

Priesthill Househillwood Thriving Place

Action Plan November 2018 - November 2019



'A safe and caring place where the community looks after one another and is supported by the resources of the public agencies'¹

¹ PHHW Residents Session held in May 2018.

Background

This action plan is based on the Community consultation, engagement and development activity outlined below:

1. *Early Community Consultations*

Local people have been involved in Thriving Places in a number of ways, using different consultation methods. A common theme to these consultations was that local people were asked what they liked and disliked about Priesthill and Househillwood and how they would change things about the area. People were also asked if they wanted to become more involved in Thriving Places.

A Gala Day was held in August 2015 in Cleeves Primary School. This attracted around 100 people, and sought to find out what it is like to live, work, and access services in the local area.

A community consultation (Charrette) was then held in November 2015, '*A wish for your community*', which followed on from the issues raised at the Gala Day and explored the strengths and assets of the community and areas for improvement. A total of 86 responses were generated from the Charrette, which were collected from local people at stalls, under four headings:

- Activities for Children and Young People
- Community Safety
- Community Spirit
- Environmental

Within each of the categories, the “wishes” were analysed and grouped into themes in order to demonstrate how many members of the community expressed the same wish.

A programme of community organised events followed that included; community fun days, community car boot sale/ fun days and the annual gala day. At all events local people were asked about their views on the local area and if (and how?) they would like to be involved in Thriving Places.

2. Response to early consultations

The Priesthill/Househillwood Forum (a resident led forum with representation from across the area) was already operating and meeting monthly. Following on from the above consultations and subsequent discussions at the Priesthill Househillwood Forum, three thematic groups were established to take forward the priorities and promote positive partnership working between Statutory and Third Sector Agencies, Local Housing Associations, Elected Members and Residents.

The thematic groups established were:

- Children and Young People Group
- Environmental and Community Safety Group
- Welfare, Training and Employability

Two of the themed groups continue to meet on a monthly basis to make sure progress is being made to achieve positive outcomes for local people. A summary of progress is provided below:

Children and Activities Group: The group began by mapping local services provided for children and young people in order to identify gaps. This allowed the group to work with local partners to help set up projects and services that were needed, where necessary inviting organisations working elsewhere into the local area to work collaboratively. Some of these include:

- . Summer diversionary activity, led by Police Scotland Local Problem Solving team – initially began with football, but led to inter-school basketball tournament, dance classes and more
- . Street work programme – this was less successful due to the lack of consistency in funding and a changeover in staffing. Aberlour have now taken this up and are actively contributing alongside other partners
- . Fun days – a number of these have been ran since the inception of the group, involving a range of partners and community members in development and delivery
- . Weekly Children’s Clubs – The Jeely Piece lead on these, attracting 50+ children per week to their Tuesday (Peat Road Hall) and Friday (50p Church) sessions. Local volunteers have supported this but there is a need to attract more volunteers and funding to ensure sustainability

- . Dad's programme – set-up by Homestart as a bespoke group linked to Gowanbank, this has now widened its reach to the whole community and has actively contributed to a number of social events through engagement with the C&YP group
- . Community Budgeting – brought together funding from HSCP, Church of Scotland and Sanctuary to fund 10 projects, many of which focused on provision for Children and Young People. The voting reached over 200 people across the community and saw 3 community projects receive funding that had not previously engaged with Thriving Places. These projects continue to be engaged with Thriving Places and delivering positive activities.

Some additional information:

- . Glasgow, Rosehill, Sanctuary Housing Associations and Glasgow City Council (Via the Integrated Grants Fund) all contribute funding to the Working Rite Glasgow South Youth Employability project, aiming to secure work experience/placements for people aged 16-21
- . SWAMP provide a range of opportunities for Children and Young People and have been important in supporting all community events delivered through the group
- . Operation Modulus was attempted in the area and received a large amount of support from a number of agencies. Unfortunately, despite will from local services there was not the uptake from local young people or the interest in this for them
- . Training was organised for Silverburn staff (including Subway, Cineworld, McDonalds and others) in engaging with Young People. This was in response to an increase in anti-social behaviour following the closure of the Glasgow Life ran youth club from the Pollok Civic Realm
- . Medics Against Violence ran a workshop with St Paul's High School looking at the impact violence can have on anybody involved. This was organised through the working group and the St Paul's Campus Police Officer
- . St Bernard's Parent Council and the Teachers are being supported to increase their engagement with parents and support their ambitions to celebrate the work they do with the children in a wider community context.
- . A Halloween Event had a large focus on Children and Young People, and a sub-group of the working group led on organising a successful event that covered the whole of the community and attracted well over 300 people

There is a clear need to engage more local people in the group, something that is recognised by all involved. There are, however, a number of local people that contribute to the group and have done over the previous three years that do not wish to be part of the formal structure. Their input and contribution to life in the community is invaluable and it is the role of this group to ensure that these contributions are not lost or overlooked.

Environmental and Community Safety Group:

Additional/enhanced services: The group is chaired by a local resident and a number of community walkabouts were initially undertaken as well as focused session that resulted in the development of an Environmental Action Plan, with clear actions on cleansing and environmental issues. This plan is updated on a monthly basis and is reviewed and adapted accordingly.

Initial community clean-ups have taken place in key areas identified by the walk-about and the group have made positive progress in areas such as street litter, bin replacement, fly tipping, cleaning of walkways at the burn as well as improvements to local play amenities

In response to low levels of reporting of crime and environmental issues within the area information cards were produced in order to highlight key environmental and community safety contact details in order to encourage an increase in community reporting and residents took responsibility in circulating these cards across the area

A key focus of this group is to promote positive partnership working between communities and partner agencies, with regular updates being provided on key developments within the area from a range of partner agencies that includes; Police Scotland, Community Safety Glasgow, Scottish Fire and Rescue, GCC Council Departments, Local Housing Associations and Local Elected Members

The group is currently exploring other issues that may have an impact in the community that includes; addictions, anti-social behaviour as well as the potential development of allotments within identified sites

The Friends of Househillwood Park and Barrett Action Group which is one of the sub groups of the Environmental and Community Safety Group is a community led group established to support positive developments within the park and increased community usage of the space

Community Spirit

Rather than create an additional theme of 'building community spirit', each of the theme groups embedded this objective into their work.

A 'Community Connector' was appointed in 2017, funded by Glasgow City Council and the Health and Social Care Partnership (South) and employed by the Anchor Organisation, Sanctuary Housing Association. The Community Connector post is a dedicated post for PHHW Thriving Place whose role includes forging connections across the community, widening and sustaining community engagement and consultation; building community capacity and community spirit and reducing social isolation.

With the support of Sanctuary and Nurture Development, the community connector takes the following approach:

- Appreciating the assets of the local community
- Engaging local groups and associations
- Building connections and social interactions
- Working with instead of for the community – Visioning and planning together
- Implementing ideas and spaces
- Celebrating each step

Following this approach is enhancing community spirit and capacity, but also prompting what people need to do to connect with each other, make their neighbourhood a better place to live and identifying how they can make that happen.

Every Tuesday a community breakfast is held at the Peat Road Hall. Food is cooked and served by local people and is used as a hub for local connectivity.

A local playwright has successfully performed two plays to the local community on issues faced by people here

4 large scale community meals/events have been organised – Burns supper, Summer BBQ, Halloween, Easter. All planned and implemented by local people

A party celebrating/highlighting peoples gifts and skills such as massage therapy, music, arts and crafts, stalls was put on to create an activity map for the area. This has been used as a community building tool by the connector, different organisations and local people

New and different spaces have been pinned as community building spaces such as Freeland Drive, the 412 flats and the 50p church. These spaces have used Cafes, meet ups, parties and events, each one having the sole purpose of bringing people together and enhancing relationships in the area.

Day to day work consists of meeting new people and asking them what they care about, what they feel passionate enough to act upon, linking in with local groups and associations, supporting residents on individual tasks, sign posting different events/meetings/people

3. *Priesthill/Househillwood Locality Plan 2017/18* (www.glasgowcpp.org.uk/communityplan)

This was published in October 2017 and by the end of 2018, the Locality Plan commits Priesthill/Househillwood Thriving Place Partners to:

- publish this plan and tell as many people as reasonably possible about it;
- develop a community engagement strategy to increase awareness and participation in the Thriving Places process, including a community newsletter and the Priesthill and Househillwood Neighbourhood Forum Facebook page;
- use the most appropriate methods to engage widely with local people from diverse backgrounds;
- develop further outcomes with the Children and Activities Group, Environmental and Community Safety Group and Welfare, Training and Employability Group;
- empower local people to decide which local projects get funded through Community Budgeting where project ideas are voted on by local people;

- support local people to get involved in decisions about the services in the area, to find out about opportunities to be involved in delivering their own services and to engage with local elected representatives and planning officers to make sure their views are heard;
- support local people to become more involved in community life in Priesthill and Househillwood through a variety of means so that residents are represented and working alongside services in delivering the Locality Plan;
- involve local people in reviewing this plan to make sure we do more of what is working well and change what isn't working well;
- identify possible sites for a new community facility in Priesthill and Househillwood.

This Action Plan for November 2018 to November 2019 illustrates the progress that has already been made with regard to these commitments as well as what will be addressed in 2019.

4. Development Sessions in 2018

Sessions were held from March to June 2018 to strengthen the community led approach and refresh the priorities of PHHW Thriving Place.

Development Sessions 1 and 2: March and May 2018. The purpose of these sessions was to gather input from a number of *residents and community representatives* as to how the community could best be involved in, and contribute to, Thriving Places. Feedback from these sessions informed the agenda of the subsequent development session in June 2018 that residents *and* organisations were invited to. It was quickly acknowledged that more and more people were becoming involved in community activity and connections were being established in the PHHW community. However, there was no central point or easy way for local people and groups to find out what was happening across the whole area and this was essential in order to grow this involvement – a Community Newsletter/What's On would be helpful to promote wider understanding of what was happening. Having an online presence and engaging people through online tools was also suggested as well as having a 'Central Hub' (see below)

With regard to community involvement it was felt that there was a main principle and two broad themes:

Principle: Embed and grow the role of the community in influencing **all** of the work locally – unite people to have a shared voice on issues that matter to them

Themes:

- Involvement in specific issues that matter to the residents involved – contributing views and ideas and working with organisations to agree solutions to these issues.
- Routes for involvement where local people wish to develop activities and initiatives – and providing sufficient resources and support to enable this to happen. This support should be in the form of community development and funding but also prioritising the creation of a dedicated facility/‘community hub’ – a place or places where people in the community come together, take part in activities, and get information on local activities, services and support. This to be supplemented with a wide programme of informal get togethers as well as via more formal means when required.

The above to be achieved during 2019 by reinvigorating the PHHW Neighbourhood Forum (covering a wide geography inc Cleaves and Nitshill) with an appropriate level of support and a range of supporting resources; improving communications across the area in terms of what’s on and where to access support and services, utilising a variety of communication tools; and developing wide ranging and ongoing mechanisms for community engagement.

We should specifically identify what activities work best then grow these as part of a wider programme of events, social gatherings, breakfasts and other get togethers, as well as meetings. This will help more people get involved in the community and deepen any involvement that they have already have. Look at ‘door knocking’ what the groups and service providers locally do already they can be key conduits for information sharing... look at what is actually working then look at how we might widen/replicate and measure the impact of this, even if it is the ‘softer’ impacts

Development Session 3: June 2018. Residents, community groups and organisations attended this session. Its purpose was to consider how PHHW Thriving Place should move forward; and to build on the actions in the Locality Plan and the outputs from the recently held community workshops. At this session, there was agreement with the issues that came out of the previous community/resident sessions. With regard to thematic priorities, it was agreed that we should retain the existing themes of Community Safety/Environment; and Children and Families but *add* the new themes of Food Poverty; Social Isolation; Barratt Flats and Young People. Additional suggestions were made with regard to communications such as utilising/adding to Sanctuary Housing Associations ‘Community Map’.

The second part of the session involved small group discussions that focussed on a specific theme. The aim was to drill down into this theme in order to identify initial actions that could be taken forward. A summary of the discussions are outlined below.

- *Food Poverty.* The range of work underway should be coordinated and strengthened; part of this should be to add what is happening to Sanctuary's Community Map; the activities (all activities, collectively) need to be widely marketed via word of mouth at local gatherings, leaflets, and each food project should also market the other food projects that are happening across the area. It was felt that a collective and coordinated approach via thriving places could be effective at drawing in resources from local big businesses/supermarkets and/or submitting consortium bids for funding.
- *Isolation.* Loneliness and lack of connections were agreed as significant issues within the community; to address this, it was felt that the focus should be on local and street-level activities that encourage people to share time with and make connections with the people living close to them. There is a lot that could be built upon such as the community breakfasts, 'know your neighbour week' and many other activities. These could be supplemented with locally organised 'street parties where streets are closed off to traffic.
- *Barratt Flats.* The challenges facing the Barratt Flats were stressed by a number of participants who expressed frustration at the pace of progress. It was also felt that better ongoing communication was needed with residents of the flats.
- *Young People.* It was noted that there was a high number of young people in the area and that the breadth and depth of youth services available does not necessarily reflect this. In particular, it was felt that there was a need to move away from short, time limited projects towards longer term approaches and dedicated facilities/community hub. All of this should be driven by discussions with young people, including via Street Work. At the session some participants agreed to meet to progress this further.
- *Other issues:* Health services (concerns over individuals being deregistered from GP practices); availability of social housing and the impact of benefits changes/ universal credit were highlighted.

All agreed that there was a need to underpin all work with widespread community engagement; have a programme of community development and capacity building to support individuals and groups in the community to deliver initiatives of benefit to the community; and have a service accountability mechanism. Further, approaches to working collectively need to

be further developed and an organised approach to communications was needed (what is happening in the community, what thriving place is about and plans to do and the options to get involved)

5. *Appointment of Political Lead*

Councillor Rhiannan Spear was appointed political lead for PHHW Thriving Place in August 2018. In September and December 2018, the PHHW Neighbourhood Forum was convened to discuss and agree a way forward on all of these issues. The outcome of these meetings is outlined below:

September 2018 meeting. At this meeting more detailed discussions were held about the specific themes to emerge from the consultations and leads, members of theme groups and actions agreed. Councillor Spear also asked those present how more residents could be encouraged to become involved – the resounding reply was through better communication. As a result a leaflet was developed and a Facebook Page established. It was also agreed that the number of informal get-togethers be extended to encourage as many residents as possible to come along.

At the December 2018 meeting:

- It was agreed in order to improve communication and promote positive information sharing, the forum would receive monthly updates on the work of the thematic groups/priorities and a diary of meeting dates for all structures/events would be produced with information on the work of the themed groups/priorities being promoted in all future literature
- Forum members are keen to explore ways of increasing community participation/ involvement in the thriving place process and it was agreed a number of residents, supported by a member of Noble Arts Boxing Club would initially meet to explore ideas and make positive progress in the development of a Forum Newsletter and the establishment of a Forum Facebook Page and supported by Cllr Spear the sub group would provide an update at the February meeting of the forum
- Discussion took place in relation to the boundary of Priesthill Househillwood Thriving Place and it was agreed the forum would drop Prieshtill Househillwood and be referred to as the Thriving Place Forum and further discussion regarding the boundary would be tabled at the February meeting of the Forum

Next Steps

Taking all of the above into account and looking at how to organise the work in a way that makes sense while ensuring that we do not lose any of the issues/actions identified through this process; we will focus on the following seven priorities in the coming year

The Priesthill/Househillwood Community

Communications

Environment and Community Safety

Children, Families and Young People

Social isolation and Networking

Food Poverty

Community Facility/Community Hub

We will also ensure that we have a plan and process in place to **drive, coordinate and resource this work** and the overall Govan thriving place approach

Attached is a plan for the next year that summarises all of the above and outlines how we will:

- Coordinate, drive and resource the entire thriving place approach
- Strengthen and extend the involvement and role of residents and groups within the PHHW area.
- Extend the existing theme of Community Safety/Environment to include the Barratt Flats and Friends of Househillwood Park
- Extend the existing theme of Children and Families to include Young People
- Address the new themes of Social Isolation and Networking; Communications; Food Poverty and the development of a Community Facility/Community Hub

We recognise that other issues have been highlighted during the consultations. These issues will also inform the action plans for the above priorities. Lead and support arrangements are being agreed for each priority. The intention is to have a community lead and an anchor organisation in PHHW) to drive and coordinate work and report on progress.

A. STRATEGIC CO-ORDINATION

PRIORITY: Driving, Coordinate and resource PHHW thriving place approach - what we put in place to make this happen

Objective	Specific Action (s)	Measure of progress/success	Evidence of need/baseline	Resources	Timescale	Responsibility
						Existing Structure: PHHW Forum Chair: Resident Lead: Councillor Spear with support from Glasgow City Council and Sanctuary Housing Association staff

A. OPERATIONAL COORDINATION

PRIORITY 1: The Priesthill/Househillwood Community. *Embedding and growing the role of the community in influencing all of the work locally – uniting people to have a shared voice on the issues that matter to them*²

Objective	Specific Action (s)	Measure of progress/success	Appropriate Evidence of need/baseline and	Resources	Timescale	Who is responsible
						Existing structure: PHHW Forum Lead: Residents on PHHW Forum Support: PHHW Community Connector and

						Glasgow City Council staff
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PRIORITY 2: Communications – improve communications across PHHW on activities, events, facilities and projects and progress with PHHW thriving place.

Objective	Specific Action (s)	Measure(s) of success *	Appropriate Evidence of need/baseline and	Resources	Timescale	Who is responsible
						Lead: tbc Support: tbc Support:

PRIORITY 3: Improve the Environment and Community Safety – Reflecting the themes of targeting geographical areas with enhanced joint working on environmental and community safety issues as identified by Community Consultations and relevant statistical data

Objective	Specific Action (s)	Measure(s) of success *	Appropriate Evidence of need/baseline	Resources	Timescale	Who is responsible
						Existing structure: PHHW Community Safety and Environment Group Chair: Local resident Lead: Pat Boyce, Glasgow City Council staff Support: Pat Boyce, Glasgow City Council

PRIORITY 4: Improve provision for Children, Families and Young people

Objective	Specific Action (s)	Measure(s) of success *	Appropriate Evidence of need/baseline	Resources	Timescale	Who is responsible
						Existing structure: PHHW Children, Families and Young People Group Chair: Anthony Morrow, Sanctuary Housing Association; Leads: Anthony Morrow, Sanctuary Housing Association; Health Improvement Team; Glasgow Life Support: As above

PRIORITY 5: Reduce Social Isolation and promote networking

Objective	Specific Action (s)	Measure(s) of success	Appropriate Evidence of need/baseline	Resources	Timescale	Who is responsible
						Lead: PHHW Community Connector Support:?

PRIORITY 6: Address Food Poverty

Objective	Specific Action (s)	Measure(s) of success *	Appropriate Evidence of need/baseline	Resources	Time (deadline)	Staff and group responsible
						New group to be created Chair tbc Lead (s): Pollok Baptist Church, Peat Road Hall Church? Support: Glasgow City Council, Sanctuary HA and Health Improvement staff

PRIORITY 7: Develop a dedicated Community Facility/Community Hub

Objective	Specific Action (s)	Measure(s) of success *	Appropriate Evidence of need/baseline	Resources	Time (deadline)	Staff and group responsible
						Lead: tbc Support; tbc