



“Community Planning in Glasgow works well...where people are prepared to embrace change, innovate, and develop positively in partnership together.  
(Third Sector Partner)



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## Alcohol

Glasgow residents exceeding recommended **weekly alcohol limit**:



## Youth Employment

16-24 year olds who are **economically active** in Glasgow:



## Homelessness & Housing Need

Average number of **days spent in temporary or emergency accommodation**:



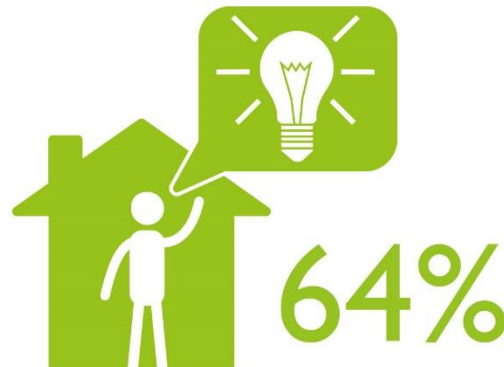
## In Work Poverty

**Working households** finding it difficult to cope on present income:



## Thriving Places

Residents who feel they can **influence decisions** which affect them and their neighbourhoods:



## Partnership Working

Staff & volunteers reporting a **good understanding** of SOA Priorities



2016

# Introduction

## Foreword by Councillor Soryia Siddique

I am pleased to present Glasgow Community Planning Partnership's Annual Report 2016.

Since becoming Chair of the GCPP in October 2015, I have been impressed with the level of commitment demonstrated to partnership working in the city. I have also been enthused by the range of community based organisations providing valuable services to residents across our communities and the dedication of those staff and volunteers involved in their delivery.

As Chair of the GCPP I am determined to help promote the great work of the Partnership and improve our communication with residents and stakeholders alike, and I am sure that publications like this Annual Report will help to address this.

This report provides a snapshot of progress made by Partners over the past year toward our shared outcomes and also highlights some of the growing opportunities for residents and communities to contribute to this success.

In the coming year, Partners will be asked to re-state their long term aspirations and objectives for Community Planning in the city. I am certain that whatever priorities are decided by the city, all Partners will meet the challenge with a renewed energy and a sense of confidence that we can achieve far more together for the people of Glasgow; for People Make Glasgow.



Councillor Soryia Siddique

Chair of Glasgow Community  
Planning Partnership

This Annual Report details some of the progress made by Community Planning Partners in Glasgow over the past year, and builds on the foundations laid down previously by the CPP and described in our last report.

It provides a cross section of activity that has taken place in the city during 2015/16, and includes a number of case studies that demonstrate the impact these activities are having on the lives of individuals and communities. It also represents our first report that uses the performance management information developed by Partners to track progress against a range of key measures.

The report describes the added value that Community Planning is making in the city, where public bodies work side by side with Partners from the voluntary and business sectors and with communities to improve outcomes.

A year ago, we outlined the challenge to improve the way in which residents are involved in decision making.

We are pleased to report an increase in involvement of residents and service users in the planning of services and examples of this improvement are included in this report.

## What do CPP partners think?

We also focus on examples of partnership working and the growing maturity of leadership, with specific partners taking a more active lead in delivering on our share priorities. The results of our 2016 CPP Health Check (which asks those involved in Community Planning to provide their views across a range of issues such as leadership, vision, communication and trust) provides some encouraging evidence about the development of the CPP and reveals that partners feel more confident with regard to the leadership and governance of the CPP. Further details are provided at the end of this report.

The Partnership held its first annual conference in October 2015, where a diverse range of representatives came together to exchange views and ideas about the current and future direction of the CPP. Out of this event came a renewed commitment from Partners to work together more collaboratively on a series of early intervention approaches. There was also an increased recognition that that outcomes will be better realised where there is increased involvement and ownership amongst resident in the development process.

The event further highlighted the series of challenges facing the Partnership through some significant structural changes currently facing all CPPs, such as the introduction of the Community Empowerment (Scotland) Act.

## How are we performing?

CPP Partners have agreed a comprehensive set of performance measures for the partnership that tracks progress against all our important priorities and outcomes, which are available in detail from the CPP website at: [www.glasgowcpp.org.uk/performance](http://www.glasgowcpp.org.uk/performance). The infographic on page 4 summarises performance against our six headline measures for the Partnership with each having been set ambitious targets to 2024.

**Figure 1: CPP Performance Management Framework**



Four of our six measures have been updated in the past year – two of which are improving and two of which are not.

For our alcohol priority, our headline measure tracks the proportion of residents exceeding weekly recommended limits. This has dropped from 16% in 2011 to 8% in 2014. Several other measures we use to track progress against our alcohol outcomes have also seen a continued improvement in the past year. For our youth employment priority, our headline measure tracks the economic activity rate of those aged 16-24 and this has improved by 5 percentage points in the past year, as have a number of other key measures such as the rate of long term unemployment amongst young people. The headline measure around our homelessness theme (the average time spent in temporary or emergency accommodation) has increased by 1% in the past year - the long term target is to reduce this figure by 25% by 2024.

Our headline measure for Partnership Working is taken from our Annual CPP Health Check and shows a drop of 4% in the percentage of those with a good understanding of SOA priorities.

Further performance data from the past year are presented throughout in this report.

# Single Outcome Agreement

The Single Outcome Agreement (SOA) for Glasgow sets out the agreed set of shared priorities between partners. We have agreed to work together over ten years to re-shape existing services and develop new services in order to achieve better outcomes for residents of the city.

The priorities of Glasgow's Single Outcome Agreement are:

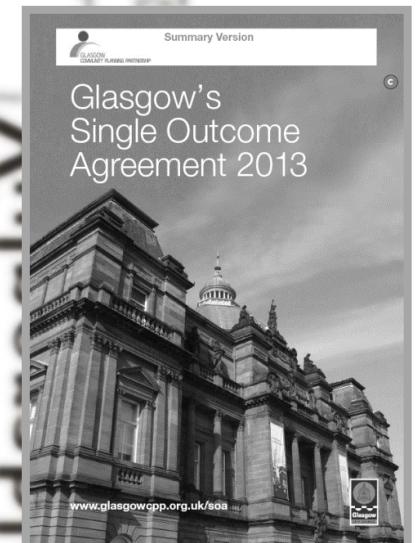
- **Alcohol**
- **Youth Employment**
- **Vulnerable People**

These are supplemented by a commitment to achieving better outcomes in particular neighbourhoods, known as our Thriving Places approach. To help achieve the outcomes set in the Single Outcome Agreement, partners will also work together using a set of agreed principles, namely Equality, Sustainability and Early Intervention.

Our SOA was agreed in 2013 and partners have been working together since then to deliver it. While some of the initial work in 2014/15 focused on laying the foundations for developing services, over the past year more tangible progress has been made around these priorities to deliver better outcomes for residents. Some examples of the progress are set out in this section.

Some of our key measures of progress have shown a positive improvement over the past year, particularly for alcohol and youth employment.

Across our key SOA priorities, only in homelessness has there been no demonstrable improvement in our key outcome measures.



# Youth Employment

Over the past 12 months, Community Planning Partners have focused resources on key SOA youth employment outcomes in the city, including:

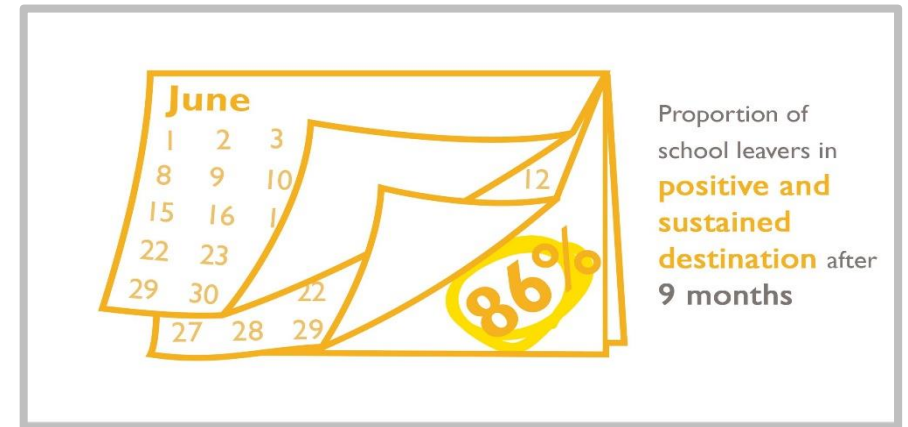
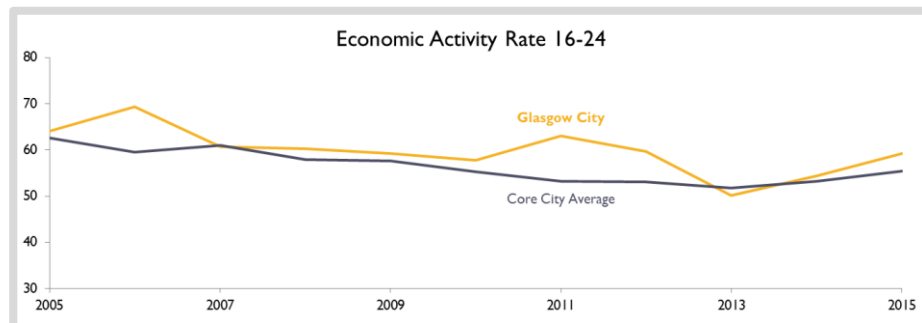
- **Ensure that all young people develop the skills, attitude and resilience for employment; and**
- **Increase the number of employers recruiting young Glaswegians**

A diverse range of Partners across the public, private and voluntary sectors are taking lead roles in helping to deliver on these outcomes, with more localised partners such as colleges and schools and businesses supportive of the approach.

There have been positive improvements in the past year across some of our key performance measures, with the rate unemployment amongst the young dropping 3 percentage points in the previous 12 months. As figure 2 shows there has been an improvement in levels of activity (i.e. those in work, training, volunteering or studying) amongst the under 25 age group with the level in Glasgow above the average for a number of 'core cities' in the UK.

Performance data linked to the destination of school Leavers in the city also showed that Glasgow is improving year on year - 86% of Glasgow leavers were still in work, training, education or volunteering nine months after leaving school in summer 2014.

**Figure 2: Economic Activity Rate for Young People in Glasgow**



The proportion of young Glaswegians not in either education, employment or training (so called 'NEETS') has fallen in the past year - see figure 3.

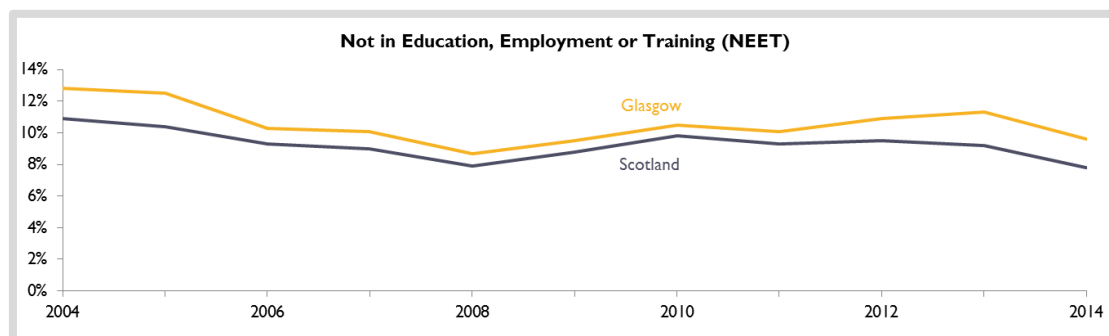
Activities to assist young people on their journey into and to sustain employment have been delivered. Some of the city-wide offers include activities to develop the young workforce such as:

- an extended partnership with Career Academies to pupils in the senior phase of secondary school, who are supported by mentors from the business community and are invited to attend a number of workplace visits, lectures and undertake a 4 week paid internship within a participating company/organisation. 170 pupils from 19 secondary schools participated in this initiative in 2015
- Skills Development Scotland (SDS) engages with pupils at a younger age and have a presence in all local secondary schools. It works with pupils from P7/S1 transition through to S6. This earlier engagement with young people in their academic life allows them to develop their Career Management Skills and to make a successful sustained transition to education, employment or training
- SDS have joined up with the Council's 16+ team and local employability partners to establish a Case Management approach to review those young people who are not economically active. The goal is to reduce unemployment and the number young people for whom their current economic activity status is unconfirmed



- the Chamber of Commerce and Scottish Business in the Community have been working in partnership with the Council to increase employer/business engagement through the School Business Partnership scheme. A number of city schools are paired with companies such as BBC, STV, Scottish Water, and Transport Scotland; and
- the Council has continued to invest in youth employment through the Glasgow Guarantee which was re-designed in 2015 to take account of the changing employability needs in the city. It combines business and recruitment support to Glasgow companies with recruitment support to young Glasgow residents. It achieved almost 1,100 job outcomes 2015/16

**Figure 3: Proportion of young people Not in Education, Employment, or Training**



Activities to increase recruitment of young Glaswegians by local employers include support for work experience programmes both as standalone activities via schools and Jobcentre Plus, and also as part of training programmes in the city, particularly through the Scottish Government's Employability Fund.

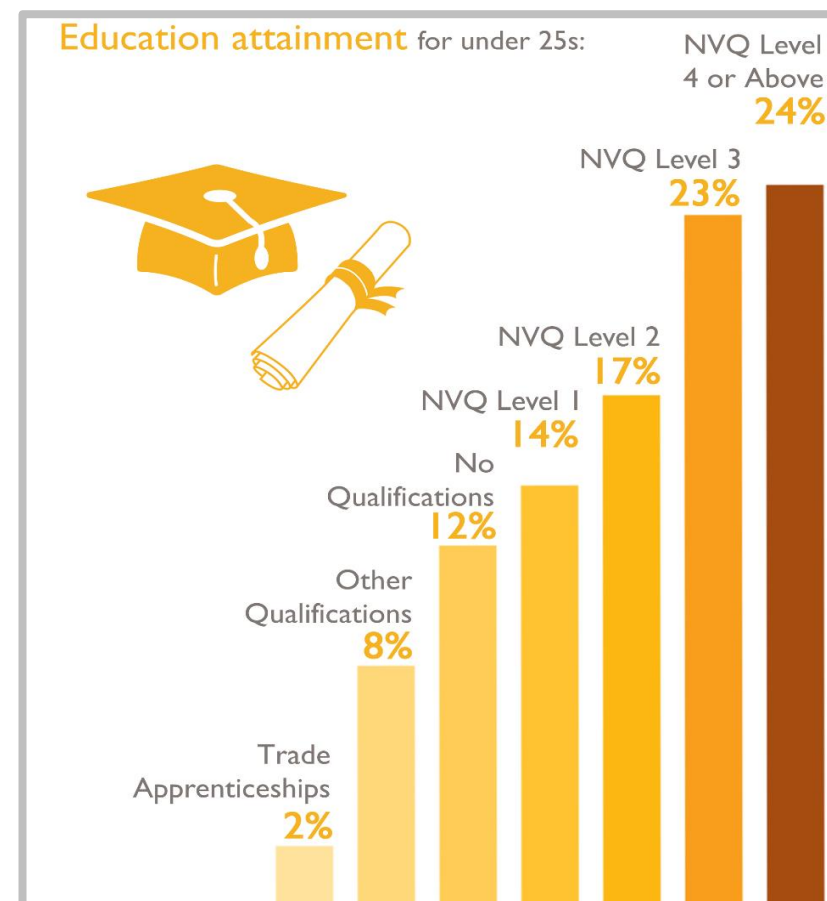
A number of Sector Based Work Academies exist in the city, providing support to young people who are close to the labour market but who have been unable to move into sustained employment. They offer pre-employment training, work experience placements, and guaranteed job/apprenticeship interview with an employer.

For some of our more vulnerable young people in the city, the Charitable Trust 'MCR Pathways' offers mentoring via its Pathways Programme in schools. By June 2015 280 mentors had been trained via this programme.

A number of organisations including Glasgow Kelvin College, Glasgow Life and the Wheatley Group partnered with the programme to encourage their own staff to mentor and to develop additional young people opportunities.

Six initial schools took part in the programme with positive outcomes recorded for those young people taking part. Consequently, there is a plan to expand the programme to all 30 secondary schools across the city.

Partners have also been helping under-represented groups in the labour market. For example, SDS is working with Education Scotland and the Institute of Physics to deliver a project in Hillpark Secondary School and its associated primaries called Improving Gender Bias Scotland. This aims to address issues that can lead to gender stereotyping when choosing school subjects and subsequent careers.



# Alcohol

The outcomes for our SOA alcohol priority are to:

- **reduce the accessibility of alcohol in communities; and**
- **reduce the acceptability of misusing alcohol**

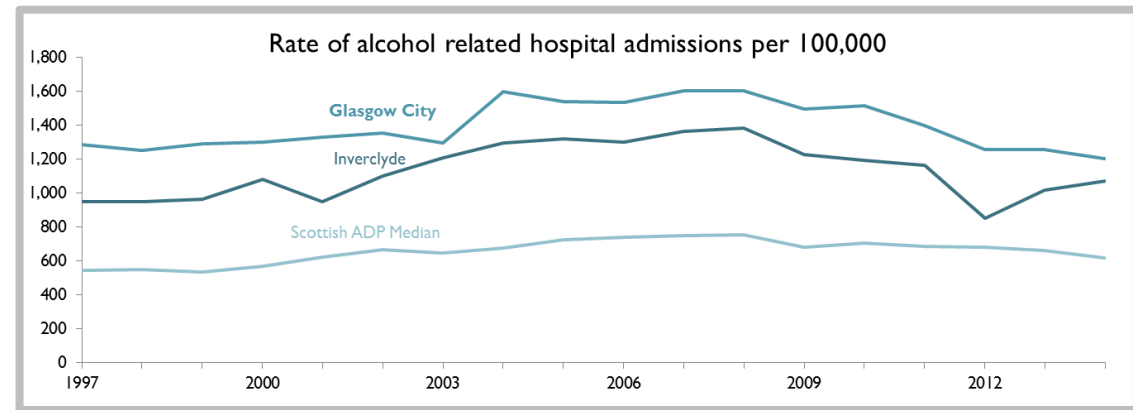
There has been an improvement in a number of our key performance indicators over the past year suggesting that the activities of city partners are having an impact on behaviours. For example, the level of alcohol related hospital admissions fell by 4%. This is part of a long term decrease in admissions with falls recorded each year since 2007 (see figure 4).

Another significant indicator that has improved has been the level of alcohol related crime and anti-social behaviour which fell by 7% last year.

An important element of the Partnership's approach to alcohol has been to influence the accessibility of alcohol, part of which relates to licensing. Over-provision of outlets selling alcohol is a key concern within certain communities and special monitoring is in place in these particular areas of concern – in the past year there has been no increase in licensed premises in these neighbourhoods of concern, currently sitting at 306.

In 2015, much of the work to deliver against these outcomes was co-ordinated by the Alcohol and Drug Partnership (ADP) in the city. Specific detailed plans sets out the added value activities that partners have agreed to undertake to deliver against these outcomes in the SOA.

**Figure 4: Alcohol Related Hospital Admissions 1997/98 to 2014/15**



Notable highlights in the past year include:

- working with the Licensing Board to assess alcohol licence applications on public health grounds, with 16 submissions of evidence made and 5 new applications refused over the past year
- supporting a series of Community Alcohol Campaigns, the latest of which was launched in Govan in March 2016, which consist of awareness raising of alcohol issues in communities, greater enforcement, education and training for license premises, and enhanced youth work and diversionary programmes for young people
- increased training for Community Councils to strengthen their role in the alcohol licensing process

Our 'Ripple Effect' research undertaken in 2014/2015 was a re-run of research originally conducted in 2007. It examined the effect of alcohol on the community, through direct community consultation with residents using local volunteers working alongside professional researchers. The research was undertaken across 12 neighbourhoods including some of our 'Thriving Places'.



Almost four-fifths of respondents (78%) they spoke to felt that alcohol is a problem in their community although this varied across each neighbourhood.

The research also asked community members for their own possible solutions and these included improving diversionary activities for the youth of the community, jobs and training, community resources and events to create a sense of community spirit, and stricter licensing laws.

The results from this detailed research will be used to inform responses by Partners locally and across the city.

Progress has also been made to work with specific groups in the community to address the impact of alcohol on different parts of the population.

The establishment of a North West women's recovery hub (part of North West Recovery Communities) is a free drop-in service running at Whiteinch Centre, providing invaluable support to local women. Previously to the hubs creation, many women felt they had nowhere to go and that most of the recovery services were male-dominated.

The women's recovery network works together to ensure it provides quality opportunities for the women who take part and ensures there are no barriers to go along to the North West hubs.

## Case Study: Alcohol Licensing

A new Health Improvement Lead post was created in April 2014 within Glasgow City Health and Social Care Partnership to work on alcohol licensing in the city. The role was created to provide a greater understanding of the role of health within licensing and to provide representations to the Licensing Board using the licensing objective of 'Protecting and Improving Public Health'. Glasgow is the only area in Scotland to have health personnel dedicated to alcohol licensing. Using a range of local alcohol related health data together with a range of local knowledge and research, the Health Improvement Lead is able to provide the Licensing Board with information and evidence that may support the objection to a licence on the grounds of public health.

In the 2 years that the post holder has been involved in the licensing process 16 objections/representations have been placed. Of the 14 heard to date, 5 have been refused on the grounds of 'Protecting and Improving Public Health'. The Licensing Board is noting the health evidence in their decision making and although the amount of refusals is small in number the approach has potential to have significant impacts on individual communities.

Sarah Graham, the Health Improvement Lead said "We view that limiting the growth of availability of alcohol can benefit communities where alcohol related health harm is currently being experienced...we can achieve this by being involved in the licensing process and ensuring the Licensing Board has access to the current, most relevant health evidence to assist in their decision making."



# Vulnerable People

## Homelessness & Housing Need

The overarching outcome for the vulnerable people priority of the SOA is: “Particularly vulnerable individuals and communities are effectively supported to become more resilient despite the economic context.”

The initial two outcomes for the priority are:

- **We will work together to intervene early to prevent homelessness or reduce the risk of homelessness; and**
- **We will reduce the number of residents affected by in-work poverty**

Glasgow continues to face challenges in addressing the extent and scale of homelessness in the city. It receives the largest number of homeless applications per year in Scotland, disproportionate to the size of the population the city. Preventing and alleviating homelessness is therefore a key priority for the city.



In responding to the challenges of homeless, partners in Glasgow have developed a culture of partnership and collaboration.

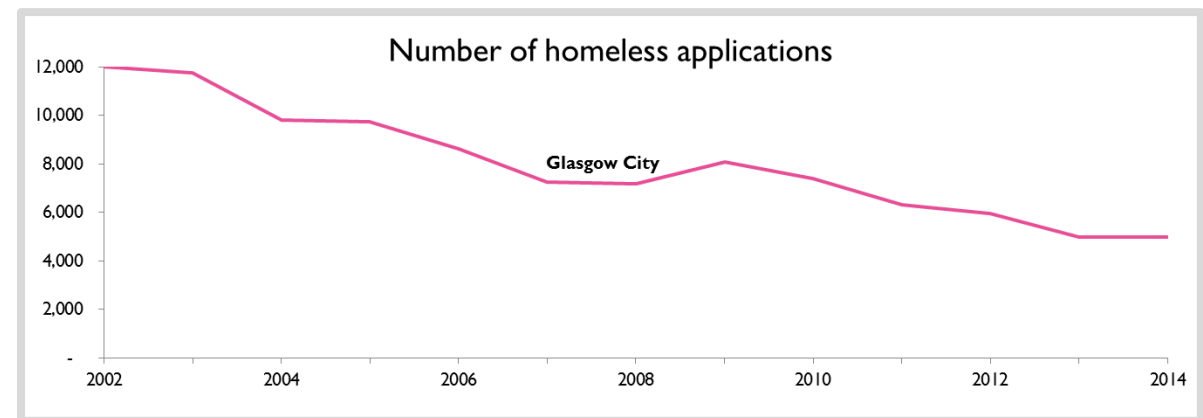
In 2014/15, Glasgow received 4,988 homelessness applications, similar to the previous year, and the first time since 2009 where numbers haven't fallen (see figure 5).

An important influence on the development of the city's approach to homelessness prevention has been the 2014 Strategic Review of Homelessness for Glasgow. The review identified a number of key recommendations aimed at transforming the delivery of services to people affected by homelessness. The approach is more focused on sustaining people in their homes and investing in prevention services. In 2014/15, the city maintained tenancy sustainment levels of 92%.

Over the past year CPP Partners have worked to take forward the actions within the SOA around Homelessness and Housing Need and ensure that they fit with the recommendations within the Review of Homelessness. These include supporting young people leaving care, Housing Options and Multiple Exclusion Homelessness.

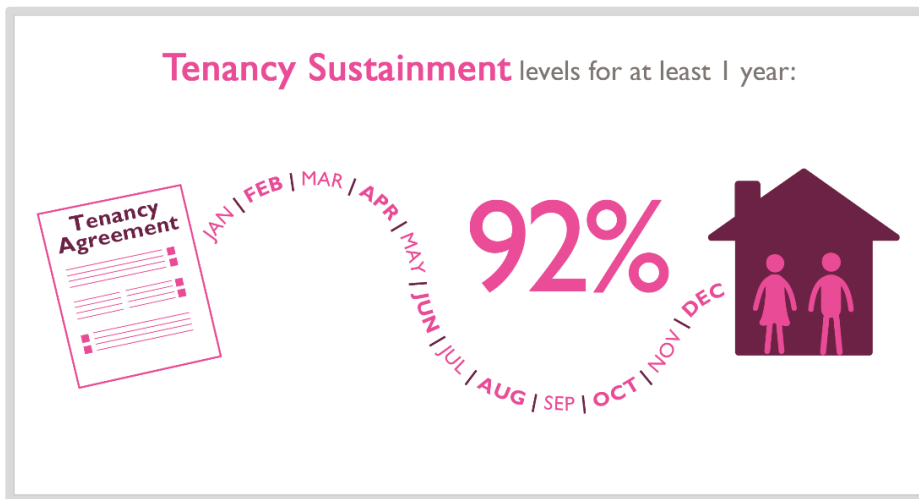
Recent activity has included the extension of Housing Options across different target groups – for example, in Older People Services. This will contribute to a decrease in the use of hospital and care homes, and to support effective and early discharge for Older People from hospital care.

**Figure 5: Homeless Applications in Glasgow 2002/03 – 2014/15**



Continuing support for people at risk of homelessness to access to money, debt and legal advice. Specialist Homeless Services have been reconfigured in order to enhance joint working to ensure a coherent pathway for vulnerable households at risk.





The Health and Social Care Partnership has commissioned a Homelessness Mediation Service to work with people at risk of homelessness as a consequence of family dispute. The service will enhance capacity of services to support people at risk, examining the relationship problems leading to them needing to present as homeless.

A City Centre Ambition Network has been established working with those voluntary sector providers who deliver City Centre based services. The service will operate as a pilot from spring 2016 and seek to deliver a coordinated and enhanced response to our most excluded service users who frequent the City Centre, some of whom have the greatest difficulty in sustaining accessing services and support.

The detailed actions within the SOA Homelessness Implementation Plan will be integrated into the Glasgow Homelessness Strategy 2015-2020, recognising both the synergies between the SOA activities and new Homelessness Strategy. An Action Plan for the Glasgow Homelessness Strategy has been drafted and should be approved in summer 2016.

## Case Study: Housing Options

The Housing Options approach brings together a multitude of services to offer a range of support to tenants experiencing housing issues, threats to tenancies, and potential homelessness. Tenancy sustainment is a key outcome for many of those interacting with its services.

“John” is retired and lives alone in his Southside flat. He has an alcohol problem which occasionally leads to anti-social behaviour on his part. John struggles with some of the regular normal responsibilities of being a tenant. This behaviour and the condition of his property has been compromising his tenancy in recent times. Under traditional methods of intervention, John may be facing eviction. John received a home visit from officers from the local Housing Options team and Housing Office to discuss tenancy sustainment.

Through a Housing Options intervention, staff facilitated additional help for John from NHS, Social Work, Community Addictions Services and the Richmond Fellowship to help manage his behaviours and assist John with other aspects of his tenancy such as financial stability and home safety. The approach aimed to help address John’s needs but also empower him to make choices about his future and his tenancy.

Richmond Fellowship staff have directly supported John with the upkeep of his home, helping him with budgeting and cleaning, while Community Addictions Services and NHS staff have been supporting him around his alcohol addiction. John has recently stopped drinking although he continues to struggle with the management of his tenancy.

However, the intensive support to John has meant that he continues to live in his current home. Had he not been supported, his landlord would certainly already have terminated his tenancy rendering John homeless at considerable financial cost to his landlord and the Council and potentially high emotional and physical costs to John himself.



# Vulnerable People

## In-Work Poverty

The In-Work Poverty outcome for the SOA outlines a number of distinct strands of work to help reduce the number of residents affected by in-work poverty. The approach recognises the diverse nature of in-work poverty, and also the variety of approaches that can be taken to tackle it. These include:

- **Improving wage levels**
- **Influencing procurement**
- **Job progression and up-skilling**
- **Childcare; and**
- **The provision and quality of employment rights and advice services**

Our performance measures for In-Work Poverty show some improvements in the city in the recent past. For example, the number of Glasgow Living Wage employers has grown significantly in the past 2 years, now sitting at 435 as of spring 2016.



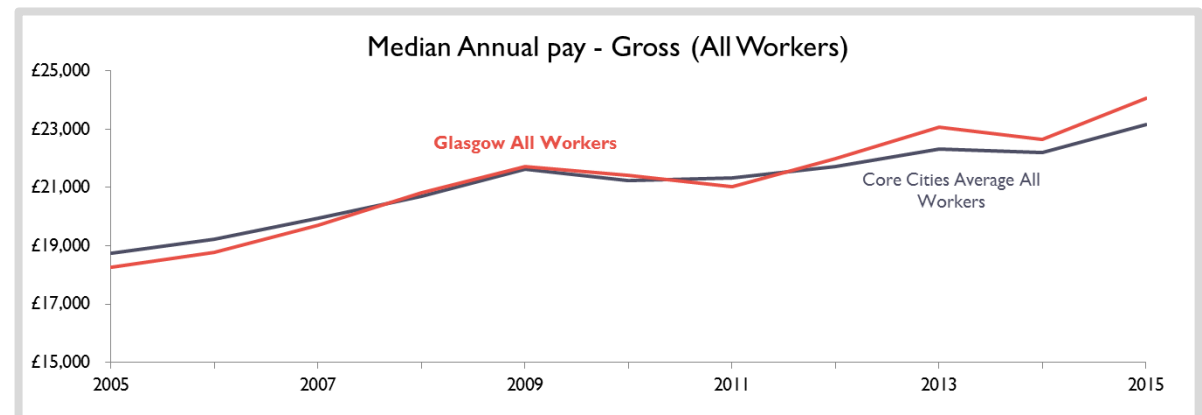
Other important measures for the workforce have improved such as qualifications gained, hours worked and average earnings. Indeed, as figure 6 shows, average yearly earnings in the city now outstrip the average of a number of similar 'core cities' across the UK.

Over the past year, partners have further progressed with a range of actions that have directly addressed many of the issues. The approach has been delivered in a number of ways with different partners taking the lead on activities, reflecting the skills and experience of individual agencies and sectors.

Since 2009, the Glasgow Living Wage has played an important element of the City's ambition to tackle poverty and in particular the rising in-work poverty experienced by low income households. Over the past 18 months, a number of steps have been taken by the Council and its Partners including the business community to actively promote and increase the uptake of the Glasgow Living Wage amongst local employers including hosting a series of events and conferences to promote the benefits of the Living Wage.

The number of employers confirming their support for the Glasgow Living Wage has risen from 170 to 435 in just 12 months, representing approximately 88,000 staff. All city businesses will again be contacted in 2016 to encourage them to sign up to the Glasgow Living wage, or to sign up again, and confirm that they are all paying the increased rate of £8.25 from 1 April 2016.

**Figure 6: Average Annual Pay 2005-2015**



In 2015, Glasgow City Council reaffirmed its commitment to improving workforce conditions by writing into its procurement framework a series of criteria for prospective suppliers, with the evidence provided by suppliers assessed as part of the overall scoping of bids for Council contracts from 2016. The criteria includes whether suppliers pay the Living Wage, whether they provide a range of staff training and development opportunities, and whether they provides flexible working conditions. This type of approach has been adopted amongst other CPP Partners, as well as being championed nationwide through the 'Scottish Business Pledge'.

A key element of the city's In-Work Poverty approach focuses on supporting job progression for those in employment, including providing further training, skills and development opportunities for staff. For example, a significant element of the City Deal for Glasgow focusses on labour market support and in particular support to workers around In Work progression. Employers and representative bodies across key sectors are now being engaged with to help deliver on this approach. A £9 million employment scheme for individuals in receipt of Employment Support Allowance (Working Matters) is already in already place and will work with 4,000 people, assisting at least 600 into sustained work. A £15 million integrated employment programme for young people (Aged 16 – 24), the Youth Gateway, will work with 15,000 young people up until 2018, helping 5,000 into sustained work.

Commencing in spring 2016, a pilot labour market progression programme in the Care Sector has been developed to support the training and development of staff in low income jobs, boosting wages and reducing reliance on in-work benefits. This pilot is employer-led so interventions will be set within the context of the business and with consideration of the benefits to the overall company as well as the individuals.

The three-year Financial Inclusion Strategy for the City has been implemented since April 2015, with £4m of funding by Glasgow City Council, Greater Glasgow & Clyde NHS and the Wheatley Group secured in the first year. This Strategy makes a significant contribution to the provision and quality of employment rights and advice services.

During the first nine months of the new strategy, over 18,000 clients were supported in Glasgow with a range of services by advice providers including Citizens Advice Bureaux's, Money Advice providers and Law Centres. Much of this advice centred on addressing the financial concerns of clients including debt and money advice, benefits, income, and employment rights.

Of these clients, 14,000 (76%) had an income equivalent to just £15,000 per annum or less, of which 4,500 were in some form of paid work. The types of advice provided include managing client debt, maximising household incomes and reducing outgoings. Under the new Strategy, providers have also been asked to design and deliver services that provide a specific focus around In-Work Poverty, and have therefore broadened out the range and type of advice provided to clients. E.g. to include advice on low cost flexible childcare options for working parents.

The Poverty Leadership Panel (PLP) developed a comprehensive plan in 2014 for tackling poverty across the city which was co-produced by a range of partner agencies in conjunction with the people of Glasgow. One of the six priorities of the Plan was to improve the accessibility of quality paid work and recognise the value of unpaid work (known as 'worth and work').



In summer 2015, the PLP conducted a major consultation exercise to identify ways of working between employers, employees and support bodies that could help meet the objectives of the worth and work strand. A new city Poverty Strategy and Action Plan will be launched in 2016, focusing on key areas of development including developing both the supply and demand sides of the labour market within the context of fair working practices.

Partners want to ensure that we make best use of all available resources to tackle In-Work Poverty, including taking a closer look at the data and information we hold. This includes joining together different information to gain a better insight into those issues facing residents. One recent example of this approach looked at joining together data on Housing Benefits and Education Awards. Analysts in the Council matched data sets together to identify a group of residents to encourage them to take up a range of benefits they are entitled to.

Work was undertaken to cross-match data sets to identify residents who are in work, on low pay, and with dependent children who were entitled to free school meals and clothing grants but are not currently claiming for these. The outcome will be to use these data to directly contact those eligible parents to encourage them to claim these benefits, therefore increasing their household incomes.

The learning from this approach will be used to identify other types of data that might be joined together to better target residents with particular requirements or issues, starting with those most financially vulnerable in the city.

## Case Study

B-DACS is a small ethical, specialist family firm based in the East End of Glasgow which installs, maintains and repairs air conditioning and ventilation systems. It started as a one person business in August 2003 and now employs 17 staff.

B-DACS has been a proud and passionate supporter of the Glasgow Living Wage since 2012.

Diane Drummond a Director of B-DACS explained why B-DACS supports the Glasgow Living Wage:

“It is important that B-DACS keep the family values the company was founded on along with having an ethical business model. When we discovered the Glasgow Living Wage four years ago we felt it was the right thing to do. We want to help Glasgow City Council tackle the current household poverty issues. At B-DACS we reward our staff for their attitude and paying our staff the Glasgow Living Wage. I believe has contributed to us having the fantastic workforce we have today. Our people are our assets and we believe that by paying a fair and reasonable wage we get a good honest day’s work.

This year we agreed to start paying the new increased rate of £8.25 from 1 January 2016 as a way of thanks to our reliable workforce and their continued efforts throughout 2015 as we had another great year”





# Sector Progress

Much of the progress in Community Planning in Glasgow over the past 12 months has been led on locally by the activity driven by our Sector and Area Partnerships. Our local CPP structures oversee the planning and delivery of services that contribute to our shared outcomes, and do so by accounting for local circumstances in each part of the city. These local Partnerships provide a platform for local partner organisations including community and voluntary groups to have an active voice in the process.

Each Sector in Glasgow has its own action plan around the Single Outcome Agreement, setting out the activities and contributions being made locally to the city wide ambitions, but also reflecting on particular neighbourhood issues and assets available to address these. This section provides a small sample of examples of progress made by our Sector CPPs over the past year.

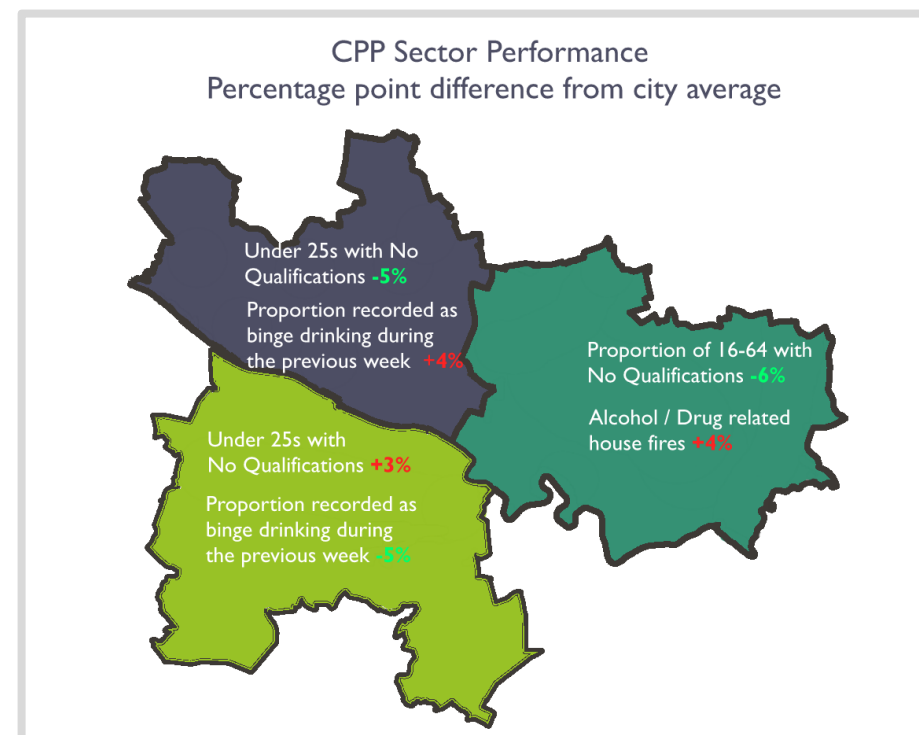
## South

The South Senior Officers Group on behalf of the South Sector Partnership continues to implement local action plans for Alcohol, Youth Employment and Vulnerable People. Some highlights are outlined below.

For alcohol, the Ripple Effect Research of 2014/2015 highlighted the effects of alcohol in local communities including Govan, Priesthill/Househillwood, Gorbals, and Castlemilk, with local groups working in partnership to identify and agree a series of responses to the issues raised. A sum of money was secured in each community to be used by local groups to respond to local issues highlighted in the research.

In Govan, events targeting young people about alcohol awareness were delivered and a local women's alcohol support group was established.

In Priesthill and Househillwood, local voluntary groups have been delivering street work to engage young people and signposting them to local services and providing diversionary activity to alcohol. Similar services have been funded in Gorbals through a Youth Café.



The Castlemilk Youth Complex has lead on services in the local area focusing on young people excluded from school or non-attenders, and aimed to increase young people's knowledge around alcohol and the dangers associated with this.

For Youth Employment, local partners have continued to focus additional local investment around the outcome of 'All young people develop the skills, attitude and resilience required for employment' and specifically to work with vulnerable clients and those at early stages of work readiness. Groups supported include those at risk of offending; young people from a BME (Black & Minority Ethnic) background; and young people requiring literacy and numeracy support.

The Active Life 'Digitability Project' in Pollokshields, Southside Central and Langside provides face to face support to increase the employability skills of BME young people, using new digital tools alongside workshops aimed at building their employability skills.

The Glasgow Life 'Penilee Youth Active Programme' targets young people and merges employability with fitness and sporting activities to encourage higher levels of engagement. A similar approach has been taken through the 'Castlemilk Youth Active Programme' again targeting young people who have been identified by key local services as requiring an intervention and are furthest away from being job ready / active citizens. The programme engaged the young people mixing sports, arts, formal training and qualifications.

### **North West**

During 2015/16, progress locally has been led on by a number of local structures including the North West Alcohol & Drugs Partnership (NW ADP); a Youth Employment Sub Group and the North West Essential Connections Forum.

For alcohol, much of the activity has focused on the themes of prevention & education; care & treatment and recovery, and delivered by a partnership of local services, providers, local people and community groups/organisations. In particular, the North West Alcohol & Drugs Partnership places great importance on the involvement and participation of local people including those in recovery. E.g. the North West Recovery Communities. This innovative approach has been a success in engaging with a large number of individuals from a cross section of local communities and has been successful in influencing change in alcohol & drugs recovery services within Glasgow.

Continuing support to alcohol free social activities across the area through the AFFIT Branding has helped to deliver 12 events involving participation from around 3,000 individuals, with another 3 AFFIT events scheduled before summer 2016. These Events include Live Music, Comedy, Cinema, Family get together Events, Disco, Buffet Nights and Festive celebration nights.



The expansion of the 'Deep End Project' will attach specialist alcohol nurses to general practise in deprived communities to improve engagement in care and increase the number of patients taking up alcohol treatment and care services. This will directly lead to a reduction in demand on other aspects of the health service

For youth employment, there has been a continued reduction in the number of young people out of work in the North West. A local youth employment sub group has driven progress over the past year in a number of areas including establishing a review of priorities and areas of focus. Investment secured through the Integrated Grants Fund has enabled the group to develop ideas including those that improve the links between a local business / college / education collective set within a local School.

For Vulnerable People, the focus in the North West over the past year has been around homelessness. This is particularly relevant to the North West which includes the city centre which is often the most visible focal point for homelessness in Glasgow. Locally in 2015, the North West Essential Connections Forum (NWECT) was re-established as the forum to provide the leadership to progress the homelessness and housing agenda within North West, in close collaboration with Community Planning Partners. Initial priorities have included support for the establishment of the City Centre Ambition Network with those voluntary sector providers who deliver City Centre based services. The service will operate as a pilot and seek to deliver a coordinated and enhanced response to our most excluded and vulnerable service users who frequent the City Centre.

All of Glasgow Housing Association's Local Housing Organisations and almost all Registered Social Landlords operating in the North West have signed up to the Housing Options approach to preventing homelessness. Almost 600 staff had been trained in Housing Options across the Sector. Additional funding has been agreed through the Integrated Care Fund to develop Housing Options for Older People. This initiative will contribute to the key strategic imperatives in the city of supporting effective discharge for Older People from hospital care; helping prevent delayed discharge; helping decrease the use of intermediate care and residential care; and supporting older people live as independently for as long as possible in their own homes.

## North East Sector

Local Partners have committed significant effort on delivering against the SOA Youth Employment priority and have focused much of their resources on the outcome around building the resilience of young people to sustain positive destinations. In particular, that young people are supported to develop the skills, attitude and resilience required for employment. Highlights include:

- an awareness raising exercise for all partners of the current support being provided by local schools to support youth employability. This will be followed in 2016 by a review of the Glasgow Life/Community Learning and Development service available to schools with a view to ensuring fair allocation of resource and a planned range of activities
- development of activities which engage young people aged 14-16 years old, including working with a mentoring programme run by the Young Glasgow Talent Charity
- developing a directory of work experience opportunities that partners are able to provide locally; and
- addressing cultural barriers to progression, in particular those faced by many young people with English as an Additional Language (EAL), by developing school-college activities which address some of these barriers and which promote vocational options to EAL learners



## The Greater Easterhouse Alcohol Awareness Project

### Case Study: GEAAP

Greater Easterhouse Alcohol Awareness Project (GEAAP) was recently able to recruit 15 volunteers with lived experience of recovery from alcohol. The volunteers were trained to allow them to support individuals who are at a stage in their recovery where they would like to access services such as treatment and care and recovery initiatives but need support to do so.

Individuals referred to the service are matched with a suitable volunteer peer mentor who then supports and accompanies the individual to attend a wide range of services and activities to support them through their recovery journey.

In the first few months of the project, 22 individuals in the early stage of alcohol recovery have been supported to access services. The project benefits individuals in the early stages of recovery to be supported to access a wide range of initiatives to support their recovery. It also benefits the volunteers who have overcome their own issues and opens up possibilities to them through the experience they have gained volunteering in the community.

One volunteer advised “As a recovering alcoholic, I have really valued the opportunity of being able to train to be a peer mentor. Helping and supporting individuals with alcohol issues get out of the house and take advantage of the new recovery focused cafes and initiatives that are now established across Glasgow. These recovery venues are a key tool in supporting someone with alcohol issues achieve long term recovery.”

# Our Communities

The participation of local communities in the Community Planning Process is central to the ambitions of the Partnership and residents should expect to be equal partners. This means that involvement should go beyond consultation to actual involvement in shaping the delivery of services in local neighbourhoods.

With the advent of the Community Empowerment (Scotland) Act 2015 there is now a strong legal framework in place to support strong, equal partnership working between service providers and the communities they serve.

Over the past 12 months, CPP Partners have worked hard to develop different approaches to community driven decision making and service development. Some examples of the progress made are set out below.

Our Thriving Places approach to area focused regeneration in Glasgow has made great progress recently and is seeing a better way of working between organisations and communities, making better use of existing resources and assets to achieve better outcomes. It is making connections with residents at a very local level, supporting them to identify, articulate, and fulfil the aspirations that they have for themselves and their communities.

In Partnership with 'What Works Scotland', those involved with our Thriving Places initiative are also working hard to establish the impact of the collective activity in the local neighbourhoods and to generate evidence of the positive outcomes for local people.

Good progress has been made in the first three Thriving Places – Greater Gorbals, Parkhead/Dalmarnock, and Ruchill/Possilpark, with some early work completed in the next wave of neighbourhoods.

Community Organisers are in post in the first three Thriving Places, helping to support and build confidence amongst residents. They are maximising the community's own capacity to improve local skills, resilience and strengthening community voices, and to ensure better use of what's already available in local neighbourhoods. Community Organisers are aided as appropriate by staff from partner agencies aligned to each Thriving Places and work together to identify and drive activity.

Each neighbourhood has adopted its own approach to building up their local Thriving Place although each still share some common themes.

In Parkhead, Dalmarnock, and Camlachie (PDC) Thriving Places, the approach has been to engage with a wide range of residents in a variety of ways to build relationships as a means to uncovering those issues important to local communities. These issues can then be tackled by those local partners and communities engaged in the Thriving Places approach.

Tea dances are one of the biggest successes locally. Held in the G31 Community Centre in Barrowfield and decorated for the occasion, around 50 people, many of them elderly, attend weekly. Regulars have also struck up firm friendships with a group that attend from the local John Orr Day Centre for people with additional support needs. Pupils from St Mungo's Academy serve tea and cakes and even join in the dancing and each week they see more refugees and people from asylum seeking communities come to see what goes on at a tea dance and watch footage of old Glasgow. There are now plans afoot to start a similar project in Parkhead Community Centre.

As relationships have been forged at the tea dances, issues have surfaced which may otherwise have remained hidden such as local people expressing difficulties in coming to terms with bereavement and loss. To address this, partners locally have worked with local places of worship to bring the community together to acknowledge the lives of lost loved ones through a day of commemoration and remembrance. Organisers can also point people towards other services that can help in the bereavement process.

The establishment of Bridgeton Community Family Meal and Homework Club has been another notable success, where each week around 20 parents and 40 children from Dalmarnock and Sacred Heart Primary Schools come together in Bridgeton Community Centre where a cooking lesson with a trained community chef and homework club run simultaneously. At the end both come together to enjoy the fruits of the parents' labour in the kitchen. There is a good mix of nationalities including Chinese, African and Eastern European families. Success of the approach means that it will soon be replicated in several other parts of the Thriving Place including Parkhead.



**Figure 7: Performance in our Thriving Places 2015**

Measure	Glasgow	Parkhead & Dalmarnock	Ruchill & Possilpark	Gorbals
The percentage of residents stating that they can influence decisions that affect them and their neighbourhoods.	73%	69%	63%	62%
Mean score on the Warwick-Edinburgh Mental Wellbeing Scale *(WEMWBS).	52.5	52.4	50.9	50.6
Proportion reporting a positive perception of their overall quality of life.	85%	83%	77%	79%
Proportion of residents who feel they belong to the local area.	77%	71%	73%	68%
Percentage of residents who have volunteered during the past 12 months.	19%	10%	15%	10%
Proportion of residents living in a 15% most income deprived neighbourhood.	40%	93%	91%	73%

\*WEMWBS – designed to allow the measurement of mean scores in population samples positive mental health (mental wellbeing).



Neil Orr, community organiser, based in West of Scotland Housing Association, said: "Working with people in this way lets us to establish proper relationships. The trust that this builds lets us know what is the right thing to do and exactly what support is needed. This makes us useful."

In Possilpark and Ruchill (P&R) Thriving Place, Partners have also been developing relationships with residents in to identify areas for action. The Community Connector role, hosted by NG Homes, supports grassroots community groups to organise and connect in with agencies as a way to influence local decision making and facilitate citizen-led action.

The Community Connector has challenged agencies working in the Thriving Place to do something in the area that focuses on bringing people together and building community, without a specific service agenda. E.g. the NHS locally are supporting a weekly singing group in Ruchill Community, with this type of engagement allowing for discussions with participants with an aim of uncovering issues and ideas for shaping service delivery that would be unlikely to be encountered through traditional engagement methods.

The community-organised Hamiltonhill Residents Winter Event focused on residents having fun together, in order to build community spirit between locals. The event was a catalyst for further resident-led action in the area including a regular community clean-up and a ceilidh.

'Neighbours Events' have been held which focus on local people recruiting other locals with a view to discovering the gifts, talents and knowledge in the area through conversations and convincing them to share these in a community setting – this is a way to map the potential assets that exist in the local community. For example, resident-led action has also resulted in the formation of a Parents Support Group specifically supporting families with children who are on the autistic spectrum, to bringing families together in an informal setting to share stories and support each other.



**Thriving Places PDC** @ThrivingPDCFollow

Thriving Places....The way to go for true partnership working in communities! 👍



**Thriving Places PDC** @ThrivingPDC  
Learning, Cooking, Playing, Eating at last night's BCLC Family Meal & Homework Club #ThrivingPlaces @Snowbird0510

RETWEETS  
5

LIKES  
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12:24 PM - 3 Feb 2016



Locals in Possilpark have further been actively involved in determining the details of a £120,000 refurbishment of the Civic Space and bandstand at Saracen Cross through a community or participatory budgeting process.

During the summer of 2015, views were sought from local schools, community groups and residents on what improvements they would like to see to the area and how it could be used in the future. Feedback from the community was turned into three design options that were then put out to the 'Big Vote'. More than 1,500 people took part in the selection process with the winning design proposing a new bandstand as the centrepiece of an attractive events space. Work on the new site began in early 2016. The space will include a local market area, adventure and activity area, garden spaces, seating bins and picnic tables.

Councillor Chris Kelly, political lead for the Possilpark/ Ruchill Thriving Places group said "I am very pleased the regeneration of this area Millennium Space and bandstand area in Possilpark is progressing, particularly as local residents have been key to deciding how it is improved".

In Gorbals Thriving Place, a Community Co-ordinator was appointed in September 2015 to facilitate partnership working and to support the community to reach its potential as part of the approach. Following on from an asset mapping exercise, a Gorbals Directory has been created in paper and on-line electronic format which provides detailed information on organisations, groups, activities, and services in the Gorbals, which will allow local people to search for and access up to date local information.

Support from the 'Go Well' project has secured a research specialist to contribute in a number of ways including using data and evidence to inform the strategy and plans for Gorbals Thriving Place. The research and work will inform services and agencies on views and perceptions of local people and look to reshape services to meet people's needs.

A panel of local people supported by New Gorbals Housing Association and Foundation Scotland have begun to allocate part of the £250,000 'Spirit of 2012' award to community groups and local people. Twenty nine projects have been financially supported and a first year celebration event has been held promoting Spirit as well as promoting those who have successfully accessed funding. A youth panel, made up of young people between the ages of 11 and 19 (known as The Young Deciders) launched their first grant stream in April 2016. This work is a great example of community involvement and local people being part of the decision making process and distributing funding that makes a difference to their area, focussed towards improving community outcomes.

Successful community pop-up events have been held locally, and more are planned within Gorbals in an attempt to engage with those currently not involved in wider community activity or who may be socially isolated. These events aim to further understand and identify community needs and priorities.

Amongst the next wave of Thriving Places, notable progress has been made in Priesthill/Househillwood (PHHW) with the establishment of a Neighbourhood Forum to co-ordinate local activity. Local engagement events in late 2015 identified three priority areas to inform action planning; environmental & community safety, training, welfare & employability, and activities for children and young people. These priorities will be addressed by an action plan developed and implemented by the Neighbourhood Forum. The Barratt Housing area is also a priority for action.

A data profile of the area has been completed to inform discussions by the Neighbourhood Forum; this profile together with the identified priorities and significant resident engagement will assist to develop a plan for the Thriving Place. A local 'Anchor Organisation' will be agreed by August 2016.

Early preparatory work has also been undertaken in the remaining Thriving places with detailed work plans under way for 2016.

## **New approaches to Involvement**

Community Planning Partners have worked hard to develop engaging and innovative ways to work alongside residents over the past year. This has improved a sense of empowerment amongst some residents and has led to greater levels of engagement and satisfaction in communities, with local people have a growing sense of influence over local services.

In February 2016, Pollokshields Community Council conducted a Charette in the local area over any future local plan for the Pollokshields & Port Eglinton area. Charrettes are an intense type of consultation typically held over one full week. The local Community Council raised funds alongside a matching contribution from Scottish Government to mount a major local consultation. The 'Make Your Mark' Charrette invited local residents to contribute views on planning issues, in an area with one of Scotland's most ethnically diverse communities. The event examined existing social and economic problems and proposed solutions to tackle these and generate economic growth. Meetings took place at various locations in the Burgh including a mobile Charrette in schools and other public places. After the formal consultation a public report-back and Q&A session with local councillors was held in mid-March on the draft report. In total, more than 250 residents participated in the process. The Council and its Partners will consider the findings from the report to inform future planning issues locally.

Between December 2015 and January 2016, the 6 local North East Area Partnerships embarked on a Community Engagement exercise to ascertain the views of the communities they served in regards to Neighbourhood investment priorities. This was conducted using an on-line digital approach as a new way to reach more residents. The approach focused on getting responses via Social Media (such as Twitter and Facebook) and a Survey Monkey e-questionnaire. However, provision was also made for those in the North East that are digitally excluded or unsure how to use this type of communication. Feedback on local priorities were facilitated using Partner's Twitter feeds, community groups social media feeds and Elected Members, who all encouraging as many responses as possible from their own followers.

There were over 600 responses with 83% received via on-line and 17% via hard copy questionnaires (17%) – a previous similar city wide exercise drew just over 550 responses. The results were reported to all local Area Partnerships and such was positive response that digital engagement will now play a larger part in the consultation approach within the North East Area Partnerships.

## **Equalities in Community Planning**

To recognise the growth in the number and diversity of Glasgow's Black & Minority Ethnic (BME) population, CPP Partners are seeking to engage with residents and ask about experiences of service provision amongst the BME community. The CPP is able to draw upon strong engagement with BME communities amongst third sector partners to continue these conversations.

Partners organised a 'Many Cultures Make Glasgow' event in February 2016 event to celebrate the diverse BME communities of Glasgow and their contribution to the society & culture of the city. It also provided an opportunity for the mainstream public sector partners to engage with these diverse communities and to begin the process of improving dialogue around user's experiences of a range of services.



Over 300 people attended the event and such was the success that Partners now aim to build on the Many Cultures Make Glasgow brand as a springboard to engage Glaswegians from diverse backgrounds through the medium of arts and culture. This will provide the community engagement element that is so crucial in developing the strategic work with Glasgow's BME citizens. Partners will use this type of engagement as a starting point for discussing how we can shape services more effectively.

Given the increase in refugees and asylum seekers coming to Glasgow recently, Partners have been working with the Integration Networks to ensure that services are targeted to the communities and people who need them.



This project is now engaging with the wider partners to ensure that there is good communication and partnership working in place, so that as national and international developments shape events, services in Glasgow can be prioritised to meet demand.

The CPP has also been instrumental in supporting the wider equality work in Glasgow. Funding has been granted to the Glasgow Equality Forum for a development manager post, to support and develop the various equality networks in Glasgow. This will ensure that the voices of people of all the protected characteristic groups, including the city's LGBT community are heard within the community planning process. Links have been made at Sector and Area Partnership level, so that local communities have a good understanding of the impact of prejudice and discrimination within their areas and can work together to tackle it.

Work is also ongoing to develop a series of equalities outcome indicators for the SOA and also to ensure that there are strong and consistent links between the equality outcomes used by the different CPP Partners.

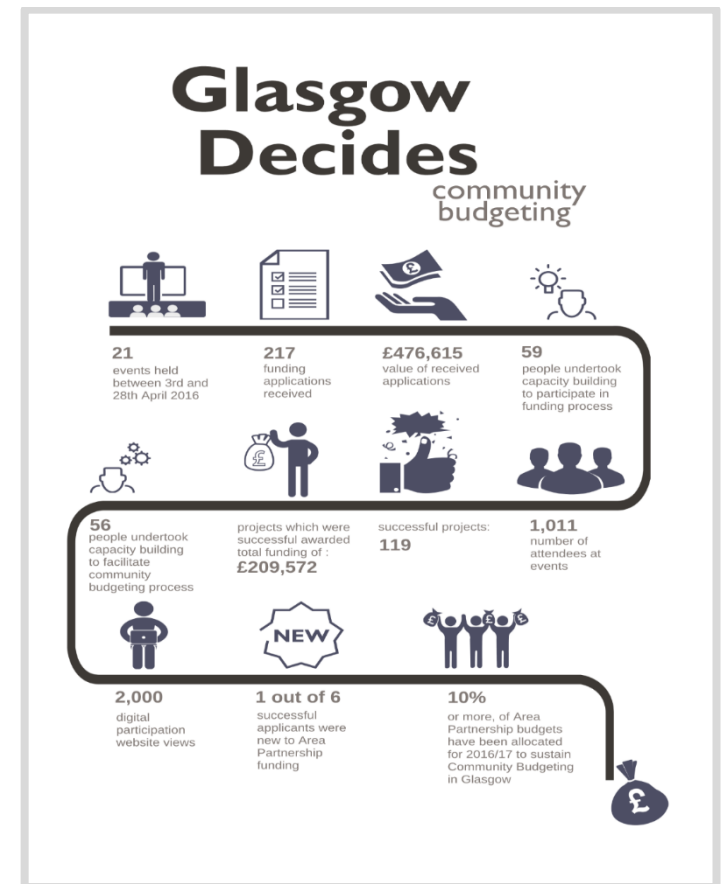
### Community Budgeting

Glasgow City Council, its CPP Partners and Scottish Government are committed to the greater empowerment of communities through the delivery of community or participatory budgeting, a democratic process in which community members decide how to spend part of a public budget. It means engaging residents and community groups to discuss spending priorities for a defined budget, make specific proposals, vote on them, and have a role in scrutiny of the process.

Following a number of pilots in the city, Glasgow City Council and the Scottish Government made funds available totalling £210,000 to be used for a community budgeting exercise. A total of £10,000 was made available for each of the 21 local Area Partnership to invite bids from local projects which would then be voted on by residents via a series of events. A total of 217 projects applied for funding, asking for funds ranging from £250 to £10,000 for a wide variety of community projects across all 21 Area Partnerships. Just under one-fifth of the projects had not previously applied for Area Partnership funding.

Each of the 21 Area Partnership held a community budgeting event in April 2016 and dispersed a total of £209,572 to 123 community based projects. Over 1,000 people turned out to hear the projects make their bids for funding with almost 600 local residents voting for the winning projects. Several of the winning projects gave up some of their awards in order that some of the unsuccessful bidders could also receive some of the available funds.

The evaluation from the process was very positive with complementary feedback from the bidders, the voters and the members of the Area Partnerships. It is intended that this participatory budgeting approach is repeated and also scaled up in future in levels of participation and contribution. Community members reported feelings of empowerment at being part of the process.



# Funded Programmes

Glasgow City Council's Integrated Grant Fund (IGF) provides grant funding, whether individually or in conjunction with Community Planning partners, to a diverse range of organisations to deliver high quality and high impact services to the citizens of Glasgow in line with the agreed priorities of Glasgow City Council and the Glasgow Community Planning Partnership.

During 2015/16, £41.3 million was allocated to over 500 projects across citywide and sector programmes including children services; employability; financial inclusion and youth provision.

Projects deliver activity under the six IGF programmes:

- Alcohol and Health & Wellbeing
- Youth Employment and Young People
- Vulnerable People and Families
- Safer Communities
- Fairer Communities
- Sustainable Communities

There are many positive examples where IGF resources have been invested in locally focused projects over the past year and which are delivering positive outcomes for service users and communities.



Supported by  
Integrated  
Grant Fund

**Alcohol and Health & Wellbeing** - This programme supports the people of Glasgow to improve their general health and wellbeing. Initiatives funded via this programme provide early intervention and prevention activity that reduces health inequalities across the city as well as for specific population groups.

**Youth Employment and Young People** - initiatives funded via this programme provide structured services and activities for young people at different stages of engagement with services that prepare and sustain them for employment as well as improve their aspirations, confidence and social skills.

**Vulnerable People and Families** - This programme provides support for particularly vulnerable individuals, families and communities. Initiatives funded via this programme reducing In-Work Poverty and preventing homelessness and housing need as well as address the social exclusion of vulnerable adults – including the elderly, those affected by disability and financial difficulties.

**Safer Communities** - This programme encourages joint working and focuses support on initiatives that promote community safety; enhance personal safety; deliver early intervention and diversionary activity to reduce crime and disorder; protecting individuals and communities from violence and abuse; and deliver programmes and initiatives aimed at reducing reoffending.

**Fairer Communities** - This programme provides support to projects that focus on activities such as lifelong learning and literacy services; activities which aim to address the barriers that prevent people from engaging with relevant services and community life; support individuals who are suffering from potential disadvantage and/or exclusion and actively works to increase awareness of discrimination and reduce prejudice.

**Sustainable Communities** - This programme will focus on activities that help to create and sustain a successful, vibrant city, including initiatives that develop effective use of physical assets; develop innovative approaches to enhancing services; help individuals maximise their potential and empower them to contribute to their communities through learning, volunteering and employment opportunities. It also supports programmes of activity with a community, cultural, and/or sporting context.

## Case Study: Young Parents Project

The Young Parents project is operated by Rosemount Lifelong Learning, an organisation based in North Glasgow that advises, empowers & regenerates individuals and communities through providing client centred services focusing on childcare, social care, addiction recovery, parenting, employability and community learning. It was awarded £63,480 in 2015/16 under the IGF Youth Employment and Young People programme.



The project provides specialist support to young parents or young pregnant women to help to remove barriers which prevent them from moving into training, education or employment. Intensive support is often given on a one to one basis with support staff, who encourage young parents to participate in group activities such as personnel development, first aid, healthy eating and job search techniques. Each young person completes an action plan with clear indicators and time scales. The project helps participants to integrate with other young people in similar circumstances, reducing isolation and other health related conditions associated with teenage pregnancy.

One of those benefiting from the project was Amy. "I was desperate to get back into College, thinking it was the only way to expand my knowledge and gain new IT skills as well as a structure in my life for me and my son. This was not the case - working with Rosemount led me to participate on an Employability course....showing me skills and qualities I already had. This was such an important thing for the group, I surprised myself and it increased my confidence. Putting IT skills into practice, I produced my CV, practised interview skills and done work experience. The group learned from one another and when the real thing came I had an interview, I put practice into motion... and I got a job as an Admin Assistant. Without the facilities I would still be at home wondering what next? The one to one support and encouragement I was given in making my choices was invaluable as I would never have considered taking part in any group work."

## Case Study: Glasgow Women's Library

Glasgow Women's Library (GWL) is a unique, respected, award winning organisation based in Bridgeton. It is a Library and Accredited Museum with learning, social inclusion, community cohesion and equality at its heart. GWL provides life-changing learning and skills development opportunities through its programmes, support services and projects and delivers creative opportunities for the good health, lifelong learning, employment, personal development and investment in the social and cultural capital of its diverse service users.



GWL aims to widen horizons and help to change the lives of women, their families and broader communities whilst breaking down barriers to learning and engagement for women, particularly the most vulnerable in society, to access the information, resources and services they need to make positive life choices and become fully active, skilled and engaged citizens.

GWL received £161,000 of Integrated Grant Fund to deliver 4 projects in 2015/16 under the Fairer Communities Programme, including: (a) an adult literacy & numeracy project for most marginalised and vulnerable women; (b) a lifelong learning project including (and targeted at) women in priority groups, for example: BME women, young women, disabled women, women experiencing poverty, homeless and jobless women, women recovering from addictions and women with mental and physical ill health; (c) a Lesbian (LGBT) Services and Resources project providing unique specialised materials, resources, services, support and expertise, unavailable elsewhere in Scotland, on a range of women's, gender equality, sexuality and LGBT issues in a safe, welcoming, women-focussed environment; and (d) funding for Librarian Services and Resources project to provide unique, specialised materials, resources and expertise, on a range of women's, gender and LGBT equality issues in a safe, welcoming environment.

# Safe Glasgow

Important issues concerning community safety in the city are overseen by a collection of Partners who sit on the Safe Glasgow Group. The Group is a Partnership of Police Scotland, Scottish Fire & Rescue Service (SFRS), Glasgow City Council, NHS Greater Glasgow & Clyde and Glasgow Housing Association. It scrutinises and reviews local Police and Fire and Rescue plans for the city which set local police and fire priorities, engage with communities and monitor performance. Its approach to scrutiny is based on the ethos of collaboration. In addition, the aim of the Safe Glasgow Group is to build on and strengthen the connection between both the Police Service of Scotland and the Scottish Fire and Rescue Service and the communities they serve. The Safe Glasgow Group scrutinises regular updates to both the Glasgow City Local Policing Plan 2014-2017 and the Local Fire and Rescue Plan for Glasgow City 2014-2017. Both plans sets out the priorities and objectives for Police Scotland and SFRS within Glasgow and it is against these plans that the Safe Glasgow Group scrutinises performance and outcomes.

Police Scotland have reported a number of highlights to the Safe Group in the past year which have had positive impacts on people and communities as well as contributing to CPP priorities including:

- Reducing anti-social behaviour around schools through campus officers working in partnership with teachers and pupils with notable impacts in the Knightswood and Drumchapel communities
- Working with Council licensing staff to arrange visits to off-sales to remind premises of their responsibilities and also to highlight the impact of under-age alcohol consumption and anti-social behaviour. Test purchasing operations were carried out on premises across the city with no reports of illegal sales
- Working with partners to launch the Safe-zone at St George's Tron Church in Nelson Mandela Place over the festive period 2015, which provided a safe haven and support for those suffering from alcohol or substance intoxication or who had become vulnerable through separation

Scottish Fire & Rescue Service (SF&RS) have reported progress in a number of areas linked to the shared priorities of the Partnership. For example:

- The Drink Wise Age Well programme in partnership with Glasgow Council on Alcohol and the Health & Social Care Partnership to jointly targeting and assisting high risk individuals and groups with alcohol related conditions which affect their and their family's health and wellbeing. The partnership enables a diversity of training of staff from each organisation to improve the awareness of alcohol related issues and the referrals process. E.g. 600 SF&R staff receiving training around Alcohol Brief Interventions while staff from its partner organisations receiving training in fire hazard awareness

- Home Fire Safety Visits are provided free for all domestic dwellings. This service is particularly relevant within households where there are elderly occupants or where alcohol is abused. The service has built relationships with alcohol services so that they can refer persons for a visit



- Delivery in Glasgow Community Fire Stations of 'Fire reach' courses. Diversionary activity tailored towards youths between twelve and sixteen years old. This course provides confidence building, practical skills and leadership with a fire service theme. In future this course is to be expanded to include other partner agencies and provide an SVQ credit
- Operation Modulus is an extension to the Fire reach course and expands the course to include input by City Building and Glasgow Housing Association. It is targeted towards young offenders and the concept behind the initiative is to provide skills and qualifications that assist participants to gain employment and become productive members of society

- SF&R lead on the 'First through the Door' Initiative which explores the most effective ways of reaching the most vulnerable in our communities. Work is continuing to promote the approach for all partner agencies, and particularly the third sector, to be aware of and signpost where people are identified as having needs which can be met by other agencies or services

The Safe Group also has a number of other key roles including oversight of important initiatives in the city to reduce crime and violence and to keep communities safe, some of which are outlined below. It also has an important role in the transition of Community Justice to ensure that it more closely aligns with Community Planning in the city.

Glasgow Violence Against Women Partnership (GVAWP) and Hate Crime Working Group brings together key public bodies with the capacity and responsibility to tackle hate crime in Glasgow and reports into the safe Glasgow Group on a regular basis. Glasgow City Council was awarded White Ribbon status in October 2015 and Community Safety Glasgow, on behalf of GVAWP, was continuing to work with White Ribbon Scotland and White Ribbon Champions to ensure that the profile of the campaign was maintained and an action plan was developed into 2016.

Prevention work remains a priority for GVAWP with a focus on awareness raising campaigns, training programmes and a programme of activity in schools, including the 'Crush' drama which addressed gender inequality and teenage abuse which was successfully delivered in every secondary school. 'Gold Stars and Dragon Marks' was a pilot project funded by Glasgow Area Partnerships and delivered to 28 primary schools in Glasgow.

The Hate Crime working group has a strategic overview of activity to address hate crime citywide and to hold partners accountable for delivery. It has also developed a number of community engagement initiatives which include a Don't Stay Silent event, and Hate Crime Awareness Week. Hate Crime Awareness Week has now been established as an annual event.

## Community Justice Transition

Community Justice is a method of crime reduction and prevention, which builds or enhances partnerships within communities. The Community Justice (Scotland) Act 2016 establishes a new model for Community Justice from April 2017, focusing on local service delivery, partnership working and collaboration, and recognises the views of local communities and stakeholders.

There are a number of statutory partners who are collectively responsible for the delivery of Community Justice planning and service provision, including Glasgow Community Planning Partnership, housing, health, social work, education, Scottish Prison Service, the third sector, Police Scotland and others.

The Community Justice Act aims to place responsibility for local planning and delivery for Community Justice with a defined set of community justice partners; promoting a focus on collaboration – including the opportunity to commission, manage or deliver services nationally where appropriate.



In Glasgow, this integrated approach to Community Justice will be developed within the established framework of Community Planning, with all of the statutory partners contributing to this, as well as the Third Sector, victims of crime and those with convictions. A 5-year plan for Community Justice will be produced by September 2016.



# Looking Forward

During 2016, the Partnership will review on its purpose and direction, influenced in part by the evidence of its recent successes, but also by addressing where it has not progressed as much as it would have liked. The detail within the Community Empowerment (Scotland) Act 2015 will also drive potential changes to the structure, focus and delivery of the CPP. Consequently, the Partnership will take time to reflect on the opportunities and challenges of the changing landscape to set out its ambitions for the future.

Partners will also prepare for the production of a 'Local Outcome Improvement Plan' for Glasgow, outlining its agreed shared priorities, stating how Partners will work more closely with communities to deliver these priorities, and being more explicit on how we will monitor performance and hold one another to account. The existing SOA will provide the foundation for this new plan.

Partners will also state where and how they will tackle persistent inequality within particular neighbourhoods across the city, and work more closely with residents and community based groups to deliver on this. Partners will therefore produce 'Locality Plans' which will build on our existing Thriving Places approach.

We will also re-assess the existing priorities of the CPP and SOA in light of the latest evidence about progress and impact. It will also provide an opportunity to examine whether any new or emerging priorities should be considered.

The Partnership will also reflect on its relationship with the new Health & Social Care Partnership and how the priorities and resources of the CPP and HSCP can align to support better outcomes for residents.

We will ensure that evidence gathered via monitoring and evaluation plays a greater role in scrutinising the achievements of the Partnership and the impacts on outcomes for individuals and communities. We will also look for evidence about where and how partners are changing our ways of working – some of the early work on this will be focused on our Thriving Places.

The first wave of evidence gathered as part of our Performance Management Framework is encouraging with a range of our outcome indicators showing improvement from our base year. However, other indicators have not improved including several of the homelessness measures. The Partnership will therefore be particularly keen to support the implementation of the new Homelessness Strategy for the city with its focus on collaboration and early intervention.

The results of our 2016 CPP Health Check (which asks those involved in Community Planning to provide their views across a range of issues such as leadership, vision, communication and trust) also provides some encouraging evidence about the development of the CPP and reveals that partners feel more confident with regard to the leadership and governance of the CPP. They also recognise the growing importance that scrutiny and performance plays in building the relationships between Partners.

However, the Health Check highlighted some issues that merit further attention by Partners in the year ahead – for example, respondents were less positive than in 2015 when asked about clarity of direction and purpose amongst Partners, collaborative working practices, and embedding early intervention in service design and delivery – key principles for Community Planning. Despite an improvement in the past year, the survey also shows that just one-in-four respondents believe that the CPP communicates clearly its plans to residents. This remains one of the biggest challenges for Partners in the year ahead – how to better explain the impacts and benefits to communities.

Figures 8 and 9 provide a summary of key Health Check results for 2016.

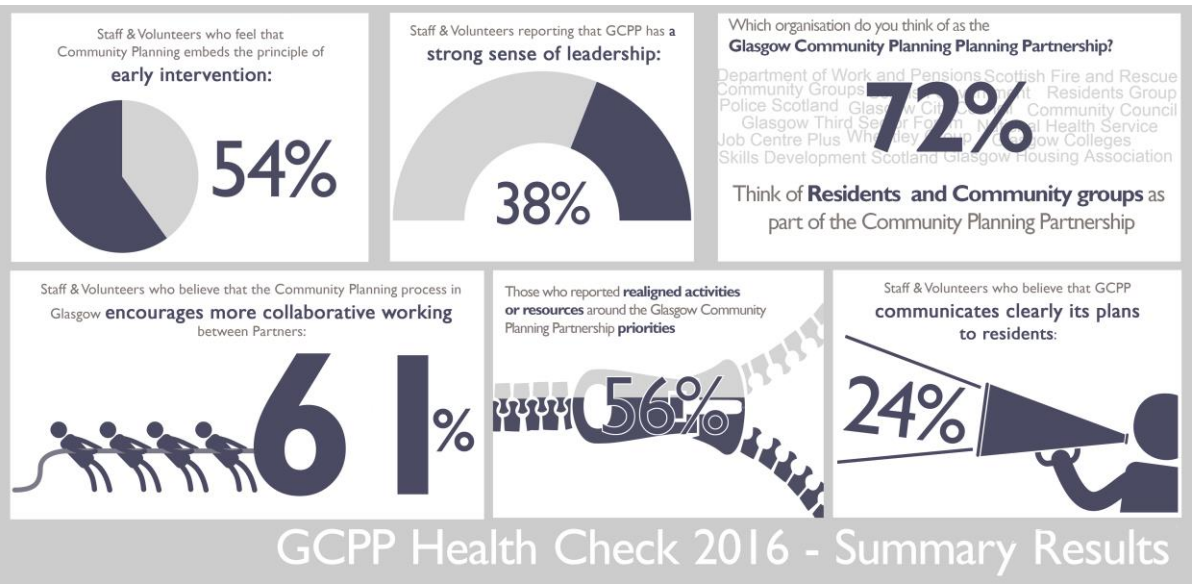
We will reflect on recent successes around Community Budgeting to embed this approach within more aspects of Partnership business. This will include examining what other resources might be earmarked and what approaches could be adopted to increase the direct involvement of residents in decision making.

Figure 8: CPP Health Check Changes 2015-2016



Our One Glasgow strategy has provided some powerful evidence about the way in which an integrated approach to service planning and delivery between partners can achieve tangible outcomes for service users – this is evident in our Reducing Offending Work Stream and within ‘Operation Modulus’ which reduces offending through promoting greater job opportunities. We will examine how we can take the learning from these successes and the broad principles of One Glasgow and apply them to both new and existing services.

Figure 9: CPP Health 2016 Check Summary Results



CPP Partners will be asked to play a key role in supporting the Council with its Transformation Strategy which aims to improve the way in which services are planned and delivered in the city. A key element of the Strategy is to make best use of our resources – our residents, budgets, staff, businesses, and information – to influence how all partners can work together across the city to improve outcomes, reduce costs, focus on prevention, partnership & place based solutions, and designing services around our people and businesses.



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