and CPP partners.

Community Reference Groups

Community Reference Groups (CRGs) are central to the embedding of community engagement practices within the Community Planning process in Glasgow. They have been established in each of the ten local community planning partnership areas, and these groups consist of a total of 300 nominated or elected individuals from a wide range of community based organisations. They reflect the range of community interests across their area, by ensuring membership from all the neighbourhoods as well as groups of people from different backgrounds (e.g. age, race, gender, disability, sexuality, belief etc).

In order to operate effectively, standards have been developed for CRGs that highlight the requirement for fairness and inclusion, ensuring that those affected by disadvantage and exclusion are involved and recognising the importance of place, interest, equalities and diversity. The *Glasgow Equalities Partnership* has been actively involved in facilitating this across the City.

The CRGs bring together local residents with diverse backgrounds and interests to provide an initial point of contact for public sector engagement. By tapping into the local expertise that exists on these groups, service

providers can capture community influence in determining the issues that matter most to communities, and respond accordingly.

Specifically, the CRGs have a key role to play to ensure effective community engagement on the local community planning structures. The CRGs will help to communicate the priorities of local people to the LCPPs, assist with wider community engagement, contribute to the planning of community engagement activities and assess their effectiveness, and contribute to the support of community residents on the Boards of a wide range of public services. Nominees of Community Reference Groups will also sit in local Community Engagement Co-ordinating Groups (stakeholder groups charged with implementing Community Engagement) to strengthen the direct link between the community and service providers.

Glasgow CPP will commit the necessary resources to support the CRGs during 2008/09, including establishing five '*Community Engagement Support Vehicles*', one for each of the Strategic Planning Areas. These vehicles will consist of seconded and/or employed staff with a specific remit to support the Community Reference Groups to achieve their aims. Support may vary between each area, but typically will involve support for administration, member development and community capacity building.

Community Engagement Plans

Detailed '*Community Engagement Plans*' have been developed in each of the five Strategic Planning Areas during 2007/08, which set out how CPP partners will work with each other and local communities to achieve more joined up and involved service delivery. The plans will also aim to maximise opportunities for synergy among the community engagement activities of partner organisations, avoiding duplication and ensuring best value and most efficient use of resources.

Local Engagement Plans will demonstrate where engagement activities can make a genuine improvement to service provision. The Community Engagement Plans aim to build on the work that has already been carried out across all sectors, to ensure that the expertise developed is used to best effect, whilst adding value through better co-ordination and improved sharing of information.

The *National Standards for Community Engagement* have been used to develop and underpin the local Community Engagement Plans to ensure the way in which CPP Partners work with communities is open, transparent and effective. Using the National Standards, partners have defined the objectives to identify how we can contribute to the vision for all of the local Community Planning Partnerships. Additionally, the CPP has tried to ensure that each Community Engagement Plan delivers an effective and co-ordinated approach to engagement for the benefit all communities throughout Glasgow.

Gathering Local Evidence

The Glasgow CPP has been consistently clear that the investment priorities for both the ROA and the new Fairer Scotland Fund must pay due regard to both hard evidence of need from data sources, and more qualitative information derived from local residents in communities.

Over the past 12 months, the CPP has made progress in identifying a range of local priorities. CPP partners have conducted extensive public consultation exercises and commissioned detailed research to identify issues and capture community views. These include:

- Strathclyde Police Public Reassurance Strategy
- Community Health & Care Partnerships Public Participation Forums
- Glasgow Housing Association Tenant Satisfaction Survey
- Glasgow City Council Panel results

Results from these activities, along with other research & information gathered by Partners, have helped to build up a considerable body of evidence around local priorities. One of the main ways in which the CPP has utilised this information has been reflected in the development of '*Local Investment Plans*'.

Each Local Community Planning Partnership area has developed an '*Investment Plan*' for 2008/09. Local Investment Plans set out how local funds (including FSF) will be invested against identifiable local priorities. Input to the scope of these plans has been required from all stakeholders, and the evidence gathered by each agency, including those incidences outlined above, has helped inform developments. The views of local communities have also been included in the process through the Neighbourhood Management Survey outlined below, through their involvement on local theme groups that set the agendas for each of the agreed priorities, or through consultation directly with the Community Reference Groups. This has ensured that local people can have a real influence over the investment of public resources.

Neighbourhood Management

The most significant information gathering exercise implemented by partners in 2007/08 has been the *Neighbourhood Management Survey*. Neighbourhood Management is an approach that supports local communities and service providers to work together in partnership to improve local outcomes, by improving and joining up local services, and making them more responsive to local needs. Core services typically covered by Neighbourhood Management arrangements include: security, control of nuisance and general supervision, environmental maintenance and repair of damage to public areas; and street cleaning, refuse collection and rubbish removal.

A pilot survey in 2006 of neighbourhoods in the North East of Glasgow involving 1,000 residents identified a series of issues of concern, including road safety, anti-social behaviour and environmental degradation such as graffiti, litter and dog fouling. Following analysis of the results, a multi agency Steering Group lead by the CPP developed local Action Plans for each of the 8 identified neighbourhoods, to respond to the issues raised. Partners then took the priorities identified and addressed them collectively by bending either budgets or resources. The implementation of the Action Plans achieved significant outcomes for the North East, with all the major areas of concern showing improvement. In most cases, the level of concern expressed by residents has reduced by more than 50%.

As a result of the success of the pilot area, a detailed questionnaire was commissioned in Autumn 2007, which sought the views of 10,000 local people across all 10 local CPP areas (then sub-divided into 56 specific neighbourhoods) on key local issues, and special effort was made to ensure that the participants represented a cross section of the city's population. The findings provide a wealth of information on the priorities of those individuals that would not necessarily seek to be engaged through any formal structures. The survey results for all areas showed overall that there was a great deal of consensus and commonality of issues raised, which was then used to inform the development of local 'Action plans' to address these.

The survey also identified that there was a degree of longer term interest in local Neighbourhood Management and that a sizeable proportion of residents would be keen to remain involved at some level. Respondents to the survey were asked if they would like to continue to be consulted with regarding local service delivery issues, with around 25% stating that they were happy to do so. It has since been agreed that those respondents who indicated a willingness to participate in this way will form the basis of a refreshed '*Citizens Panel*' for Glasgow, which will be utilised by the CPP on a series of issues. It is likely that there will be 10 localised Panels, each consisting of approximately 200-250 individuals that will aggregate up to a city response.

The findings from the city-wide Neighbourhood Management survey will directly inform and influence how services are deployed locally. The survey has resulted in real tangible outcomes for the city as CPP Partners move forward with concrete action plans to implement changes to service delivery at neighbourhood level across Glasgow. A total of 56 '*Local Action Plans*' have been devised - one for each of the identified neighbourhoods across Glasgow. Planning at this level will ensure that resources are deployed according to specific local neighbourhood conditions, recognising that within relatively small geographical areas there can be some differences in the challenges facing local communities.

These Action Plans, like the pilot, show similarities across neighbourhoods and bigger geographical areas for the key issues of concern although there is significant variance in both priority and the level of concern expressed by residents across some of the 56 neighbourhoods. The plans will inform and support initiatives which address the key issues and reporting back has already confirmed to communities what the issues are. Further communications will describe what is being done to address the issues with a subsequent report assessing the impact from initiatives. The intention at this stage is also to repeat the Neighbourhood Management survey in two years time to evaluate the impact recorded by residents as the recipients of the various services.

If the success of the original pilot is replicated across the city, then the top ten key issues of concern should see significant improvement, which would then allow, through the proposed second survey, for the reprioritisation of residents concerns and the process to refocus on these and, over time, improve the quality of life of our residents. These approaches will ensure that the views of

the local community continue to be reflected in the investment plan of each LCPP which in turn will determine how the FSF and partner budgets are to be utilised.

Community Capacity Building

Community Capacity Building (CCB) is a key component of Community Development. Support for it complements that provided for community engagement activity, as a priority activity to help improve the involvement process between CPP partners and the communities they serve. Community capacity building is the development activity that strengthens the ability of community organisations and groups, so that they are better able to engage in consultation and planning, manage community projects and take part in partnerships and community enterprises. The focus for community capacity building is primarily to strengthen the community sector and secondly to reach out to individuals.

The CPP has committed investment in community capacity building activities for the year ahead. A Community Capacity Building Working Group was established early in 2008, and is charged with coordinating activities and responding to the emerging community capacity building agenda. It provides information and feedback on issues relating to community capacity building to the Partnership via the *Glasgow Community Learning Strategic Partnership (GCLSP)*. The working group has representation from Culture & Sport Glasgow, Glasgow City Council Social Work, Glasgow Council for the Voluntary Sector and Glasgow Community Planning Limited.

A study was commissioned by Glasgow Community Planning Limited in February 2008 to examine the interconnected agendas around community capacity building and community engagement in Glasgow. A number of areas of activity will be taken forward over the course of the current year to raise the profile of community capacity building and inform ongoing development. Activity will include:

- defining the capacity building needs of Community Reference Groups, and community residents on Local Community Planning Boards
- understanding the capacity building needs of community groups
- mapping of existing community capacity building services in Glasgow
- delivery of learning events on 'Making Community Engagement Work'

As part of the process to improve capacity building amongst both stakeholders and local residents, the CPP has implemented a programme of additional training in the *National Standards for Community Engagement*. Much of the work to instil the National Standards within CPP Partners is currently being delivered via local *Community Engagement Co-ordinating Groups*, which consist of local CPP partner bodies and local residents, which come together to discuss specific local implementation of community engagement activities. Many of the statutory agencies involved in these groups have been tasked to develop their own strategies and actions plans relating to community engagement, and it has been recognised that support should be given to them to embed the National Standard into their plans.

An example of this is the recent roll out of training in the National Standards within the West Area Co-ordinating Group, with both Strathclyde Police and Strathclyde Fire & Rescue identified as pilot agencies for this. The pilot training programme provided practical and focused support to both agencies at a time when they were drafting of their joint 'Consultation and Engagement Strategy'.

Both agencies were required to demonstrate how the strategy adhered to the National Standards, and to articulate this to their tactical and operational staff. One joint session on the organisational strategies and National Standards was held with senior and middle Managers of both organisations and further sessions for operational staff from both organisations were delivered. Over 100 operational staff from both organisations were trained in the National Standards for Community Engagement. Both Strathclyde Police and Fire & Rescue made a subsequent commitment to roll out the training to all other staff in their organisations. The training was a success and the presentation material is now available to all other divisional staff for self learning.

Community Engagement Database

During 2007, GCP Ltd and Glasgow Council for the Voluntary Sector (GCVS) establishing a community engagement database (known as '*Engage*') to help community planning partners identify appropriate community based organisations and groups. The database builds on from the earlier work of *Infobase*, which maps out the size and scope of the voluntary sector in Glasgow. *Engage* builds upon *infobase* as it includes information on local community organisations that do not have paid staff, but instead rely completely on volunteers. *Engage* currently has around 1,600 organisations listed, with a range of information available on these, including details of the services they offer.

Engage is being used by a range of CPP partners and local bodies to help identify relevant local groups with which to engage with. By specifying further details about location, areas of interest, and services delivered, the system connects those wishing to engage with the most relevant community groups in a local neighbourhood. *Engage* has recently being used by local CPPs to scope out potential interest groups for Community Reference Groups. During 2008, the CPP will develop the system further to integrate information from other systems such as *VOiCE*, a system which details best practice in carrying out engagement activity.

With the advent of technologies such as *Engage*, the CPP recognised the need to introduce procedures to monitor the use of information for engagement purposes. Guidance has been made available which supports good practice for community engagement. A '*protocol for community engagement*' was introduced in January 2008. The protocol promotes good practice and will provide an agreed approach to co-ordinating engagement activities and any subsequent development and/or support needs identified through these activities. It is intended as a positive support for continuous improvement in community engagement practice in the city.

Improving Diversity in the Engagement Process

Over the past year, the work of *Glasgow Equalities Partnership (GEP)* has helped cement the foundations of equality and diversity within the Community Planning Process in the city, and to support good practice in community engagement. During 2007/08, GEP facilitated a consultation process to establish how best to support communities and partners. The results of this consultation were published in February 2008 and emphasised the importance of a cross strand approach to engagement (i.e. the 6 recognised strands of equality & diversity) and the need to promote a human rights agenda. An outcome of this exercise has been that equalities groups are embedded within the Community Reference Group structure.

Regardless of the obvious progress made, the CPP is determined to continually improve the involvement process, and in particular ensure that equality and diversity is ingrained within Community Planning. Much of the learning build up by CPP partners around this has been reviewed, and a response has been devised to move forward with this, post ROA. Subsequently, an *'Equalities and Diversity Programme'* is being finalised between a range of city partners to strengthen further the equalities and diversity agenda within Community Planning in Glasgow. The programme will also aim to improve the range, extent, and impact of funding for work with BME communities in Glasgow. A key principle of the programme is to bring together and streamline work with long standing BME communities, new migrants, and refugees.

The lead agencies include City Council, Police, NHS, Culture & Sport Glasgow, and Glasgow Anti-Racist Alliance (GARA). These agencies will work closely with a range of voluntary sector partners to deliver a number of themes including employment & business development, challenging racist behaviours, working with young people, and capacity building and community development. Lead agencies will also have responsibility for facilitating the delivery of multi-agency action plans to improve equality & diversity within Community Planning.

The CPP will also continue to invest in Glasgow Equalities Partnership (GEP), in recognition of the progress made in engaging with equalities networks and key voluntary sector and public agencies to develop the vision of an 'Equalities Hub' for Glasgow.

Young People

The role of young people receiving and influencing public service delivery is another major aim of the Partnership, and GCP Ltd. have continued to support the aims of young people during 2007/08, to enable them to influence the activities and decision-making of local Community Planning Partnerships. Across the city, members of the Scottish Youth Parliament (MSYP's) have been given places on Local Community Planning Partnership Boards to advise on youth and young peoples issues.

Young persons groups now play a vital role around the delivery of youth services across all sectors. A 'Youth Senate' has been established in the

South West CPPs, and is made up of Young People aged 14 – 25 years. A Youth Senator is elected in each of the local Secondary Schools and youth groups across the locality, and Youth Senators take part in a programme around all aspects of governance frameworks, decision-making processes and local / national / international democracy.

The Youth Senate is the initial contact for many of the partners wishing to take part in Community Engagement with young people in the South West. The Youth Senate is being considered as a model to form Youth Community Reference Group across the city, which will complement the activities of the main CRGs. The work of Youth Senates will be supported by Culture & Sport Glasgow and Glasgow Community Planning Ltd.

In Spring 2008, an event organised by the MSYP's and the Youth Senate in South West Glasgow took the views of over 80 young people in shaping and influencing the youth service provision of statutory and voluntary agencies operating within the South West area of the city. As a result of the event, CPP partners are working up new 'Service Action Plans' to respond to the consultation. This type of event is now being replicated across other areas of the city and shows how young people can influence the shaping and delivery of services.

Communicating Our Progress

Local Community Planning Partnerships (CPPs) are committed to communicating the progress they make to residents and will continue to invest in a range of methods to communicate this. One of the largest commitments is the publication of free local news media in each of the five Planning Areas.

Each Local CPP distributes free news media bi-monthly or quarterly to all households, businesses, schools, housing offices and voluntary organisations across each of the five Strategic Planning Areas that cover Glasgow. Combined together, these publications have a circulation of 306,000 copies, including those sent to households or premises, and a potential readership of 581,000 residents.

The news media is produced on a not for profit basis and represents joint working between a range of Local CPP partners. Contributions to contents are actively sought from partners and have included features on activities from community based projects and voluntary organisations, as well as statutory CPP bodies. Representatives from contributing partner agencies make up editorial sub groups in one form or another across the five planning areas and their role is to source potential features and to agree the final content for each publication.

Appendix

Template 1: Outcome Achievement - Improving Health / To create a Healthy Glasgow

1	2	3	4	5	6	7	9
Ref. (from ROA)	Outcome	CRF Indicator	Target area	Target group	Baseline	Final target 2008	Achievements 2007-2008
1	Reduction in the number of people with health problems, and in particular as a result of drug or alcohol misuse	Reduce the proportion of emergency hospital admissions attributable to drugs <i>Source: GG&CNHSB - SMR01 2004/05 to 2006/07</i> residents aged 16-44	Those living in the bottom 15% Data Zones	All residents	Standardised Admission Ratios - (Glasgow City = 100 in 2004/05) Figures: 168 for 15% areas 37 for non-15% areas 100 for Glasgow City	Reduce gap between 15% areas and non 15% areas, and reduce the Glasgow City total by 2008	2006/07 update 186 for 15% areas 31 for non 15% areas 97 for Glasgow City Slight reduction at city level driven by non 15% areas – gap has widened
		Reduce the proportion of emergency hospital admissions attributable to alcohol <i>Source: GG&CNHSB -</i>	Those living in the bottom 15% data zones	All residents	Standardised Admission Ratios - (Glasgow City = 100 in 2004/05) Figures:	Reduce gap between 15% areas and non 15% areas, and reduce	2006/07 update 179 for 15% areas 46 for non 15%

		SMR01 2004/05 to 2006/07 residents 16+			146 for 15% areas 49 for non-15% areas 100 for Glasgow City	the Glasgow City total by 2008	areas 106 for Glasgow Slight increase at city level driven by 15% areas, drop in non 15% areas - gap has widened
2	Increasing the opportunities for people to engage in active and healthy lifestyles	Increase the proportion of people participating in moderate or vigorous levels of regular physical activity <i>Source: Health & well-being Survey 2005</i>	Those living in the bottom 15% Data Zones	All residents	2005 Figure 65% for 15% areas 61% for non-15% areas 63% for Glasgow City	Increase level in 15% areas to 70% by 2008, Increase Glasgow city total to 65%	2008 Update not available until 2009 - Proportion in 15% areas increased from 55% to 65% 2002 to 2005
		Increase the proportion of adults reporting recommended daily intake of fruit and vegetables <i>Source: Health & well-being Survey 2005</i>	Those living in the bottom 15% Data Zones	All residents	2005 Figure 23% for 15% areas 29% for non-15% areas 26% for Glasgow City	Increase level in 15% areas to 26% by 2008. Increase the Glasgow	2008 Update not available until 2009 – Proportion in 15% areas declined from 24% (2002) to 23% (2005)

						City total to 28%	
		<p>Reduce the proportion of adults reporting that they smoke tobacco</p> <p><i>Source: Health & well-being Survey 2005</i></p>	Those living in the bottom 15% Data Zones	All residents	<p>2005 Figure 47% for 15% areas 32% for non-15% areas 39% for Glasgow City</p>	<p>Reduce level in 15% areas to 40% by 2008, reduce level by 11% across Glasgow City by 2008</p>	<p>2008 Update not available until 2009 – Rate decreased in 15% areas from 49% in 2002 to 47% in 2005</p>
		<p>Reduce teenage (13-15) pregnancy rates per 10,000</p> <p><i>Source GG&CNHSB - SMR02 & SMR01</i></p>	Those living in the bottom 15% data zones	Young people in Glasgow	<p>2003 / 2004 Figure Rates per 10,000 9.3 for 15% areas 7.3 for non-15% areas 8.5 for Glasgow City</p>	<p>Reduce teenage pregnancies by 4% across all areas of Glasgow City 2005-2008</p>	<p>2006/07 update Figure Rates per 10,000 11.5 for 15% areas 10.1 for non-15% areas 10.9 for Glasgow City</p> <p>Targets not met across all areas</p>
		Reduce the incidence of low birth-weight	Those living in the	Women of child bearing	<p>2004 Figure 9.2% for 15%</p>	To halt then reverse the	<p>2006 Update 8.8% for 15%</p>

		babies (<2,500g) <i>Source: Source: GG&CNHS - SIRS Download Sept 2005</i>	bottom 15% data zones	age	areas 5.8% for non-15% areas 7.7% for Glasgow City	recent trend increase in low birth-weight babies in the 15% most deprived areas	areas 4.7% for non-15% areas 7.0% for Glasgow City Trend reversed, rates declining in deprived and non-deprived areas
		Reducing the proportion of people reporting a problem in finding £20 to meet an unexpected bill <i>Source: Health & well-being Survey 2005</i>	Those living in the bottom 15% data zones	All adults	2005 Figure 12% for 15% areas 5% for non-15% areas 8% for Glasgow City	Reduce level in 15% areas to 8% and reduce the Glasgow City total to 5%	2008 Update not available until 2009 – Rate decreased in 15% areas from 31% in 2002 to 12% in 2005
3	Reduction in the number of people whose lives are affected on a long term basis by mental illness	Reduction in the proportion of people indicating that they feel isolated from friends and family <i>Source: Health & well-being Survey 2005</i>	Those living in the bottom 15% data zones	All adults	2005 Figure 8% for 15% areas 8% for non-15% areas 8% for Glasgow City	Reduce levels in both the 15% areas and Glasgow City to 5%	2008 Update not available until 2009 – Rate decreased from 22% in 2002 to 8% in 2005
		Increase in the proportion of people	Those living in the	All adults	2005 Figure 78% for 15%	Increase level in 15%	2008 Update not available

		<p>having a positive perception of general mental or emotional wellbeing</p> <p><i>Source: Health & well-being Survey 2005</i></p>	bottom 15% data zones		<p>areas</p> <p>87% for non-15% areas</p> <p>83% for Glasgow City</p>	<p>areas to 81% and increase the Glasgow City total to 85%</p>	<p>until 2009 – rate increased from 72% in 2002 for 15% areas, to 78% in 2005</p>
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Template 1: Outcome Achievement - Raising Educational Attainment - To create a learning Glasgow

1	2	3	4	5	6	7	9
Ref.	Outcome	CRF Indicator	Target area	Target group	Baseline	Final target 2008	Achievements 2007-2008
4	Increased number of 16-19 year olds engaged in education, training, or employment	Increase the proportion of school leavers going into education, training, or employment <i>Source: Scottish Government Education Department Analytical Services</i>	Those living in the bottom 15% Data Zones	All school leavers	2003/04: 70% for Glasgow City	75% for Glasgow City	(2006/07) 83% Target achieved then exceeded
		Increase the proportion of successful 16-19 year old applicants to HE, who come from 15% areas <i>Source: UCAS</i>	Those living in the bottom 15% Data Zones	All Successful HE applicants aged 16-19	2005 Data 29% of successful applicants from bottom 15% areas	Increase the proportion of applicants from the deprived 15% areas to 35% of total acceptances	2007 28% in 15% areas Target not yet met
		Reduce the percentage of	Those living in	All school children	Average for the year	Reduce gap between 15%	2006/07 10.4% for 15% areas

		authorised and unauthorised absences reported for all schools <i>Source: Attendance and Absence in Scottish Schools, Scottish Government</i>	the bottom 15% Data Zones		2003/2004: 10.6% for worst 15% areas 6.8% non 15% areas 9.0% for Glasgow City	areas and non 15% areas, and reduce the 15% most deprived areas total to current Glasgow average (9% in 2003/04)	6.5% non 15% areas 8.6% for Glasgow Slower progress towards target - All absence rates falling
5	Increased number of people with formal qualifications – either academic or vocational	Increase the proportion of adults with formal qualifications <i>Source: Annual Scottish Labour Force Survey & Annual Population Survey</i>	Those living in the bottom 15% Data Zones	All adults 16+	Average for the years 2003 & 2004: 65% for worst 15% areas 89% non 15% areas 77% for Glasgow City	Reduce gap between 15% areas and non 15% areas, increase the proportion in the 15% areas to 70%	Average for 2005 & 2006: 68% for 15% areas 86% for non 15% areas 77% for Glasgow No change at Glasgow level, but increase in 15% areas, progressing toward target

		<p>Increase the proportion of S2 pupils attaining National Standard level E or above in reading, writing, or mathematics</p> <p><i>Source: National Survey of 5-14 Attainment Levels, School Management Information Systems</i></p>	<p>Those living in the bottom 15% Data Zones</p>	<p>All S2 pupils</p>	<p>English Reading 48% for worst 15% areas 71% non 15% areas 54.1% for Glasgow City</p> <p>English Writing 38% for worst 15% areas 58% non 15% areas 44.5% for Glasgow City</p> <p>Maths 42% for worst 15% areas 65% non</p>	<p>Increase proportion in the 15% deprived areas up to current Glasgow City average (2003/04) 54%</p> <p>Increase proportion in the 15% deprived areas up to current Glasgow City average (2003/04) 45%</p> <p>Increase proportion in the 15% deprived areas up to</p>	<p>Survey discontinued in 2004, replaced by Scottish Survey of Achievement (SSA) in 2005</p> <p>New baseline indicators required from SSA – not currently available at Glasgow level</p>

					15% areas 46.8% for Glasgow City	current Glasgow City average (2003/04) 47%	
		Increase the number of people participating in recognised work based training programmes <i>Source: Scottish Enterprise</i>	Those living in the bottom 15% Data Zones	All adults 16+	1,400 places for Glasgow City in 2004/05	Increase levels to 4,000 by 2008	2,500 in 2005/06 2,000 in 2006/07 2007/08 update not available as yet - Good progress made in first year, but below targets in second year.
6	Increase opportunities for informal learning among our communities	Increase the proportion of residents enrolling in short or informal courses at local FE or HE institutions <i>Source: Scottish Funding Council and Scottish Executive</i>	Those living in the bottom 15% Data Zones	All adult residents	FE/HE informal enrolments 2003/04: 5.2% of residents in 15% areas enrolled 4.2% of residents in non 15% areas enrolled	Increase proportion enrolled in 15% most deprived areas to 6%	2006/07 6.0% in 15% areas 4.1% in non 15% 5.1% Glasgow Progress made across Glasgow towards target, with narrowing of gap between 15% and non 15% areas

					4.7% of residents for Glasgow City enrolled		
		<p>Increase number of opportunities for young people to be involved in activities that support their personal and social development</p> <p><i>Source: Learning Connections, Communities Scotland - National Statistical Information on Community Learning and Development Within Local Authorities November 2005</i></p>	<p>Those living in the bottom 15% Data Zones</p>	<p>All young people aged 12-25</p>	<p>November 2005 3,712 youth work opportunities co-ordinated directly via Glasgow City Council across city</p>	<p>Increase level of opportunities across Glasgow to 4,000 by 2008</p>	<p>November 2007 4,424 youth work opportunities</p> <p>Target met and exceeded</p>

		<p>Increase the number of people of working age who are confident reading, writing and using numbers</p> <p><i>Source: Glasgow Adult Literacy and Numeracy (ALN) Strategic Plan 2006-08</i></p>	<p>Those living in the bottom 15% Data Zones</p>	<p>All adult population of working age</p>	<p>2002/03 ALN Baseline: Number of adults requiring literacy and numeracy support: 36,800 in SIPs 28,800 non SIPs 65,500 Glasgow</p>	<p>A total of 11,000 adult learners participating annually in Adult Learning Network programmes across Glasgow by March 2008</p>	<p>2007/08 - 13,000</p> <p>Target met and exceeded</p>
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Template 1: Outcome Achievement - Building Strong Safe and Attractive Communities - To create a safe Glasgow

1	2	3	4	5	6	7	9
Ref.	Outcome	CRF Indicator	Target area	Target group	Baseline	Final target 2008	Achievements 2007-2008
7	Reduction in anti social behaviour	Reduction in all recorded crime rates (Groups 1-5) These Groups will also be recorded and monitored separately (b) Source: Strathclyde Police	Those living in the bottom 15% Data Zones	All residents	3 year average for years 2002/2003 to 2004/05 1,411 per 10,000 for worst 15% 1,026 per 10,000 for non 15% 1,368 per 10,000 for Glasgow	Reduce recorded crime by 5% in 15% areas, reduce Glasgow total by 5%	3 year average for years 2005/2006 to 2007/08 1,367 per 10,000 for worst 15% 1,048 per 10,000 for non 15% 1,327 per 10,000 for Glasgow In-roads to target - 3% reduction in 15% areas and 3% across Glasgow as a whole
		Reduction in proportion of residents feeling unsafe when out walking alone in local neighbourhood after	Those living in the bottom 15%	All adults	Average for year 2003/04 41% for worst 15%	Reduce levels in 15% areas to 35% , reduce	2006/07 update 35% for worst 15% areas 22% for non 15%

		dark <i>Source: Scottish Household Survey</i>	Data Zones		areas 24% for non 15% areas 32% for Glasgow city	Glasgow City total	areas 29% for Glasgow city Target achieved – gap also narrowed between 15% and non 15% areas
		Reduction in the proportion of residents experiencing problems with their neighbours <i>Source: Scottish Household Survey</i>	Those living in the bottom 15% Data Zones	% of adult population experiencing serious disputes	Average for year 2003/04 11% for worst 15% areas 9% for non 15% areas 10% for Glasgow city	Reduce gap between 15% areas and non 15% areas, decrease the level in 15% areas to 5%	Update Data discontinued after 2004
8	Reduction in the number of crimes, and in particular those committed as a result of drug or	Reduction in alcohol related crime rates <i>Source: Strathclyde Police</i>	Those living in the bottom 15% Data Zones	All residents	3 year average for years 2002/03 to 2004/02 197 per 10,000 for worst 15% 107 per	Reduce gap between 15% areas and non 15% areas, reduce level by 10%	3 year average for years 2005/2006 to 2007/08 224 per 10,000 for worst 15%

	alcohol misuse				10,000 for non 15% 172 per 10,000 for Glasgow	across all areas of Glasgow City by 2008	142 per 10,000 for non 15% 192 per 10,000 for Glasgow Target not met - Rates increased for last three years, but at faster rate in non 15% areas
		Reduction in drug related crime rates <i>Source: Strathclyde Police</i>	Those living in the bottom 15% Data Zones	All residents	3 year average for years 2002/03 to 2004/02 211 per 10,000 for worst 15% 87 per 10,000 for non 15% 171 per 10,000 for Glasgow	Reduce gap between 15% areas and non 15% areas, reduce level by 10% across all areas of Glasgow City by 2008	3 year average for years 2005/2006 to 2007/08 209 per 10,000 for worst 15% 99 per 10,000 for non 15% 162 per 10,000 for Glasgow In-roads to target - Slight decline in 15% areas, driving

							fall in Glasgow totals by 5%, countered by sharp increase in non 15% areas
		Decrease number of residents reporting that their quality of life has been affected by drink and drug misuse in their area <i>Source: Scottish Household Survey</i>	Those living in the bottom 15% Data Zones	% adults saying that people using drink or drugs is fairly or very common in their area	Average for year 2003/04 45% for worst 15% areas 24% for non 15% areas 35% for Glasgow city	Reduce levels in 15% areas to 38% , reduce Glasgow City total to 30%	Question discontinued in 2004/05, alternative questions now asked which splits alcohol from drugs
9	*Reduction in the level of discrimination and victimisation among those living in Glasgow *these are expected to	Reduction in the number of racially motivated incidents <i>Section 1.02 Source: Strathclyde Police</i>	Those living in the bottom 15% Data Zones	All residents	3 year average for years 2002/03 to 2004/02005 23 per 10,000 for worst 15% 15 per 10,000 for non 15%	Targets around increase in detection rates are more appropriate	3 year average for years 2005/2006 to 2007/08 26 per 10,000 for worst 15% 17 per 10,000 for non 15%

	rise in the short term as more reporting is encouraged				20 per 10,000 for Glasgow		22 per 10,000 for Glasgow Rates increased over 3 years as expected due to better reporting and detection – no increase in gap between 15% areas and non 15% areas
	*these are expected to rise in the short term as more reporting is encouraged	Reduction in the number of domestic abuse related incidents <i>Source: Strathclyde Police</i>	Those living in the bottom 15% Data Zones	All residents	3 year average for years 2002/03 to 2004/2005 157 per 10,000 for worst 15% 55 per 10,000 for non 15% 110 per 10,000 for Glasgow	Targets around increase in detection rates are more appropriate	3 year average for years 2005/2006 to 2007/08 216 per 10,000 for worst 15% 80 per 10,000 for non 15% 152 per 10,000 for Glasgow Rates increased

							over 3 years as expected due to better reporting and detection – no increase in gap between 15% areas and non 15% areas
	*these are expected to rise in the short term as more reporting is encouraged	Reduction in homophobic incidents <i>Source: Strathclyde Police</i>	Those living in the bottom 15% Data Zones	All residents	3 year average for years 2002/03 to 2004/02 1 per 10,000 for worst 15% 1 per 10,000 for non 15% 1 per 10,000 for Glasgow	Targets around increase in detection rates are more appropriate	3 year average for years 2005/2006 to 2007/08 2 per 10,000 for worst 15% 1 per 10,000 for non 15% 2 per 10,000 for Glasgow Rates increased over 3 years as expected due to better reporting and detection

**Template 1: Outcome Achievement - Effective Community Engagement, Building Strong Safe and Attractive Communities
- To create a vibrant Glasgow**

1	2	3	4	5	6	7	9
Ref.	Outcome	CRF Indicator	Target area	Target group	Baseline	Final target 2008	Achievements 2007-2008
10	Increase in the number of residents who are happy with the quality of their neighbourhoods	Increasing proportion of residents who are satisfied that their neighbourhoods are fairly good or very good places to live <i>Source: Scottish Household Survey</i>	Those living in the bottom 15% Data Zones	All adult residents	Average for 2003/04 78% for 15% areas 94% for non 15% areas 86% Glasgow City	Increase satisfaction levels in the deprived 15% areas to 84% by 2008	2006/07 update 77% for 15% areas 95% for non 15% areas 85% Glasgow City Behind target - little change over the period
		Increase the proportion of tenants of social landlords who report satisfaction with their services	Those living in the bottom 15% Data Zones	All GHA tenants	2004 Survey: 66% of GHA tenants	74% of all GHA tenants	2006 Update 72% satisfaction level On target

		Source: GHA Tenant Satisfaction Survey					
		Reduce the proportion of people reporting litter or rubbish as a problem in their neighbourhoods <i>Source: Scottish Household Survey</i>	Those living in the bottom 15% Data Zones	All adults	Average for Year 2003/04 53% for 15% areas 43% for non 15% areas 48% Glasgow City	Reduce level in 15% areas to 43% , decrease the Glasgow city total to 40%	2006/07 update 48% for 15% areas 42% for non 15% areas 45% Glasgow City Reductions recorded across the city – narrowing of gap between 15% and non 15% areas
11	Increase in levels of community engagement	Increase the proportion of citizens involved in any form of community group over previous 12 months <i>Source: Glasgow</i>	Those living in the bottom 15% Data Zones	All adults	Proportion of residents involved in any form of Community Group in the last 12 months 14% for worst 15% areas	Reduce gap between 15% areas and non 15% areas, increase the level in 15% areas to 20% by 2008,	Update not available until Autumn 2008

		<i>Citizens Panel, Spring 2006</i>			21% for non 15% areas 20% Glasgow City	increase Glasgow total	
		Increasing the proportion of local residents involved in volunteering activities <i>Source: Scottish Household Survey</i>	Those living in the bottom 15% Data Zones	All adults	Average for Year 2003/04 19% for worst 15% areas 23% for non 15% areas 21% Glasgow City	Reduce gap between 15% areas and non 15% areas, increase the level in 15% areas to 21% , increase Glasgow total	2006/07 Update 14% for worst 15% areas 33% for non 15% areas 23% Glasgow City Overall increase in Glasgow driven by greater involvement amongst residents in non 15% areas, decrease in 15% areas.
12	Increasing access to Glasgow's amenities through better transport services	Increase the proportion of residents who live within 400m of a bus stop, 800m of a train station and 600m of a subway station	Those living in the bottom 15% Data Zones	All residents	Data will be contained within Glasgow Area Transport Review, available second half	Targets to be released in 2006 by West of Scotland Regional Transport Authority	No suitable data available from mainstream sources to baseline transport access. The available data from transport sources does not fit with the aims and activities of the Regeneration Outcome Agreement funded activity.

		Source: Strathclyde Partnership for Transport			2006		
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Template 1: Outcome Achievement - Getting People Back into Work - To create a working Glasgow

1	2	3	4	5	6	7	9
Ref.	Outcome	CRF Indicator	Target area	Target group	Baseline	Final target 2008	Achievements 2007-2008
13	Increased number of people of working age who have a job (recognising the need for quality, sustained employment)	Increase the employment rate for the working age population <i>Source: Annual Scottish Labour Force Survey 2003 & 2004</i>	Those living in the bottom 15% Data Zones	males 16-64, females 16-59	Average for the years 2003 & 2004: 53.9% for 15% areas 76.2% for non 15% areas 65% for Glasgow City	57% for the 15% most deprived areas	Average for 2005 & 2006: 53% for 15% areas 76.7% for non 15% areas 65.5% for Glasgow Behind target - little change over ROA period
		Reduce the proportion of working age residents claiming workless – related benefits <i>Source: DWP via Scottish Neighbourhood</i>	Those living in the bottom 15% Data Zones	males 16-64, females 16-59	Baseline for 2002 from SIMD 33.8% for 15% areas 12.2% non 15% areas 23.1% Glasgow City	Reduce gap between 15% areas and non 15% areas, reduce total in 15% areas to 27%	2005 Update 29.5% for 15% areas 10.7% for non 15% 20.2% for Glasgow city On track to meet target

		<i>Statistics</i>					
14	Increased number of people with health or support needs who are job ready	<p>Number of people supported to become job ready (showing a year on year increase from year 1)</p> <p><i>Source: Glasgow Community Planning Ltd</i></p>	Those living in the bottom 15% Data Zones	males 16-64, females 16-59	<p>2006 Targets</p> <p>Support for persons in the 15% most deprived areas:</p> <p>No. people undertaking vocational training 1,719</p> <p>No. of people undertaking further education 656</p> <p>No. young people supported into apprenticeships 675</p> <p>No. young people supported into skills based</p>	<p>To increase baseline position year on year in the 15% most deprived areas</p>	<p>2007/08 Actual</p> <p>No. people undertaking vocational training 3,614</p> <p>No. of people undertaking further education 996</p> <p>No. young people supported into apprenticeships 284</p> <p>No. young people supported into skills based training</p>

					<p>training 165</p> <p>No. people assisted to access childcare services 1,818</p> <p>No. childcare places provided for 0-2 year olds 422</p> <p>No. childcare places provided for 3-5 year olds 374</p> <p>No. people suffering from mental health problems in receipt of support 1,764</p> <p>No. people assisted with problems of debt/multiple</p>		<p>642</p> <p>No. people assisted to access childcare services 463</p> <p>No. childcare places provided for 0-2 year olds 323</p> <p>No. childcare places provided for 3-5 year olds 269</p> <p>No. people suffering from mental health problems in receipt of support 2,604</p> <p>No. people assisted with problems of debt/multiple</p>
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					<p>debt 4,538</p> <p>No. people provided with advice on benefits 12,086</p> <p>No. people with disabilities provided with support services 2,190</p> <p>No. people undertaking personal development training 3,538</p> <p>No. young people in receipt of core skills training (16-25 yrs) 576</p> <p>No. young persons supported to access work experience/work</p>		<p>debt 3,836</p> <p>No. people provided with advice on benefits 7,560</p> <p>No. people with disabilities provided with support services 3,061</p> <p>No. people undertaking personal development training 5,640</p> <p>No. young people in receipt of core skills training (16-25 yrs) 1,237</p> <p>No. young persons supported to access work experience or</p>
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					<p>experience (16-19 yrs) 2,119</p> <p>No. people with physical disabilities supported to access learning opportunities 237</p> <p>No. people with learning disabilities provided with support for learning 233</p>		<p>/work experience (16-19 yrs) 307</p> <p>No. people with physical disabilities supported to access learning opportunities 219</p> <p>No. people with learning disabilities provided with support for learning 783</p> <p>Targets exceeded for most outputs. However, a number of outputs targets set for 2007 and 2008 differed from those originally estimated in the ROA document in 2005. CPP</p>
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							funded activity has altered over the past 3 years, with many new activities added. This has meant that outputs achieved differ from those originally envisaged – in most cases, targets have been exceeded as the CPP now funds more employability related activities, or has re-profiled existing activities.
15	Increased levels of entrepreneurial activity	Increase in the number of new business starts <i>Source: Scottish Enterprise</i>	Those living in the bottom 15% Data Zones	All residents	950 for Glasgow City 2004	Increase to 1,000 per annum the number of new business starts per	2005/2006 – 1,128 2006/2007 – 1,156 Target achieved – awaiting

						year across Glasgow City	2006/07 update
		<p>Number of social economy or third sector organisations that are assisted</p> <p><i>Source: Scottish Enterprise</i></p>	<p>Those living in the bottom 15% Data Zones</p>	All relevant organisations	<p>2004 data</p> <p>35 supported organisations in Glasgow</p>	<p>Assist 75 organisations per year in Glasgow by 2008</p>	<p>2005/2006 - 102</p> <p>2006/2007 – 125</p> <p>Target achieved – awaiting 2007/08 update</p>
		<p>Number of new businesses created through CRF support</p> <p><i>Source: Glasgow Community Planning Ltd</i></p>	<p>Those living in the bottom 15% Data Zones</p>	All residents	<p>2006 Targets</p> <p>34 new businesses to be created in 15% most deprived areas</p>	<p>To increase baseline position year to 50 in the 15% most deprived areas by 2008</p>	<p>2007/08 Actual 74</p> <p>Targets exceeded due to more funded activity than originally anticipated</p>
		<p>Number of new jobs created within social economy organisations</p> <p><i>Source:</i></p>	<p>Those living in the bottom 15% Data</p>	All relevant organisations	<p>2006 Targets</p> <p>38 new jobs to be created in 15% most deprived areas</p>	<p>To increase baseline position year to 75 in the 15% most deprived</p>	<p>2007/08 Actual 45</p> <p>Targets not met for 2007/08, having dropped</p>

		<i>Glasgow Community Planning Ltd</i>	Zones			areas by 2008	from 99 in 2006/07, change due to re- structuring of LRA activities in 2007/08.
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