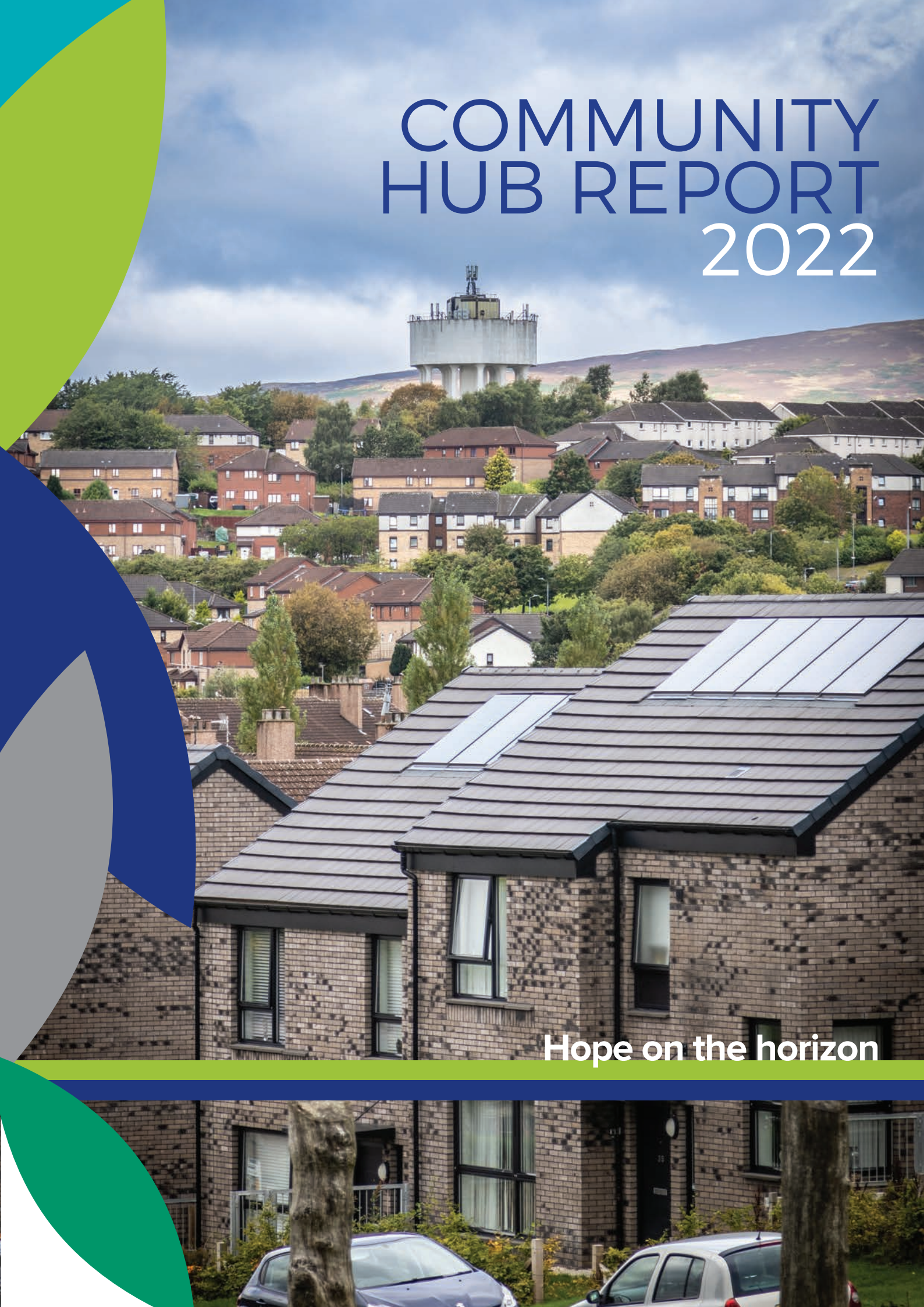


# COMMUNITY HUB REPORT 2022



Hope on the horizon

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# Presentation

**This report presents a piece of research on a community hub to be installed in Drumchapel. The research was conducted by local people, participants of the Drumchapel Community Council, supported by the Thriving Places team. The entire process, from deciding the questionnaire, gathering the responses, organising the data, identifying, analysing, and discussing the findings and finally proposing recommendations, was led by the Community Council supported by the Thriving Places Team.**

The aim of the report is to establish a robust case for a community hub to be installed in Drumchapel, for, by and with the active involvement of the people of Drumchapel. The hub should correspond to the aspirations of local people, expressed in this report.

This report comes in the wake of a previous report entitled "Living in Drumchapel" (2018), which concluded with a clear message that the people wanted a community hub that they could call their own.

The research process started shortly before the pandemic and continued during the pandemic, which was a challenge, having to adhere to the Scottish Government restrictions. Nevertheless, the research team managed to engage in door-to-door conversations as well as maintain direct contact with residents in the shopping centre. With the easing of the restrictions the team also managed to conduct several focus groups.

The research, from inception to conclusion, is an exercise in community empowerment through local people taking control of a future development in their place. The hope is that, with the expectation generated through the research, the result, a community hub for, by and with the people, will become reality.



# Background

There are currently some sport and leisure facilities in Drumchapel, run by Drumchapel Life, which include:

- **Drumchapel Library**
- **Drumchapel Community Centre**
- **Donald Dewar Leisure Centre**
- **Drumchapel Swimming Pool**

According to the Drumchapel Data Report (March 2021), compiled by people Make Glasgow/Communities, the most used facility in the period 2019-21 was Drumchapel Swimming Pool which received 114,202 visits, mostly residents of Drumchapel. The Donald Dewar Centre is widely used by Drumchapel residents and other residents from the Northwest of Glasgow. However, during the covid 19 pandemic, the Donald Dewar Centre was closed to the public and used as a Covid Vaccination Centre. Currently, there are ongoing discussions as regards to the possibility of other organisations taking over the Centre now that the vaccination centre is no longer needed. Another community venue, Drumchapel Community Centre, was used as a Covid testing centre during the Covid pandemic and consequently also closed to the public. Two main tenants of the Community Centre, the G15 Youth Project and 3D Drumchapel had to find other premises from where to deliver their services. NHS has now vacated the community centre and it is available

for organisations to submit an expression of interest to take over and run the centre. Currently, we are aware of two expressions of interest that have been submitted to take over the community centre. Other public buildings, which had a community function, such as the Mercat and Open Gate, have now been demolished.

Drumchapel has suffered immensely in terms of loss of facilities, community groups and other public community spaces, which were available in the 1980's, in comparison to what is available now. Among those mentioned by residents were the YMCA in the Linkwood Tennant's Hall, the ARGO group, the Unemployed Workers Centre, the Waverley Centre, Drumry House, the Dookit, Drumchapel Adventure Group (DRAG), and most recently the Mercat and Open Gate, among many others.

The People Make Glasgow/Communities 2021 report confirms how the current buildings available are well used and are essential to the residents of Drumchapel and the wider community. Consequently, the loss of more community orientated buildings and services will have a detrimental effect on the community. It is therefore important to deliver a community hub that best responds to the aspirations of the community and of those who work in Drumchapel.

## Introduction

DCC was informed at an Area Partnership meeting at the beginning of 2020, that Glasgow City Council (GCC) set aside £20 million to install six community hubs across Glasgow, and Drumchapel was selected as one of the six areas. It was agreed at the meeting, that the first step would be to consult local people and organisations on their aspirations regarding a community hub in Drumchapel. To this end, it was also agreed at the same meeting that DCC would lead on the consultation process in partnership with TP.

Drumchapel Community Council (DCC) is sometimes defined as the fourth layer of democracy after MPs, MSPs and City Councillors. The members of the Drumchapel Community Council are residents whose interests are community-based, who care about their community, and want to make it a better place to live and work. All members of the Community Council live in Drumchapel and strive to represent as wide a range as possible of the views of residents.

Thriving Places (TP) was introduced in Drumchapel in 2016 to help improve the quality of life of people who live and work in the area. TP is an initiative of Glasgow City Council in partnership with the Health & Social Care Partnership. The development of TP in Drumchapel, and across Glasgow, has taken place within a wider national policy backdrop, notably the Community Empowerment (Scotland) Act 2015, which reinforces the importance and the right of local communities to have a greater say in the decisions that affect them.

This consultation process on the community hub is designed to be as participatory as possible, hence the title of participatory action research (PAR), where local people's participation is essential both in gathering, analysing, and disseminating the data. The result of this process will be a robust evidenced-based case for the creation of Drumchapel Community Hub, which reflects and attends to the will of the people who live and work in Drumchapel.

# Methodology

DCC invited TP to prepare a proposal on how the research would be conducted. The TP team proposed a series of activities which included door-to-door interviews with residents and different organisations working in Drumchapel, and where possible, focus groups, convened appropriately, always in compliance with Scottish Government Covid restrictions.

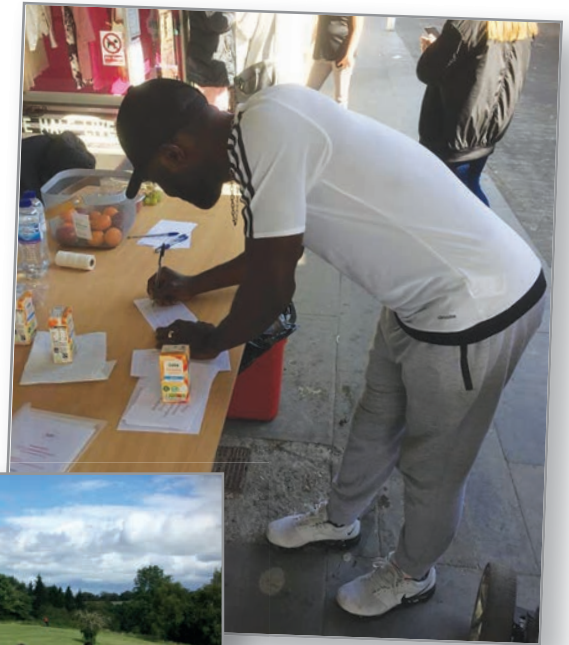
The aim of the research was to engage with as many people as possible who live and/or work in Drumchapel about their aspirations regarding a Community Hub. The questionnaire proposal submitted to the DCC consisted of nine open-ended questions, giving people the opportunity to express their opinions freely. The questions focused on the following issues:

- activities to be delivered in the hub
- organisations accessing the hub
- opening times and costs for using the hub
- who should work in the hub and who should own it,
- and finally, where should it be.

Once concluded the interviews DCC and TP members would meet to organise the information collected and start the analysis process. The result of the research would then be published in a written report to be sent to organisations, GCC, elected members and any other person or organisations that the DCC considered relevant to involve. As many public meetings as necessary would be organised to share the results of the research, as well as a special edition of the Drumchapel News, delivered to every household in the G15 postcode.

Initially the timescale agreed was to conduct and conclude the research in the period 2020-21, taking into consideration the limitations resulting from the Covid restrictions. In terms of funding, after a series of meetings and proposals revisited, a small funding package was accessed from GCC through People Make Glasgow/Communities.

Due to covid restrictions, the time necessary to agree the questionnaire, the geographical spread, the organisations to be interviewed, the focus groups to be organised and the interview teams to be selected, it was not possible to keep to the initial timescale. However, once organised the different aspects of the research, the data collection started in September 2021, with the analysis period starting in June 2022 and concluded in September 2022.



## Findings

The findings are presented question by question, supported by some quotes from the respondents. Both the face-to-face and the focus group responses are presented together in each question. A total of 325 face-to-face interviews took place and 22 focus groups and organisations were organised, with the participation of 132 people. The research team consisted of 3 community councillors, 2 members of Women Matter and 4 Thriving Places community connectors. The report presents the responses which received the highest number of individual people or groups who participated in the interviews and focus groups.

## Question 1: What type of activities should the Community Hub offer?

The face-to-face and focus groups agreed on the main activities to be delivered in the community hub. For older people, 105 respondents wanted to see knitting, sewing, bingo and dominos while for children, 238 respondents opted for out-of-school clubs, breakfast clubs, games room and a playscheme. The face-to-face respondents also placed more emphasis on health and recreational activities the likes of Zumba, walking groups, football, bowls, chess, and pitch, while the focus groups opted more for counselling and services, young carers, and support workers. The face-to-face respondents insisted on arts and crafts, cooking classes, quiz nights, drama, shows, fun days, tea dances, and coffee mornings. However, the two sets of data tended to agree on the need for employment support, life skills, personal development, and courses like first aid and fire safety at home. In terms of the public having access to the hub, 101 respondents said that a community café would have a key role to play, as well as offering food at affordable prices.

“Community needs to come together and bring back community spirit”

“If it’s a community hub it should be for the people”

“I’m worried that this is going to not get what we want in it for the people in Drumchapel”

“Unsure of the word ‘hub’”

“If this happens it will be amazing. It is needed”

“Good idea. Its needed.”

“I don’t like the word ‘hub’ as everyone has one, it’s a new buzz word which is confusing”

## Question 2: Which organisations should be in the Community Hub (NHS, Library, Swimming etc)?

This question perhaps induced some responses both in the face-to-face respondents as in the focus groups because suggestions were made as to possible organisations like NHS, Library, swimming etc. However, most of the face-to-face respondents, a total of 94, insisted on guaranteeing that local community groups have priority in the future hub with 79 supporting the installation of a library. Both the face-to-face and the focus groups’ data agreed on the importance of certain groups and organisations who would deliver a service from the hub without having a permanent presence there, and the most cited were addiction services, welfare rights, sociawork, Drumchapel heritage, LGBTQ+, CAB, money advice and HSCP services.

### Question 3: What should be the opening times of the Community Hub?

A variety of proposals came from both sets of data, with some only mentioned by one person or one group. Most relevant were 49 votes for 9am until 8pm, 39 votes for 9am until 5pm, 29 votes for 8am until 8pm or 10am until 5pm and 25 votes for 9am until 10 pm. There was a consensus that the hub should be open as much as possible. The issue of people at work not having access was also mentioned and that the hub should also cater for this group of people who would possibly frequent activities in the evening or at weekends.

"We need something at the weekend"

"Good we need somewhere definite where people can meet"

### Question 4: Who should have access to the Community Hub?

The face-to-face respondents overwhelmingly voted for the hub to be, first and foremost, for local people, with 161 votes, but also 132 votes in favour of the hub being open to everyone. The focus groups raised the possibility issue of the hub being taken over by agencies and agreed that the priority is for the hub to be for local groups and the community and not for the agencies.

"Would like to go and meet people to get out the house"

"Anything that brings the community together is good"

"Good for adults and kids to get together"

### Question 5: Should local people and organisations pay to use the Community Hub?

This question divided the responses with 112 of the face-to-face in favour of some sort of contribution while 93 disagreed with any form of payment. However, 67 people wanted to see some form of donation made to support the hub. The focus groups were more explicit in saying that the Council should fund the hub and that local people or community groups could make a donation.



“

Not a place to be taken over by agencies meeting but a place owned by the community who continue to be involved in how it develops and shapes up which is bright, cheery, well-furnished and maintained and a welcoming place to be.

”



A Fairtrade City

## Question 6: Who should run the Community Hub (Local people, local groups, etc)?

Overwhelmingly, a total of 303 of the 340 face-to-face respondents said that local people, local groups, the local community should run the hub. This also met with support from the 22 focus groups and organisations with 21 agreeing that local people and local groups should run the hub. Notably, 9 respondents were in favour of GCC running the hub while 6 explicitly said that GCC should not run the hub. The focus groups and organisations suggested a possible management committee and the opportunity to engage with volunteers.



## Question 8: Who should own the Community Hub (Local people, Local groups, Glasgow City Council, etc)?

This is the third question where both sets of data, the face-to-face and the focus groups and organisations converge. 285 of the 325 face-to-face respondents and 17 of the 22 focus groups and organisations said that local people should own the community hub. 31 were in favour of GCC owning the hub while 6 individual people and 5 focus groups and organisations were against GCC owning the hub.



## Question 7: Who should work in the Community Hub (Local people, Local groups, Council, NHS, etc)?

As in question 6, most face-to-face respondents, a total of 258, were in favour of local people and local groups working in the hub. Again, as in question 6, this met with support from the focus groups and organisations, 18 of the 22, in favour of local people and local groups working in the hub. 30 respondents were in favour of volunteers while 29 said that there should be paid workers.

“Community led  
as the people know  
what’s needed”

## Question 9: Where should the Community Hub be, and should there be more than one?

The shopping centre received the most support as the ideal site both from the face-to-face respondents, 138 in total, as from the focus groups and organisations, 18 of the 22. Like the shopping centre, 66 of the face-to-face respondents opted for a central place, which could possibly be the shopping centre. 90 of the face-to-face respondents wanted to use old buildings, also supported by 7 of the 22 focus groups while 73 face-to-face respondents opted for a new build, supported by 4 of the focus groups. It is worth noting that all 22 of the focus groups and organisations wanted to have more than one hub.

"Shopping centre not attractive enough but I do think it is the best location"

"The shopping centre is a mess, but it's got potential"

"Start with one, if successful then annexes dotted about. Disabled access. On a bus route"

"Definitely on a bus route"

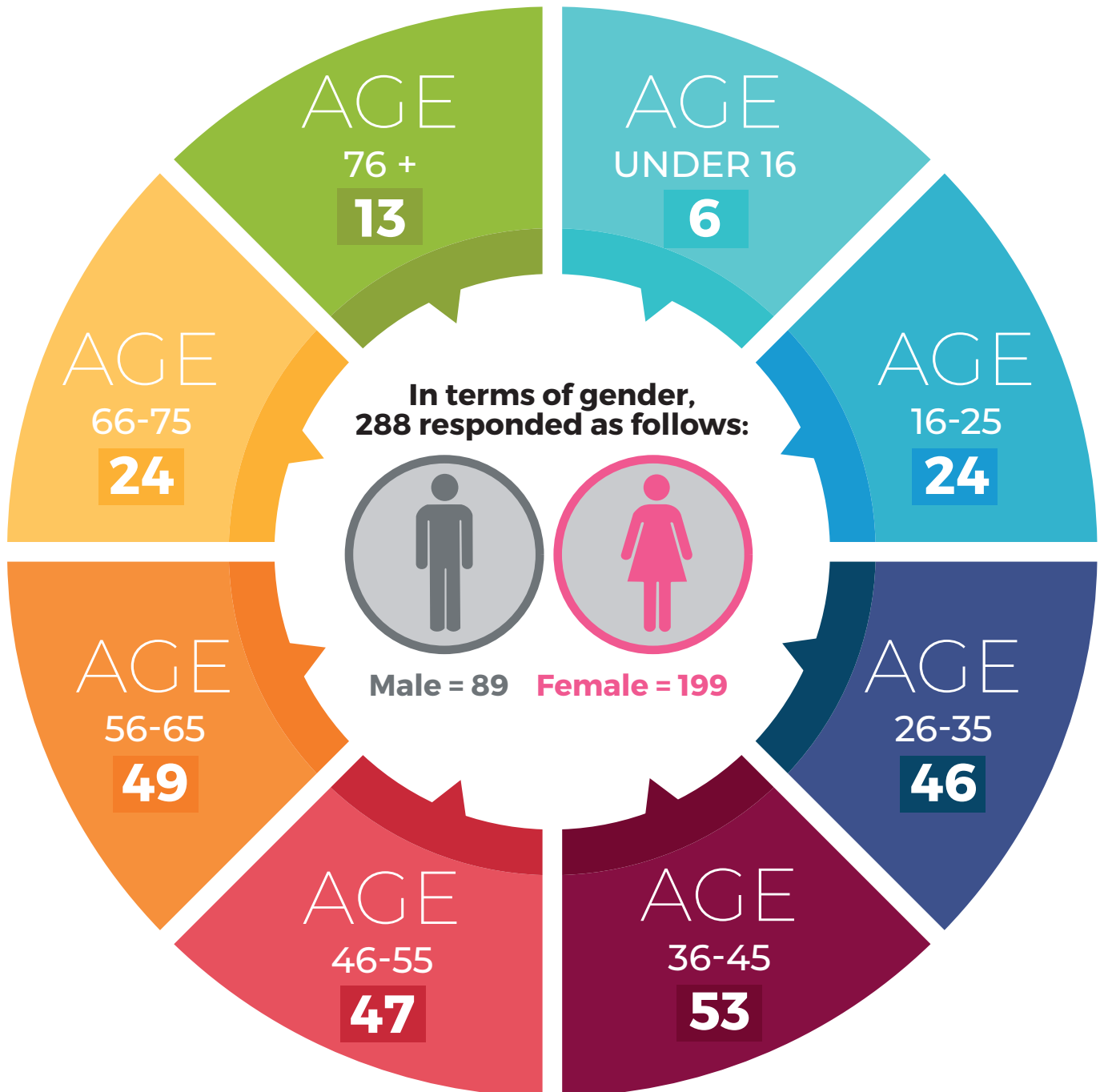
"I think the Community Centre is out the way, the Mercat or the Opengate would have been good"

"It needs to be somewhere for everyone"

"Terrible that there are buildings that could be used, buildings going to waste, could be cheaper repairing old buildings"

After each interview each respondent was free to answer about age, gender and whether they lived or worked in Drumchapel. Not all of the 457 interviewees wanted to respond but 262 agreed to do so and the result was:

**In terms of age, 262 of the interviewees responded as follows:**



**In terms of living or working in Drumchapel, 194 responded as follows:**



# Analysis & Discussion

The analysis and discussion of the data gathered was conducted by the research team to identify the main themes and deepen our awareness of the issues raised.

- The first most striking issue that came to light was that people expressed their deception about projects and community buildings being closed over the years. Several respondents expressed anger at the community being let down resulting also in many people consequently suffering from isolation and being confined to their house. There is a need to revive the community, and this entails having facilities where people can come together and experience community. At the same time, many respondents are doubtful about the hub being delivered due to the recent history of venues being taken from the community.
- **“We feel that it is even more important than ever to deliver on what people have asked for and this will depend a lot on the community as there is a strong feeling of doubt about Glasgow City Council (GCC) delivering on the hub.”**  
(Andy Lynch, Community Councillor)
- Another issue which emerged from the data was the need for better communication as the local community is not informed of developments in the community and for many people this research was an opportunity for local people to have “an ear” that would listen to them.  
**“We are the ones that people talked to, but we cannot be blamed if GCC does not respond to what the community wants.”**  
(Diane MacMillan, Community Councillor)  
and  
**“There is a perception of Drumchapel being left behind and instead of building up for future generations, the community is being let down.”**  
(Helen Thompson - Community Councillor)
- Many respondents said that people feel pushed aside as if they don't deserve better. An example was made about how in the past the shopping centre was vibrant but now it seems abandoned. Several respondents referred to the past when they were younger and said that they had a good life, but that today kids are bored and becoming hooked on drugs and alcohol. However, on the positive side, other respondents said that there are people in the community who want to help to make the community work, as a truly diverse community that Drumchapel is becoming. **“People don't expect anything anymore, they are not building up any**

**expectations, but at the same time people are desperate for something to happen and things need to change.”**

**(Diane MacMillan, Community Councillor).**

- Even although disappointed at the number of venues and projects being taken from the community many respondents see the hub as an opportunity for bringing people together. Due also to a history of losing many venues and projects, there is a lack of trust in the Council, but while recognising that at the beginning it will be difficult many respondents still believe that it can happen.
- **“We need to resurrect hope!” When you take hope away from people, their lives are destroyed and they live in fear, not trusting one another anymore. “People need to know that they have a purpose in life”** (Helen Thompson, Community Councillor)
- Several respondents accepted that the implementation of the hub will be a challenge but that the community has shown resilience in the past and now must be prepared to fight for what people are wanting as expressed in our research. **“Many people still think that working class people don't have the ability to do things, there seems to be a general lack of trust combined with a sentiment of negativity, which gives the impression that GCC is not listening to the voices of the people”**  
(Andy Lynch, Community Councillor).

Everyone is asking about our research in the street because we are the ones who did it and we are local people known by the community; we have raised hope in people.

**DIANE MACMILLAN,  
COMMUNITY COUNCILLOR.**

# Conclusions & Recommendations

- To show respect both for the work which this research entailed, involving local people directly as researchers, and for the respondents who participated, the first step forward is to share the findings with the community. The sharing can be delivered in various formats, initially, for example, setting up a table in the shopping centre, a gazebo in the park, having conversations in the schools, and organising as many community gatherings as required.
- A special edition of the Drumchapel News will be delivered to every household in the G15 postcode sharing the main points which emerged in the research.
- Contact should be made with the media, TV, and newspapers, to disseminate as widely as possible the aspirations of the Drumchapel community on the issue of the community hub.
- All relevant organisations, whether statutory, voluntary or community, should be informed of the findings of the research.
- Once the community is informed, a next step will entail contacting the relevant GCC departments together with the elected members to discuss the implementation of the research findings which will require a calendar of events to guarantee the active involvement of the community at each stage of the development of the community hub.
- Drumchapel Community Council, as the lead in this research process, should be the main contact for GCC, and will convene all relevant organisations as well as the general public, to guarantee the implementation of the findings of the research.

October 2022

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# References

Scottish Community Empowerment Act, 2015, Scottish Government

"Living in Drumchapel", 2018, Thriving Places Consultation Report

Drumchapel Data Report, 2021, People Make Glasgow/Communities





With thanks to Drumchapel Community Council, Thriving Places, and volunteers, who worked over a period of eighteen months, during an extremely challenging time of the Covid-19 pandemic. We would also like to thank the 457 interviewees and the 22 focus groups who took time to share their ideas on a future community hub.



THRIVING PLACES

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