Stakeholder assessment of Glasgow City's Thriving Places initiative: Survey responses - parts 2 and 3.

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Introduction

Thriving Places was established in 2014 by Glasgow Community Planning Partnership (CPP) as a ten-year programme which aims to improve outcomes across ten geographical areas across the City. Populated by approximately 10,000 people, each Thriving Places area has experienced persistently high levels of socioeconomic deprivation in comparison to the rest of Glasgow.

The ten Thriving Places within Glasgow City are: Drumchapel; Easterhouse; Gorbals; Govan; Govanhill; Lambhill & Milton; Parkhead, Dalmarnock & Camlachie; Priesthill & Househillwood; Ruchill & Possilpark; and Springboig & Barlanark.

This report presents a pragmatic, practitioner-led assessment of the views of Thriving Places stakeholders across the ten geographic areas. The report's focus is on stakeholder views on how well the vision and ethos of Thriving Places has been implemented over the past three years. This assessment is based on a Thriving Places survey developed by the Locality Planning Manager responsible for the initiative. The survey has three parts:

> *Part 1: Community and service changes; learning from Thriving Places*
>
> *Part 2: Thriving Place Standard*
>
> *Part 3: Locality Planning Going Forward*

Findings from Part 1 of the Thriving Places survey were reported by the GCPH in December 2023 and considered at the Thriving Places Review Group[A]. This report presents the findings of Parts 2 and 3 of the survey.

The design and implementation of all aspects of this survey study have been entirely practitioner-led. The GCPH has only been involved in basic analysis of the collected and collated data.

Methods and approach

The stakeholder survey was administered by the Glasgow City Council Locality Planning Officer responsible for Thriving Places. A total of 50 surveys were completed by individual stakeholders who were primarily community members from the Thriving Places areas. A further 56

[A] Stakeholder assessment of Glasgow City's Thriving Places initiative: December 2023

stakeholders, who were primarily from public and third sector partnership organisations including anchor organisations, contributed to nine area groups, with each group completing one survey for each given Thriving Places area. This means that a total of 106 stakeholders took part in the surveys but only 59 surveys were completed. For this analysis, group answers were counted as representing the number of individuals who attended each group. For example, if a group of 5 people gave a single group response, that was counted 5 times to represent each individual within the group. A summary of the partner organisations represented within the 9 groups is available in Appendix A.

Within Part 2 of the survey, participants were asked about 14 place-based themes, these included; *Moving around, Public Transport, Traffic and Parking, Streets and spaces, Natural space, Play and recreation, Facilities and amenities, Work and local economy, Housing and community, Social contact, Identity and belonging, Feeling safe, Care and maintenance, and Influence and sense of control.*

For each question, firstly, respondents were presented with a short explanation of the importance of each theme within community life, secondly, a short statement was presented against which respondents are asked to record their level of satisfaction against within the scale - *Very Poor, Poor, Fair, Good, Very Good, Excellent* or *Exceptional*. For example:

Moving around - Walking and cycling are good for our health and the environment. Pleasant and safe routes can encourage walking and cycling. Now think about the place you are assessing and ask yourself: Can I easily walk and cycle around using good-quality routes?

Findings

Part 2: Thriving Place Standard

Part 2 of the survey is based on the Place Standard Tool which is a well-established framework for structuring conversations about place. The tool supports participants to think about the physical elements of a place, for example, its buildings, spaces, and transport links as well as the social aspects such as whether people feel they have a say in decision making.

In total the tool used in the survey has 14 questions which prompt participants to respond on the following scale - Very Poor, Poor, Fair, Good, Very Good, Excellent and Exceptional. The results are detailed in Figures 1 to 3 and the full set of questions from parts 2 and 3 of the survey is included in Appendix B.

Figure 1 below details the findings for the first 4 questions which relate to transport, traffic and getting around the community.

Thriving Place Standard: Questions 1 to 4
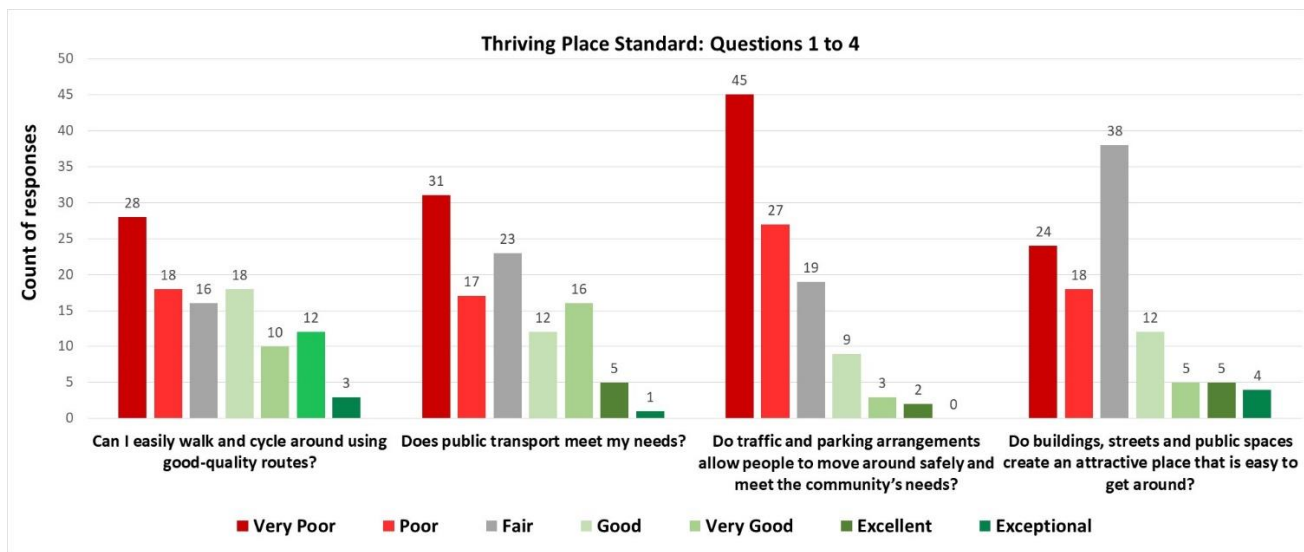
The first Place Standard question relates to the ease at which residents can walk and cycle around their local Thriving Places area. The responses were evenly distributed with a total of 46 being negative and 43 responses reflecting a positive view; of which 12 were Excellent and 3 were Exceptional. The second question concerns residents' views on public transport, responses to which were more negatively skewed with 31 people responding, "Very Poor" and 23 responding "Poor". Overall, there were 34 positive responses, 12 of which were "Good" and 16 were "Very Good".

Question 3 asks respondents to reflect on traffic and parking arrangements and whether these meet community needs and safety. This question drew a near unanimous negative response distribution with a total of 72 negative responses and just 14 clear positive responses in total; a further 19 participants responded with "Fair". Question 4 prompts respondents to consider whether the buildings, streets and public spaces create and attractive place that is easy to get around. In response to this question, a total of 42 participants replied negatively - 38 being "Fair" and 26 responses being positive.

Figure 2 below presents the response distributions for questions 5 to 8.

*Figure 2: Thriving Place Standard Questions 5 to 8*
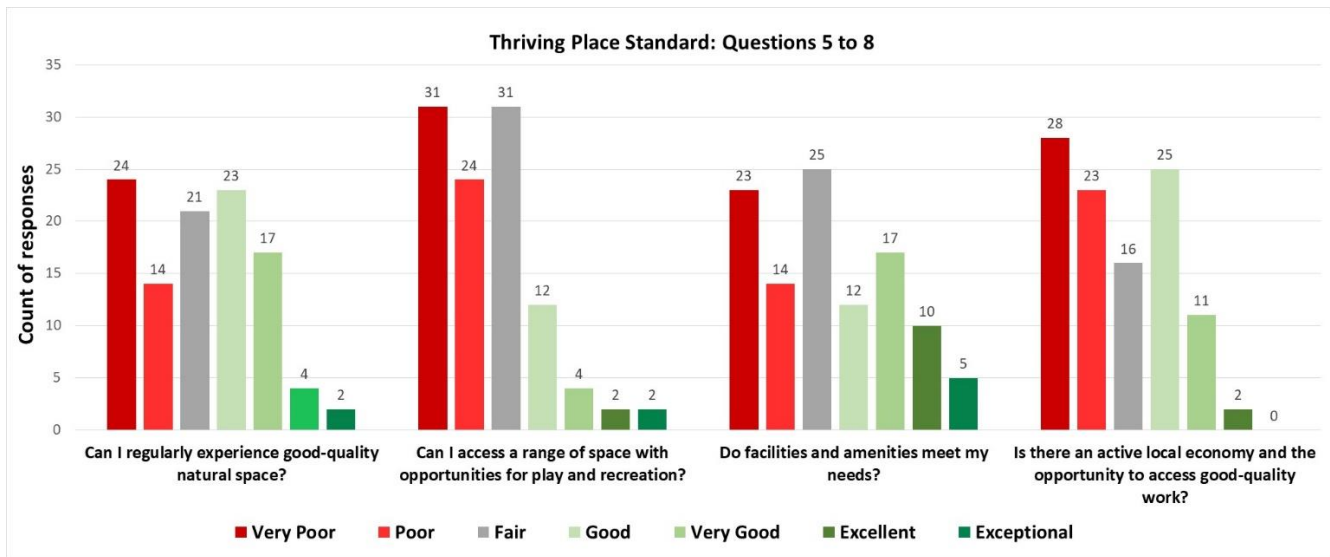
Question 5 prompts participants to reflect on the quality of natural space within their local communities. The response distribution was fairly even with a total of 46 participants responding positively to this question, 38 responses being negative and 21 being "Fair". Question 6 concerns access to opportunities for play and recreration within the community space. The responses here were generally more negative with 55 people (51.8% of total responses) answering either Poor (24 responses) or Very Poor (31 responses), compared to a total of just 20 positive responses overall.

Question 7 asks participants to consider whether local facilities and amenities meet their needs. Again this was a relatively even distribution of responses with a total of 37 negative and 44 positive. The local economy and opportunity to access good-quality work is the focus of question 8, again the response distribution was fairly evenly mixed, with negative responses just edging ahead; 51 participants replied negatively (28 Very Poor and 23 Poor) and a total of 38 reponses being positive and 16 being "Fair".

Figure 3 below presents the response distributions for questions 9 to 14.

*Figure 3: Thriving Place Standard Questions 9 to 14*
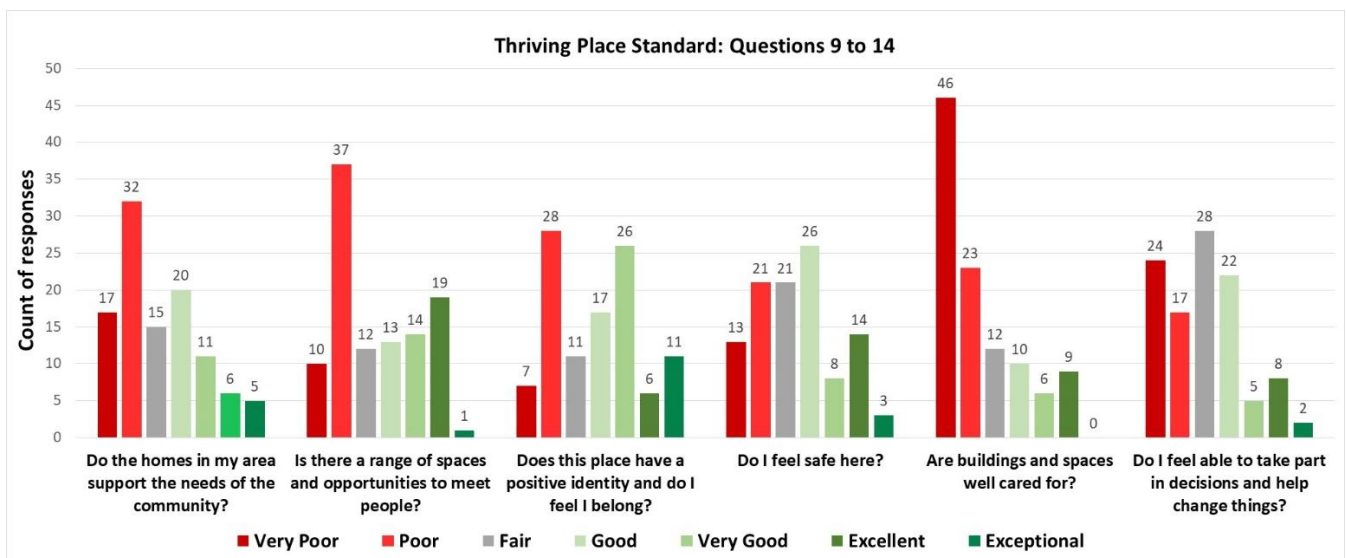
Question 9 refers to whether the homes in their local Thriving Places area support the needs of the community. Again, the responses are fairly evenly distributed with a total of 42 positive responses being positive (20 responding "Good", 11 replying "Very Good", 6 being "Excellent" and 5 reporting "Exceptional") and a total of 49 replying negatively. Question 10 speaks to the issue of whether there are spaces and opportunities to meet people within the community - 47 people responded negatively and 47 people responded positively, a further 12 people responding with "Fair". Again, this represents an even patterning of responses. In comparison, question 11, which relates to community identity and sense of belonging, was answered more positively by the respondents with 60 positive and 35 negative responses.

Community safety was considered in question 12, which elicited a reasonably positive response profile with 51 people responding positively compared with 34 negative replies. Question 13 concerning the level of care given to buildings and local spaces received the most negative response pattern of all the questions, with a total of 69 negative responses (46 being Very Poor and 23 being Poor). By contrast there were only 25 positive responses and 12 people replied with "Fair". Question 14 asked respondents to consider whether they feel able to take part in decisions and help change things within their local community. Again, the response distribution was fairly even with 41 people responding negatively and 37 respondents conveying a positive response.

Part 3: Locality Planning Going Forward

Figure 4 (below) details responses to questions 1 to 4 in relation to the future of locality planning. Question 1 prompts respondents to consider whether services, activities and support should be targeted to the most deprived areas of the city. The responses were almost unanimously positive with 100 people responding positively, comprised of 53 people replying with "Strongly agree" and 47 responding with "Tend to agree", 4 people responded with "Strongly disagree". The second question relates to whether respondents feel having an action plan to address poverty, deprivation and inequalities is a good approach – 102 people (76 responding "Strongly agree" and 26 responding "Tend to agree") and responded positively and 2 people responded with "Fair".

Figure 4: Locality Planning Going Forward: Questions 1 to 4
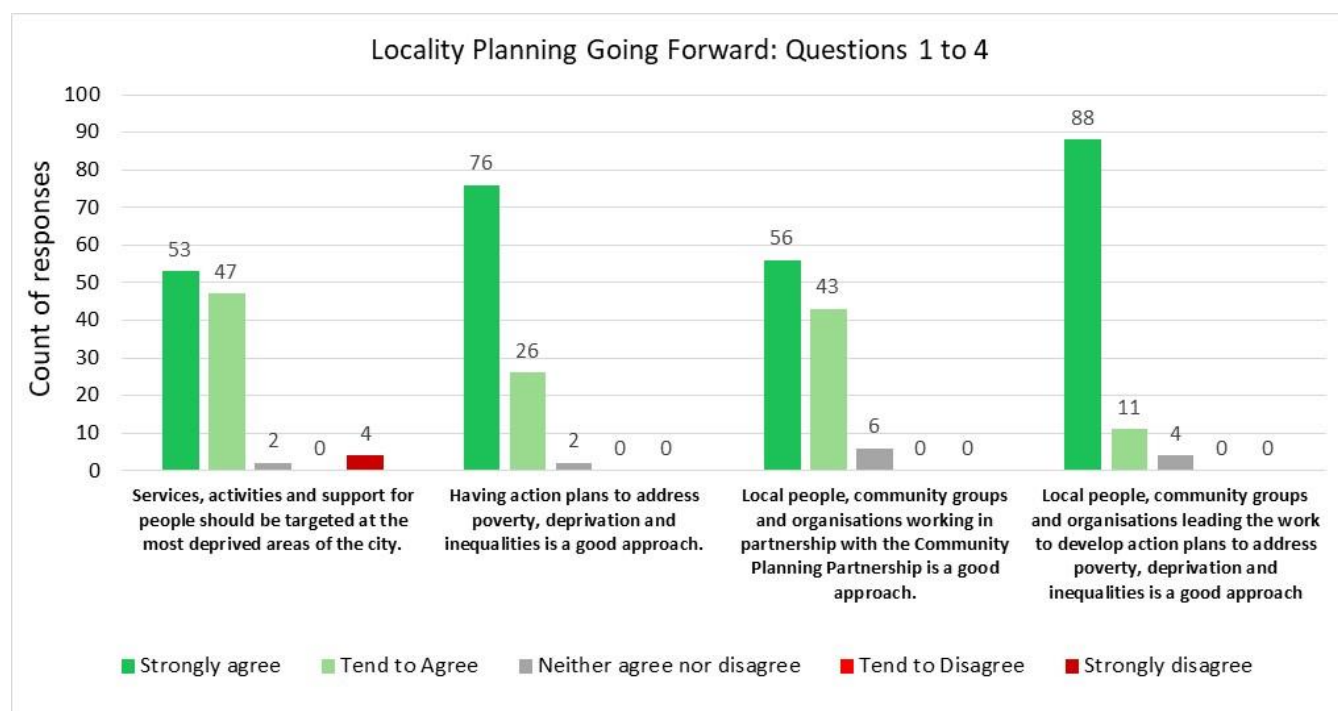
The third question asks respondents to consider if local people working in partnership with the Community Planning Partnership is a good approach – 99 people responded in agreement (56 "Strongly agree" and 43 "Tend to agree") and 6 responded with "Fair". Similarly, 99 people reacted agreeably to question 4 - "Local people, community groups and organisations leading the work to develop action plans to address poverty, deprivation and inequalities is a good approach", with just 4 responding with "Fair".

Figure 5 (below) details the responses to questions 5 to 9 concerning the future of Locality Planning in the city:

Figure 5: Locality Planning Going Forward: Questions 5 to 9

Figure 5: Locality Planning Going Forward: Questions 5 to 9
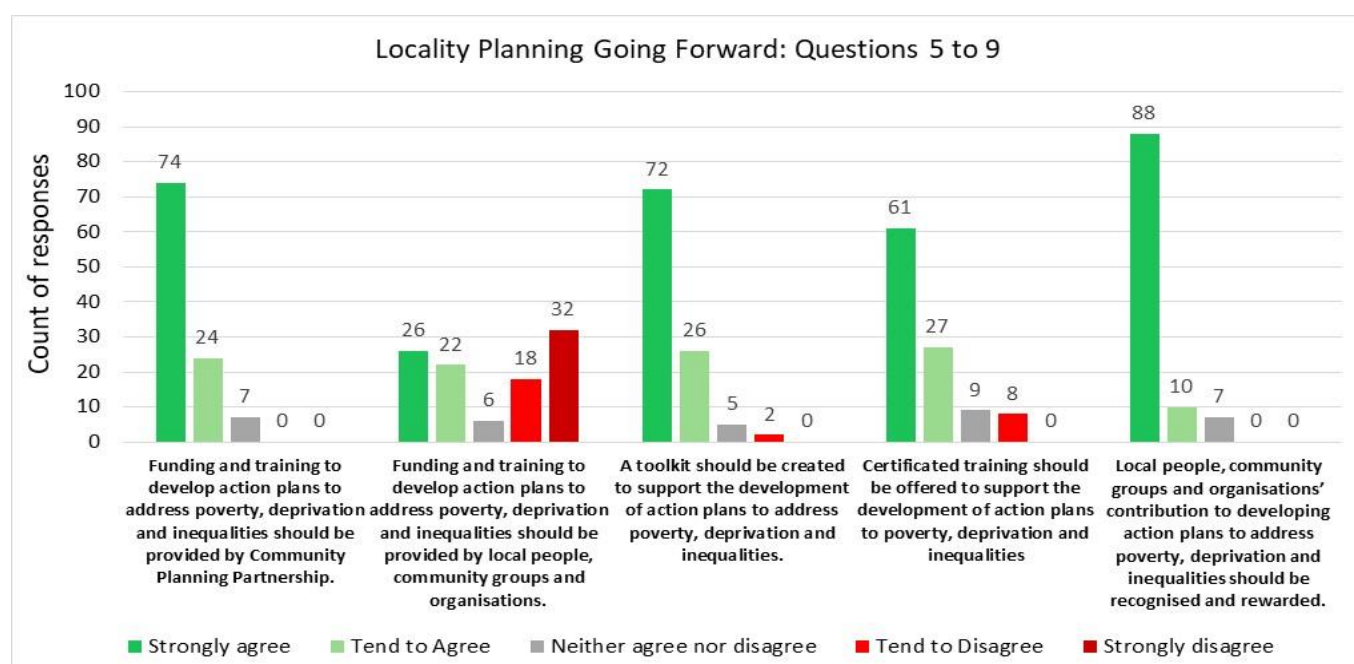
With the exception of question 6, all of the remaining questions had a positive response distribution. Question 5 asks "Funding and training to develop action plans to address poverty, deprivation and inequalities should be provided by Community Planning Partnership" to which 98 people responded positively (74 strongly agreeing and 24 tending to agree) and 7 responded with "Fair". Question 7 relates to the creation of a toolkit to support action to address inequalities. Again, the responses were positive with 98 responding positively and just 2 people replying negatively.

The eighth question states that "Certificated training should be offered to support the development of action plans to address poverty, deprivation and inequalities" – to which 88 participants responded positively, comprised of 61 "Strongly agree" and 27 "Tend to agree", 8 people tended to disagree. Question 9 states that "Local people, community groups and organisations' contribution to developing action plans to address poverty, deprivation and inequalities should be recognised and rewarded" – once again the response distribution was extremely positive with 98 people (88 of which replied, "Strongly agreed") responding positively and 7 responding with "Fair".

Question 6 was the only Locality Planning question which drew a more even distribution of responses – "Funding and training to develop action plans to address poverty, deprivation and inequalities should be provided by local people, community groups and organisations". This question had 48 positive responses and 50 negatives with 6 responding with "Fair".

Discussion

The response distribution for Part 2 of the survey concerning the Thriving Place Standard was mixed with many of respondents having opposing views and high levels of neutral responses. This is indicative of the varied perceptions of life and the local community and environment within disadvantaged areas. The positive responses were in relation to the local economy, quality natural space, facilities and amenities and active travel routes. There were concerning levels of negative responses in relation to the level of care provided for local buildings and spaces, spaces to meet people and whether homes met the needs of the community.

By contrast the participants' views on the future of Locality Planning moving forward, Part 3 of the survey, were near unanimously positive. There was clear consensus that funding should be prioritised to disadvantaged areas and that local communities must be a clear partner within Community Planning Partnerships in developing and delivering plans, toolkits and training. It is clear from these responses that there is a strong appetite for community engagement and empowerment within local decision making and democratic processes within the Thriving Places areas.

Appendix A: Organisations represented within group survey method

Thriving Place	Organisations taking part in group survey method
1 - Drumchapel	N/A
2 - Easterhouse	FARE Scotland, Platform, Easterhouse Baptist Church, Blairtummock Housing Association, Easterhouse Parish Church, Provan Hall Trust
3 - Gorbals	Glasgow City Health and Social Care Parnership, Police Scotland, Glasgow City Council - Neighbourhood Regneration and Sustainability
4 - Govan	Police Scotland, Elderpark Housing Association
5 - Govanhill	Govanhill & Crosshill Community Council, GAMIS, Greater Govanhill, Daisy Chain Early Years Project, Women on Wheels, Govanhill Community Development Trust, South Seeds, Govanhill Baths Community Trust
6 - Lambhil, Milton and Cadder	Glasgow Health and Social Care Partnership, Love Milton, Lambhill Stables, North United Communities,
7 - Parkhead, Dalmarnock and Camlachie	Possibilites for Each and Every Kid (PEEK), SSF, Glasgow Life – Live Well Team, Glasgow Life – Glasgow Arts, Comouk Glasgow City Health and Social Care Partnership, We are with you.
8 - Priesthill and Househilwood	South West Community Transport, Greater Pollok Men's Shed, South West Medai and Arts Project, Hillwood Community Trust, Levern and District Community Council, Sanctuary Housing, Pollok Baptist Church
9 - Ruchill and Possil Park	Glasgow Health and Social Care Partnership, Possilpark People's Trust, North United Communties, The Clay Church, NG Homes, Glasgow City Council
10 - Springboig and Barlanark	Springboig and Baralanark Community Council, Calvay Housing Association, Glasgow City Council - Neighbourhood Regneration and Sustainability

Appendix B: Stakeholder Survey, parts 2 and 3

**GLASGOW COMMUNITY
PLANNING PARTNERSHIP**

2. Thriving Place Standard

Please answer the following questions about the Thriving Place area and rate them on a scale from 1 to 7, 1 means very poor and there is a lot of room for improvement and 7 means exceptional and very little room for improvement.

Moving around - Walking and cycling are good for our health and the environment. Pleasant and safe routes can encourage walking and cycling. Now think about the place you are assessing and ask yourself: Can I easily walk and cycle around using good-quality routes?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Public transport - Access to an affordable, reliable and well-connected public transport service is important for all communities. Good public transport encourages people to get around in ways that are better for the environment. Now think about the place you are assessing and ask yourself: Does public transport meet my needs?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Traffic and parking - Too much traffic can cause problems for people who live in, work in, or visit an area. Traffic and parking arrangements that allow people to move around safely can help people to get the most out of a place. Now think about the place you are assessing and ask yourself: Do traffic and parking arrangements allow people to move around safely and meet the community's needs?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Streets and spaces - Buildings, landmarks, greenery, views and natural landscape can all help to create an attractive, distinctive place that people enjoy. These features can also help people to find their way around. Now think about the place you are assessing and ask yourself: Do buildings, streets and public spaces create an attractive place that is easy to get around?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Natural space - Natural space includes parks and woodlands, fields, streams and rivers, green space alongside paths and roads, and tree-lined streets. These can be good for wildlife, improve air quality and benefit our health and wellbeing. Now think about the place you are assessing and ask yourself: Can I regularly experience good-quality natural space?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Play and recreation - Good places encourage children to play and allow adults to enjoy leisure and sporting activities. Opportunities for play and recreation can improve the quality of our lives and our health. Now think about the place you are assessing and ask yourself: Can I access a range of space with opportunities for play and recreation?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Facilities and amenities - Facilities and amenities are the things that we need to live and enjoy life. This can include shops, schools, nurseries, libraries, GP surgeries and places to eat, drink and meet friends. Access to facilities and amenities is important to support healthy, fulfilling lives. Now think about the place you are assessing and ask yourself: Do facilities and amenities meet my needs?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Work and local economy - Good-quality work offers important benefits through income, activity, social contact, sense of identity and job satisfaction. A thriving local economy can provide work opportunities and help create lively places where people want to spend time. Now think about the place you are assessing and ask yourself: Is there an active local economy and the opportunity to access good-quality work?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Housing and community - The homes that are available locally will affect who lives in an area and how a place looks and feels. Good places have a mix of quality homes for families and people of different ages and incomes. Now think about the place you are assessing and ask yourself: Do the homes in my area support the needs of the community?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Social contact - Feeling isolated can be damaging to our health and wellbeing. Good places provide a variety of spaces to meet and spend time with others. Now think about the place you are assessing and ask yourself: Is there a range of spaces and opportunities to meet people?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Identity and belonging - How a place looks, its history and what other people think of the place can affect how we feel. A strong local identity can help us feel pride in our place, our community and in ourselves as a result. Now think about the place you are assessing and ask yourself: Does this place have a positive identity and do I feel I belong?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Feeling safe - How safe a place feels can affect people's wellbeing and how they spend their time in the place. Well-designed places can help make places feel safer and reduce crime and antisocial behaviour. Now think about the place you are assessing and ask yourself: Do I feel safe here?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Care and maintenance - Places that are well cared for can make us feel positive, while those that are not looked after properly can have the opposite effect. Proper maintenance arrangements allow people to feel supported and more positive about where they live. Now think about the place you are assessing and ask yourself: Are buildings and spaces well cared for?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Influence and sense of control - People's views about their local area should be heard. Having a voice in decision making and feeling able to make changes can help to build stronger communities and better places. Having a sense of control can make people feel positive about their lives. Now think about the place you are assessing and ask yourself: Do I feel able to take part in decisions and help change things?

Very Poor	Poor	Fair	Good	Very good	Excellent	Exceptional
1	2	3	4	5	6	7

Please use this box to provide any other comments:

3. Locality Planning Going Froward

Below is a series of statements. Please indicate how much you agree or disagree with each one.

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ Not sure
Services, activities and support for people should be targeted at the most deprived areas of the city.	☐	☐	☐	☐	☐	☐
Having action plans to address poverty, deprivation and inequalities is a good approach.	☐	☐	☐	☐	☐	☐
Local people, community groups and organisations working in partnership with the Community Planning Partnership is a good approach.	☐	☐	☐	☐	☐	☐
Local people, community groups and organisations leading the work to develop action plans to address poverty, deprivation and inequalities is a good approach	☐	☐	☐	☐	☐	☐
Funding and training to develop action plans to address poverty, deprivation and inequalities should be provided by Community Planning Partnership.	☐	☐	☐	☐	☐	☐
Funding and training to develop action plans to address poverty, deprivation and inequalities should be provided by local people, community groups and organisations.	☐	☐	☐	☐	☐	☐
A toolkit should be created to support the development of action plans to address poverty, deprivation and inequalities.	☐	☐	☐	☐	☐	☐

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know/ Not sure
Certificated training should be offered to support the development of action plans to poverty, deprivation and inequalities.	☐	☐	☐	☐	☐	☐
Local people, community groups and organisations' contribution to developing action plans to address poverty, deprivation and inequalities should be recognised and rewarded.	☐	☐	☐	☐	☐	☐

Please use this box to provide any other comments: