Castlemilk Locality Action Plan

Appendix 2

Development session – *Monday 12th of June 2023*

The initial ask...



"We want to understand the results and challenges identified in the survey"

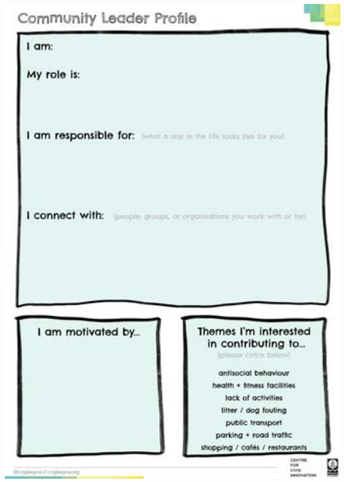
"We want to explore key actions to tackle the challenges identified"

CENTRE FOR CIVIC INNOVATION

Glasgow CITY COUNCIL

What we did...

Consolidating findings and mapping the current picture



Understanding & mapping local leaders

Understanding you and what you do and mapping your networks



Understanding the challenges

Delving deeper into the findings shared, considering why the issues raised are problems for the community, how we know the issues exist and who is affected.



Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can actually influence



Framing each wider theme

Mapping the stakeholders, key leaders involved, the resources, places, funding, projects available in the area and the benefits and impact we envision as well as the things we still need to find out

Understanding & mapping local leaders

We asked you, what are you interested in contributing to?

Antisocial behaviour

- Karen McEwan
- Eileen Pollock
- Bailie Paul McCabe
- Karen Venables
- Anne Stuart MBE
- John Harkins
- Michelle McNuly
- Gloria Murray
- Fraser Howat
- Michael Byrne
- Suzanne Casey
- Sarah Jayne Newman
- Yvonne Rooney
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope
- Donna Welsh
- Jackie McIver

Public transport

- Bailie Paul McCabe
- Anne Stuart MBE
- Michelle Mcnulty
- Gloria Murray
- Angela Friel
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope

Health & fitness facilities

- John Casry
- Eileen Pollock
- Bailie Paul McCabe
- Anne Stuart MBE
- John Harkins
- Hazel Kelly
- Gloria Murray
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope

Shopping, cafes & restaurants

- John Casry
- Paddy McKenna
- Sarah Jayne Newman
- Karen McEwan
- Bailie Paul McCabe
- Anne Stuart MBE
- John Harkins
- Michelle Mcnulty
- Gloria Murray
- Fraser Howat
- Angela Friel
- Matthew Finkle
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope
- Jackie McIver

Lack of activities

- John Casry
- Paddy McKenna
- Sarah Jayne Newman
- Karen McEwan
- Eileen Pollock
- Bailie Paul McCabe
- Anne Stuart MBE
- John Harkins
- Michelle Mcnulty
- Hazel Kelly
- Gloria Murray
- Fraser Howat
- Angela Friel
- Michael Byrne
- Suzanne Casey
- Yvonne Rooney
- Julie Macleod
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope
- Donna Welsh
- Jackie McIver

Parking & road traffic

- Bailie Paul McCabe
- Gloria Murray
- Matthew Finkle
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope
- Jackie McIver

Litter, dog fouling & fly tipping

- Paddy Mckenna
- Sarah Jayne Newman
- Bailie Paul McCabe
- Karen Venable
- Anne Stuart MBE
- John Harkins
- Michelle Mcnulty
- Gloria Murray
- Matthew Finkle
- Michael Byrne
- Suzanne Casey
- Yvonne Rooney
- Jacqueline Lamb
- George Kelly
- Brian McGillian
- Catherine Vallis
- Maureen Cope
- Jackie McIver

Other:

- Paddy McKenna: anti-poverty work and systemic + structural inequalities
- Janet Bain: Steering group
- Angela Friel: facilities that are inclusive
- Michael Byrne: provision of housing
- Jacqueline Lamb: poverty, childcare, family support
- Eddie Cusick: community decision making

Understanding the challenges

Delving deeper into the findings shared, considering why the issues raised are problems for the community, how we know the issues exist and who is affected.

The key themes identified in the survey were:

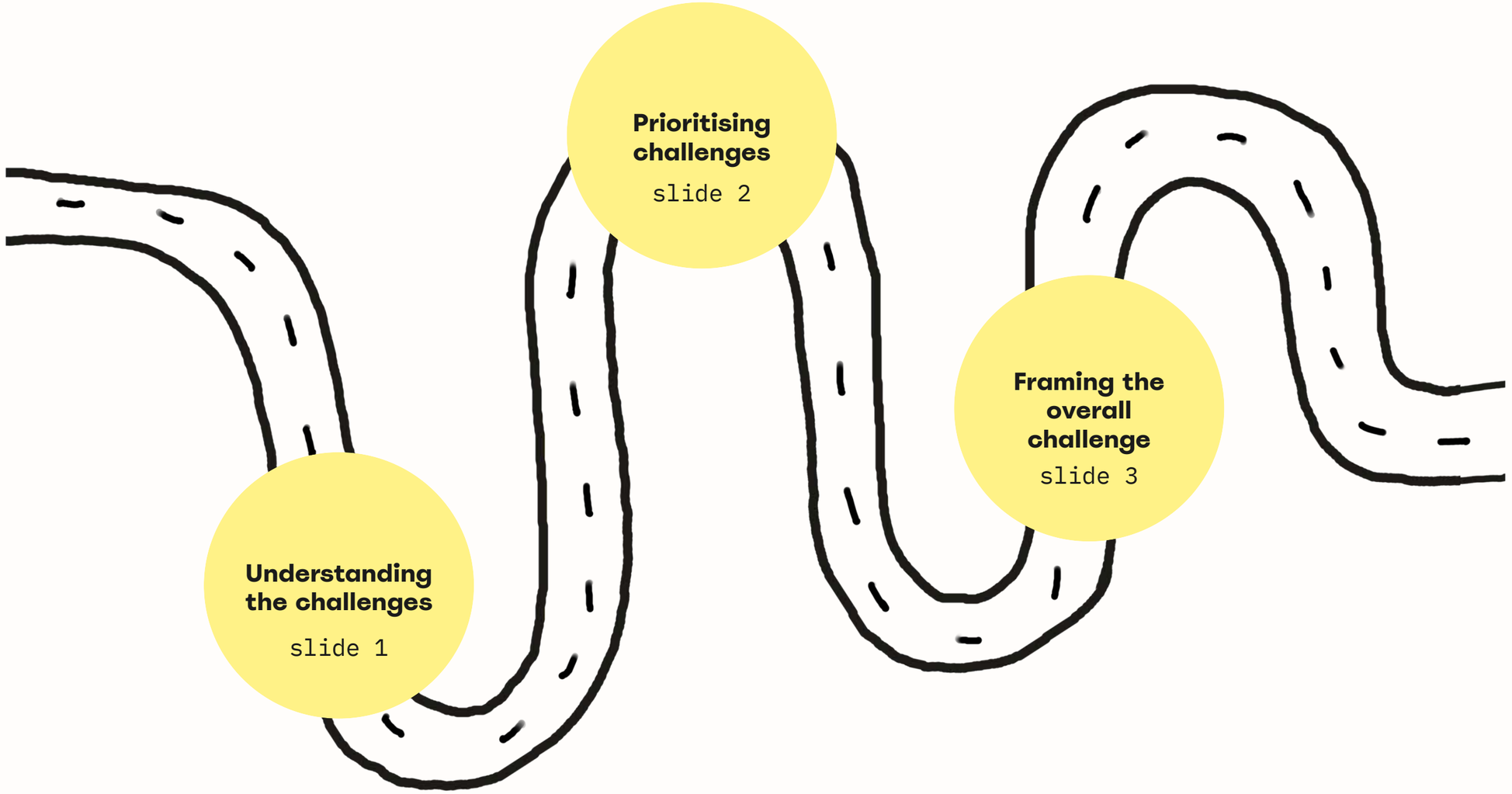
most reported

1. LITTER, DOG FOULING AND FLY-TIPPING
2. SHOPPING, CAFES AND RESTAURANTS
3. ANTISOCIAL BEHAVIOUR
4. PUBLIC TRANSPORT
5. HEALTH AND FITNESS FACILITIES
6. LACK OF ACTIVITIES (& ACTIVITIES ARE NOT WELL COMMUNICATED)
7. PARKING & ROAD TRAFFIC

least reported

Understanding the challenges

Each challenge identified is unpacked within three slides



Understanding the challenges

1 LITTER, DOG FOULING AND FLY-TIPPING

The key challenges are...

Bulk uplifts are not getting done

This is a challenge because...

We have seen an increase of bulk left unattended and this reoccurs even after clean ups.

We know this because...

- We have received multiple complaints about this
- We see it everyday
- Funds for collecting rubbish, dog fouling and bulk need to be looked at

This affects...

Everyone in the area is affected by this, local residents in particular

Fly-tipping & dog fouling on pavements all the time

This is a challenge because...

- It makes the area untidy and unkept and areas are not safe for children to play outdoors.
- Dog walkers use school grounds to exercise dogs and don't pick up their mess.
- People are not aware of bulk uplifts and sometimes fear charges. Fly-tipping areas are not visible enough.
- Organisations are not clearing existing fly-tipping sites.

We know this because...

- People have been telling us.
- There has been a major campaign and investment for weekly clean ups.

This affects...

- Everyone, but in particular open spaces and spaces for children to play.
- This impacts the impression of the area and the way other people see and use the area.
- Other agencies who need to find funds to keep the community clean and tidy.

Bins are overflowing in back courts

This is a challenge because...

- This attracts vermin.
- This is not being monitored, there is no CCTV.

We know this because...

- This is seen in multiple reports
- Residents are complaining to Housing Associations and to the council

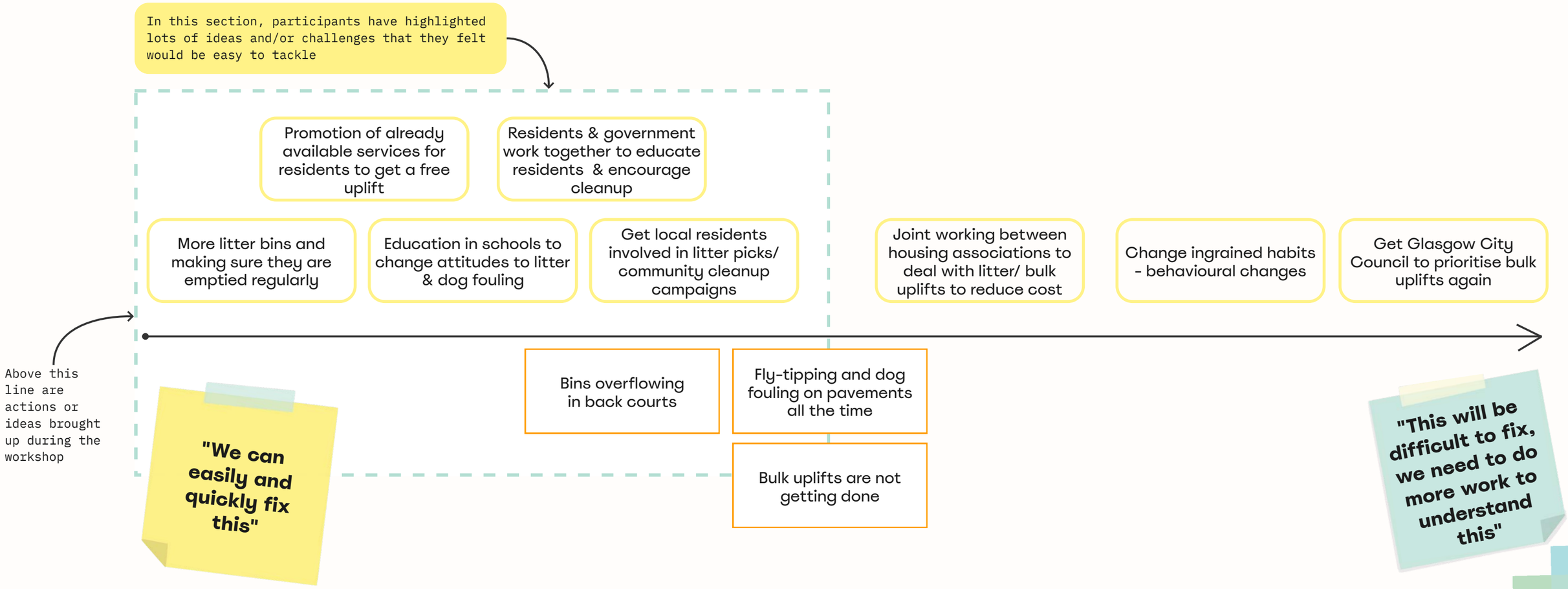
This affects...

- Everyone in the area is affected by this, local residents in particular

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

1 LITTER, DOG FOULING AND FLY-TIPPING



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

1 LITTER, DOG FOULING AND FLY-TIPPING

People:

- Local authorities
- RSL's
- Residents
- Schools
- Parents
- Community council
- RSPCA, dogs trust
- Dog owners
- Police

Resources:

- GCC budget
- RSL budget
- Time/ joint working
- Joint Castlemilk park project

We still need to find out about...

- Resident attitudes

The benefits + impact

- Look at area
- Improved area/ environment
- Less vermin
- People proud of their area
- Improved health
- Better joint working

Understanding the challenges

2 SHOPPING, CAFES AND RESTAURANTS

The key challenges are...

Poor shopping amenities & cost of living

This is a challenge because...

- There needs to be more investment and time to maintain and develop local supermarkets.
- The current choices are not affordable, they are very expensive, partly due to inflation. Local people are having to shop outside of the area but can't afford the bus fares.
- There needs to be more shops that are local to people for what they need.

We know this because...

- We know people are going out of their area to shop
- Castleton primary school documentary
- "Families are telling us and we have to provide solutions"

This affects...

Everyone in the area is affected by this, in particular local residents and people who like or need to shop in person and can't afford to travel outside of the area.

Lack of hospitality amenities & places to meet

This is a challenge because...

- There are too many fast food outlets, especially around schools, which is causing unhealthy diets
- There is a lack of social options in food spaces
- We need a variety of other businesses like Youth Complex cafe

We know this because...

- Cafes are very busy every weekend
- Families + staff tell us
- We often have to provide options
- Poor dietary options and education

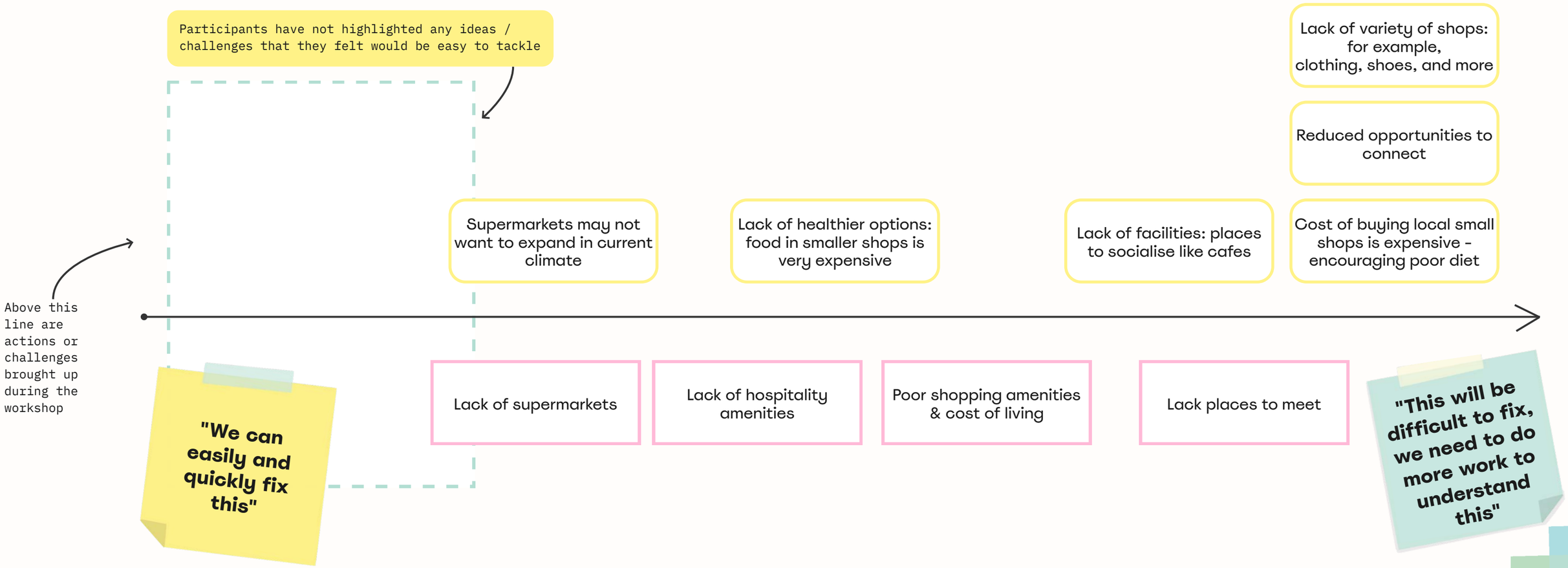
This affects...

- Society - families and children
- All areas, particularly young adults

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

2 SHOPPING, CAFES AND RESTAURANTS



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

2 SHOPPING, CAFES AND RESTAURANTS

People:

- Landlord management
- locality planning
- Health improvement team
- Council
- Current tenants

Resources:

- City food plan
- GCC + funding
- Castlemilk pantry
- community meals at Cassitton + Castlemilk community church

We still need to find out about...

- What supermarket is coming?
- Timeline for supermarket
- Will there be more communication and engagements?

The benefits + impact

- People will feel that they have been listened to
- Wider choice + access
- Save money on transport
- Folk may feel listened to as they have influenced it
- more satisfied community
- employment opportunity for local people
- increased wellbeing

Understanding the challenges

3 ANTISOCIAL BEHAVIOUR

The key challenges are...

A lot of antisocial behaviour: Drinking & drugs

This is a challenge because...

- Children use and need the play spaces and this disadvantages them
- This affects the mental health of residents and prevents people from living a peaceful and content life
- There needs to be more street services and there is a lack of police presence
- Funding proposals are refused for diversionary projects

We know this because...

- There are individual assaults, old grudges and alcohol related incidents. There is evidence of bottles found on the ground.
- People tell us and there are complaints to the housing association and the police
- Older adults are afraid to go out at night

This affects...

- Residents, neighbours and visitors
- Older adults
- Children using the nursery and the spaces affected
- Local services who deal with complaints
- Local spaces including the shopping centre and the woods

Groups of unruly youths and woods being damaged

This is a challenge because...

- *There is a lack of police presence. Calls are prioritised and are only dealt with when the police is available.*
- *There is a lack of parental control.*
- *Our children use the woods and they need to be safe to learn outdoors.*
- *The nursery outdoor space is being damaged.*

We know this because...

- Police can take up to 1 hour to attend due to how busy they are
- We are having to find safe areas to take children
- Nursery outdoor areas were destroyed twice in the past 8 weeks

This affects...

- The ability to tackle issues
- Families and children who need to have full access to resources and space

People hanging around shops and vandalism

This is a challenge because...

- Property is being damaged, this can put people off visiting certain areas like shops or parks. This also encourages people to move away from the area.
- Our children spaces are destroyed: school grounds can't be used due to damage and the cost to repair them. This gives a poor image of the area.
- People are using Castlemilk as a dumping ground and take the area for granted.
- People are fearful of reporting to the police or housing association.
- Community policing give us good knowledge of what is happening.
- Lack of revenue funding to keep facilities open. Young people are being let down: reduced facilities, opening hours, opportunities.

We know this because...

- There is a lack of investment in Barlia Football Centre
- Local facilities are closed (e.g Swimming Pool during week end). There needs to be more for people to do. Young people are not always to blame, we need to do better and create opportunities.
- Our outdoors areas are being vandalised and it can easily be seen
- Trees have been set on fire and it's intimidating to walk through the park

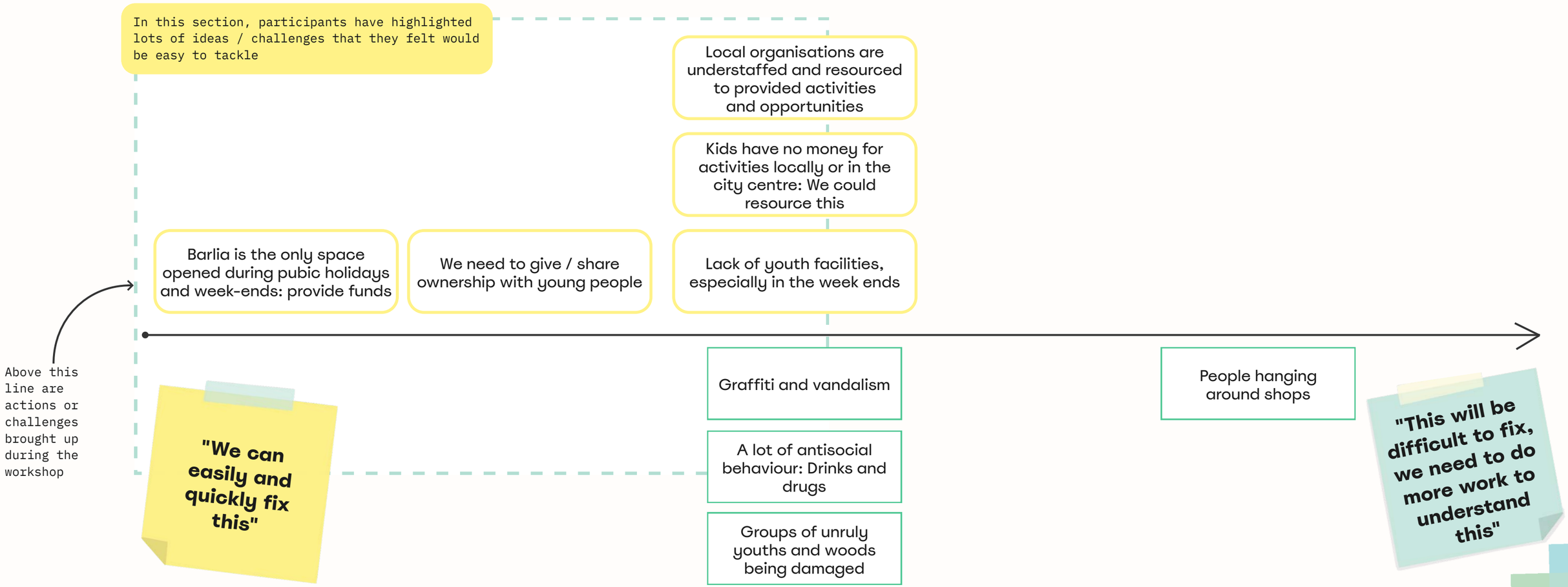
This affects...

- Children's learning development and early years experience
- Families and children
- Everyone

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

3 ANTISOCIAL BEHAVIOUR



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

3 ANTISOCIAL BEHAVIOUR

People:

- Local people
- Volunteers
- Castlemilk Community Football club
- Jeely Piece
- Schools
- Activist
- The police
- Local officer
- Housing Associations
- Youth Complex
- Steet Wise
- HA Youth Team Advisors

Resources:

- Complex Barlia, swimming pool and sport centre
- Joined-up approach between local orgs
- The community!
- Funding is needed!
- local people!
- School closed - community assets?
- Create weekly coms between orgs and the police
- Encourage participation in local structures

We still need to find out about...

- More of people's views
- why are young people causing trouble
- More in depth knowledge of wants and needs
- Why funding for activities keeps being rejected (friday night football)
- Unheard voices and opinions
- Secure additional revenue
- Form focus groups?
- partner organisation support

The benefits + impact

- Enhanced children and young people's development
- Raising aspiration
- Community capacity building
- Community involvement and increased community spirit
- Sense of community and ownership
- Improved life chances for young people
- Reduced antisocial behaviour
- Improved health

Understanding the challenges

4 PUBLIC TRANSPORT

The key challenges are...

Expensive bus fares

This is a challenge because...

It is creating barriers to employability in that area. It also reduces motivation to take public transport. People can't get to work on time.

We know because...

- Increase in staff driving because of rise in prices
- People are walking to work
- Consistent feedback

This affects...

- *people on low incomes*
- *people commuting for work*
- *family connections*
- *All residents without a car*

Inadequate bus services

This is a challenge because...

- *Transports take a long time.*
- *The buses are often unreliable with delays and often not turning up. There is no bus in the evenings.*
- *Lack of transports in the evenings*
- *Increase isolation because people loose motivation and time to move around, in particular for senior residents and people with disabilities.*

We know this because...

- Vandalism and bus shelters have been destroyed
- queues at bus shelters
- we have 6 vacancies unfilled for >3 months
- later shifts mean staff cannot complete them

This affects...

- People who use public transport
- People who need to commute to work
- Staff having to cover shifts
- Everyone in the area

Lack of transport links such as trains

This is a challenge because...

- Lack of connection to other areas
- No good stations or links
- Lack of a sufficient timetable, especially in evenings
- It is creating barriers to employability in that area

We know this because...

- No or poor services in winter with buses and trains
- Families tell us through support services

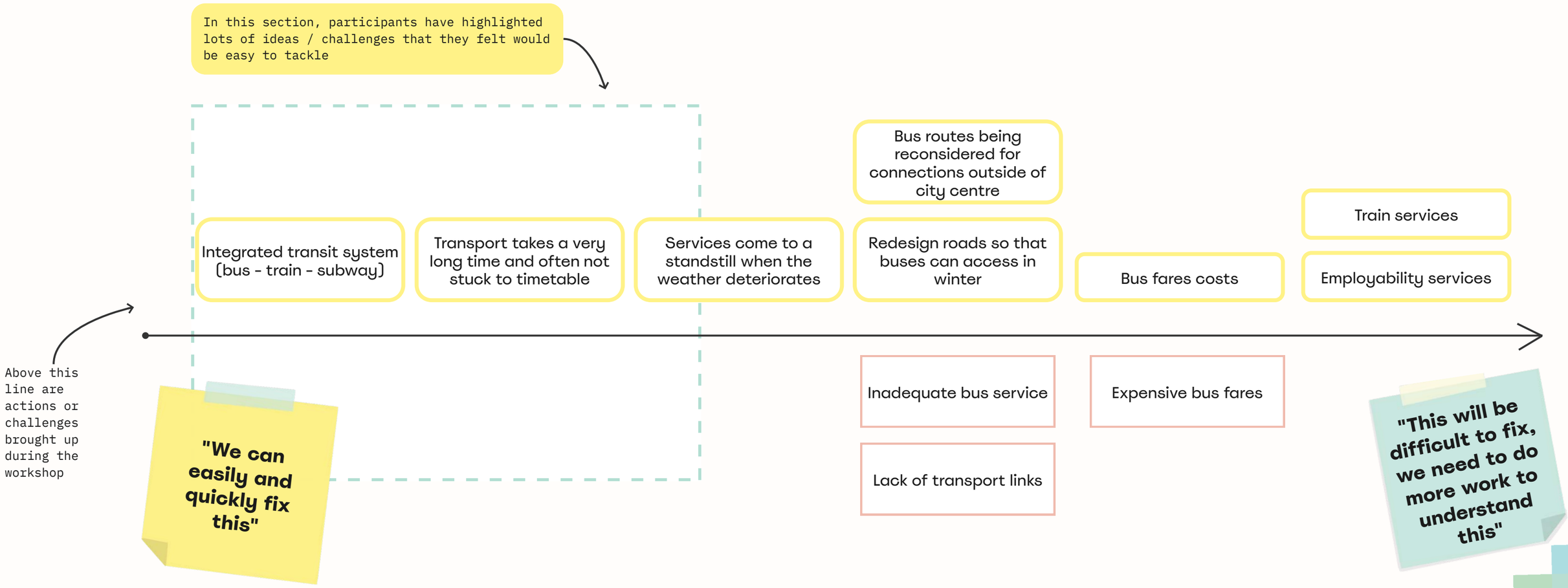
This affects...

- Society - families and children
- all areas particularly young adults

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

4 PUBLIC TRANSPORT



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

4 PUBLIC TRANSPORT

People:

- Elected members/ council officers
- SPT/ first bus/ scotrail
- users, passengers + pedestrians + cyclists
- community groups/ councils
- employers

Resources:

- Inter connectivity geography
- community transport
- independant companies, UK Gov, AP, GCC / private

We still need to find out about...

- where is it needed most?
- Demand
- who is on board and committed/ interested and aware of issue
- Train station feasibility study
- what are the priorities
- Funding sources
- Technical knowledge
- Local authority and borders responsibility

The benefits + impact

- People will feel that they have been listened to
- Widerchoice + access
- Save money on transport
- Folk may feel listened to as they have influenced it
- more satisfied community
- employment opportunity for local people
- increased wellbeing - less stores getting the shopping in

Understanding the challenges

5 HEALTH AND FITNESS FACILITIES

The key challenges are...

Facilities aren't open or working

This is a challenge because...

- There aren't enough facilities
- The swimming pool doesn't open at weekends, you have to book in advance to use it and they don't do swimming lessons for children
- *The bowling area and cafe are closed at the sports centre*
- Play areas are closed on public holidays

We know this because...

- Kids are travelling to the Gorbals for lessons
- Have to book ahead of time to use the swimming pool
- Facilities are closed

This affects...

- Children's future health
- Contributes to social isolation, loneliness and poor mental health
- Long term health inequalities

It's difficult to contact health professionals

This is a challenge because...

- It's very difficult to book an appointment with your doctor
- Families often can't contact their health visitor or they don't know who they are
- More mental health services are needed

We know this because...

- Can't get an appointment when you need one
- There's a shortage of doctors
- We speak to health visitors and parents in the nurseries

This affects...

- Families
- Older people
- Long term health inequalities

Physical and mental health

This is a challenge because...

- More mental health services are needed
- A lack of facilities creates poor physical and mental health in the area
- There is a lack of services for people with disabilities

We know this because...

- Feedback from parents and health visitors
- Facilities are closed

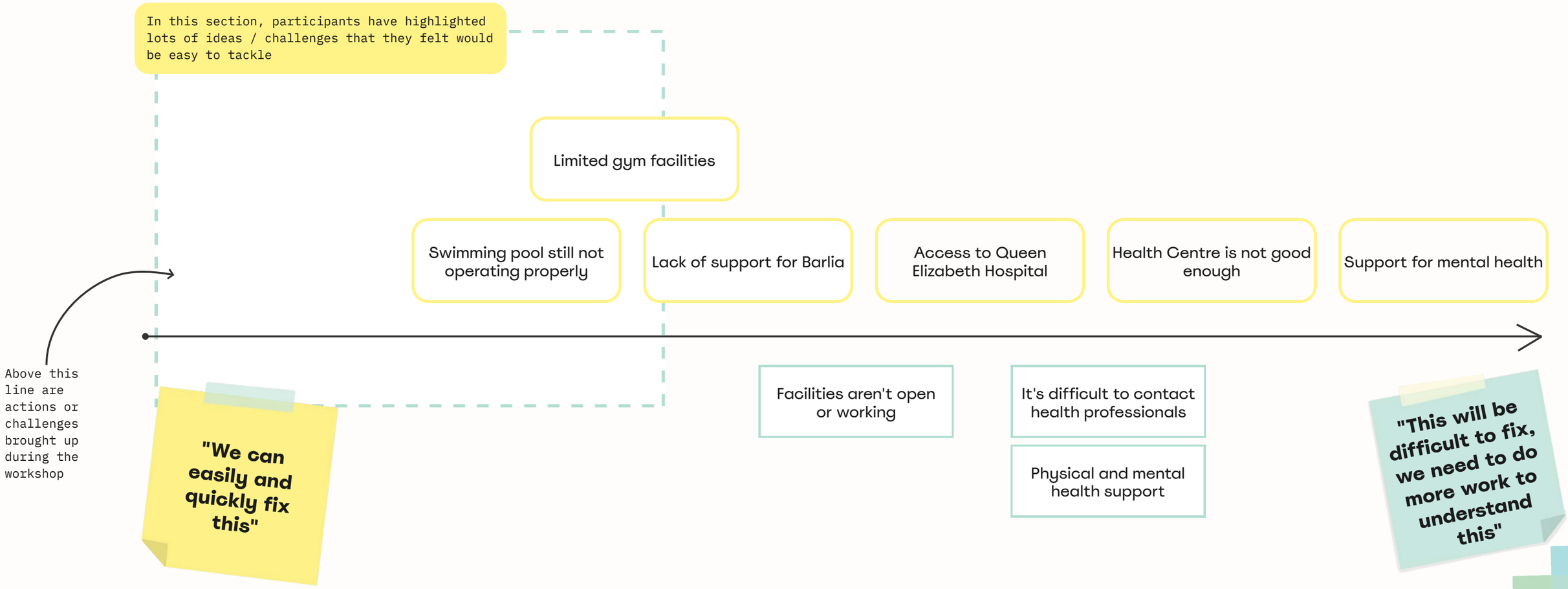
This affects...

- Contributes to social isolation, loneliness and poor mental health
- Children's future health
- Families
- Long term health inequalities

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

5 HEALTH AND FITNESS FACILITIES



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

5 HEALTH AND FITNESS FACILITIES

People:

- GP Practices
- Glasgow Life
- Law Centre
- COVAC
- Castlemilk Parish Church
- Castlemilk Community Centre
- Barlia Sports
- Housing Associations
- Jeely Piece Club
- Indigo

Resources:

- Government funding
- Lottery funding

We still need to find out about...

- Can we create free mountain bike track access?
- Reasons for changes to services and their impact
- Who uses Braes?
- Why is the locality plan not focused on economic impacts?

The benefits + impact

- Improved mental health
- Better for the local economy
- Residents are healthier, happier and more confident

Understanding the challenges

6 LACK OF ACTIVITIES (& ACTIVITIES ARE NOT WELL COMMUNICATED)

The key challenges are...

Lack of activities

This is a challenge because...

- There aren't enough places for young people to spend their time
- Families spend limited quality time together outside of the home
- There isn't enough staff capacity

We know this because...

- We speak to residents regularly
- We hear it from the people who use our services

This affects...

- Residents mental health
- Young people
- Woodlands
- Outdoor play spaces

There's nowhere to hear about activities

This is a challenge because...

- There is too much reliance on social media
- There aren't enough community noticeboards
- There is no local newspaper to hear about events
- People feel left out

We know this because...

- We speak to residents regularly
- We hear it from the people who use our services
- We don't have information to share about activities

This affects...

- Young people
- Partnership work
- Everyones awareness of the activities that are available

Families can't take part in activities

This is a challenge because...

- *There are not enough free or low cost activities for families*
- *Poverty forces families to cut out leisure costs*
- *There aren't enough facilities for newborns and new parents to bond together*

We know this because...

- We speak to residents regularly
- We see it everyday
- Families have told us in family support sessions

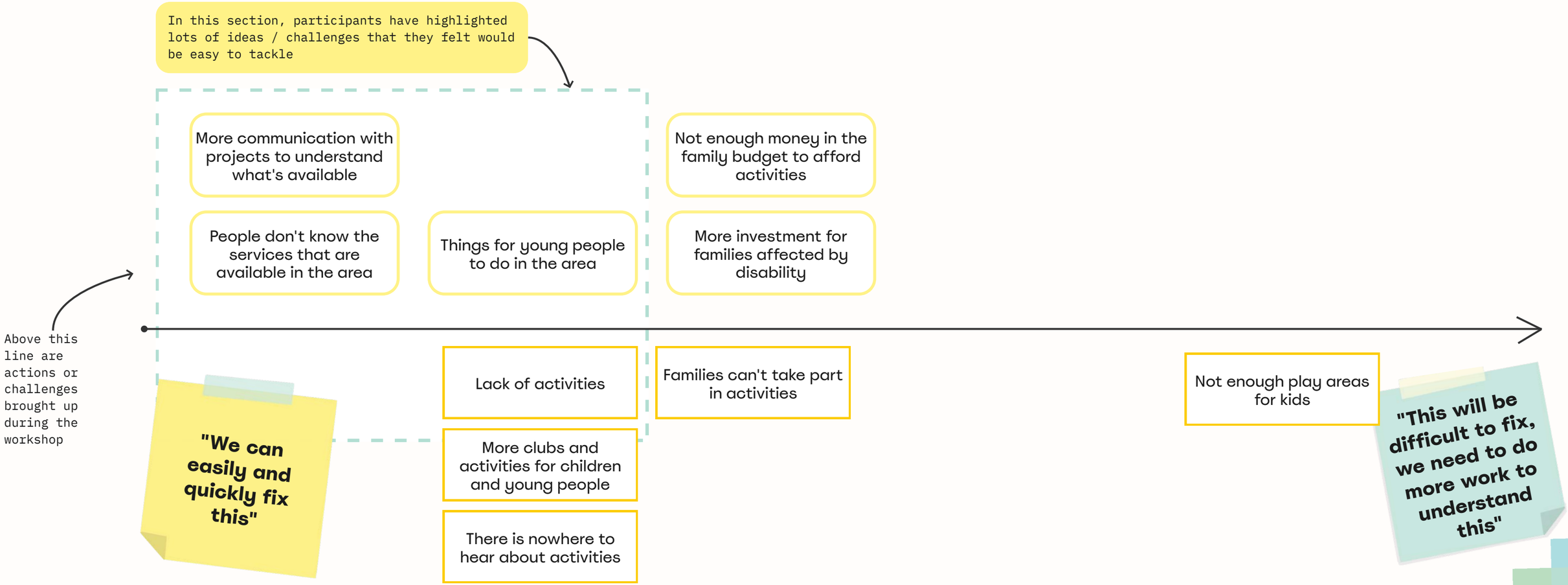
This affects...

- Families' ability to give their child the best start in the crucial first twelve months
- Parents ability to bond with their child and other parents
- Young people

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

6 LACK OF ACTIVITIES (& ACTIVITIES ARE NOT WELL COMMUNICATED)



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

6 LACK OF ACTIVITIES (& ACTIVITIES ARE NOT WELL COMMUNICATED)

People:

- Castlemilk Together
- Registered Social Landlords
- Castlemilk Network
- Castlemilk Network
- Nurseries
- Glasgow Life
- Schools
- Youth Complex
- School Aged Childcare

Resources:

- Staff time and free hall space
- Access to volunteers
- Engagement tools

We still need to find out about...

- What is good service practice
- What's already working well and why?
- A central resource to communicate what exists now
- Identity gaps
- Build a prioritised plan

The benefits + impact

- Children and youg people have a better start in life
- Improved health outcomes
- More informed community
- Closed attainment gap
- Reduced poverty
- People empowered to do it for themselves
- Children learn through play and learning

Understanding the challenges

7 PARKING & ROAD TRAFFIC

The key challenges are...

Lack of space for parking

This is a challenge because...

- It makes it difficult to access places and services in Castlemilk
- Double parking and parking in the wrong places breeds resentment across the area
- Parking on pavements infringes the accessibility of pavements for wheelchair users and other forms of transport

We know this because...

- We see it everyday
- Complaints from staff
- Families can't find parking for the Jeely Piece Centre
- Cars get damaged in areas that are not meant for parking

This affects...

- People trying to get to family activities
- People with disabilities
- People in other vehicles trying to use the road or pavements

Ineffective traffic calming

This is a challenge because...

- Cars are driving far too fast on the main road
- Creates unsafe areas for children and adults
- Uneven roads make speeding even more dangerous

We know this because...

- Complaints from pupils and staff
- We see it everyday

This affects...

- All road users
- People with disabilities
- Children
- Adults

Quality of the roads

This is a challenge because...

- Causes damage to cars
- Can make speeding even more dangerous
- Cause people to drive in unexpected ways

We know this because...

- Complaints from staff
- We see it everyday
- It is made worse by winter every year

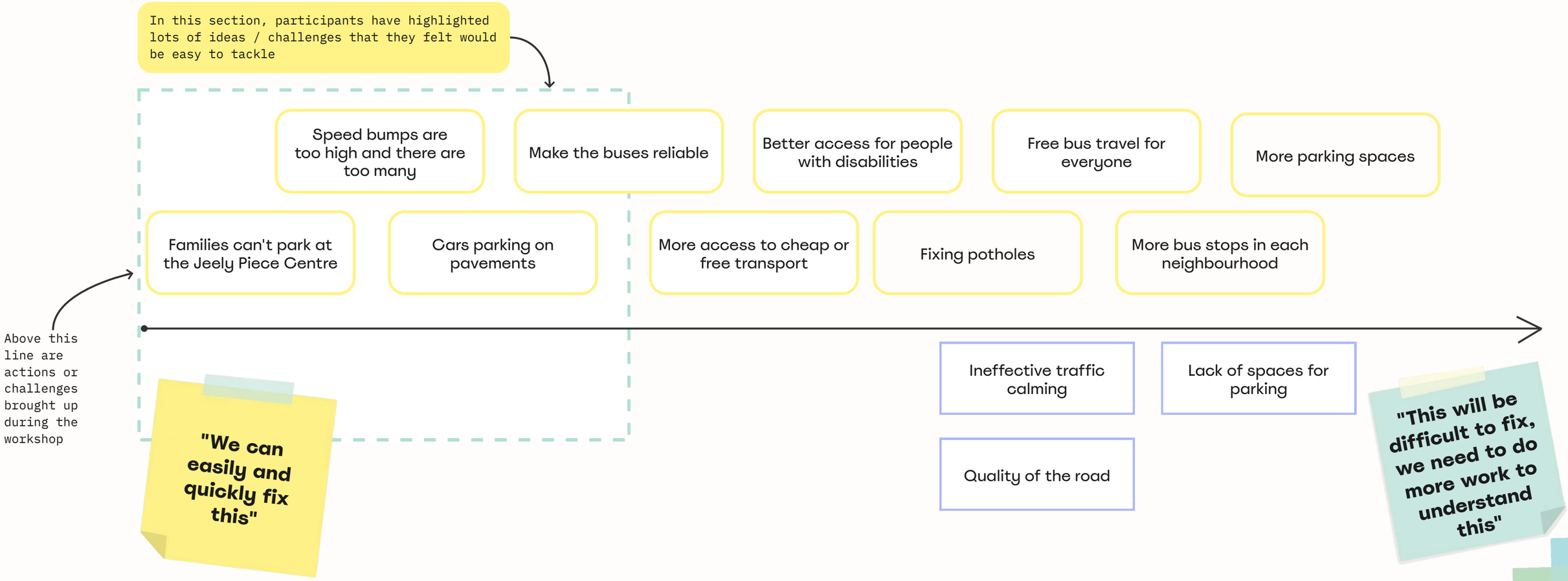
This affects...

- All road users
- Motorists
- People with disabilities
- Cyclists

Prioritising the challenges

Prioritising challenges to tackle based on difficulty and what we can influence

7 PARKING & ROAD TRAFFIC



Framing the wider challenge

Mapping the current picture around this particular challenge: Identifying key stakeholders, resources, objectives and things we still need to find out.

7 PARKING & ROAD TRAFFIC

People:

- Council
- Tenants and residents
- Scottish Government
- Anyone who drives
- FirstBus
- Delivery vehicles
- RSPCA, dogs trust
- Dog owners
- Police

Resources:

- Housing Associations
- Neighbourhood Infrastructure Improvement Fund
- Planners

We still need to find out about...

- Feasibility study
- Rent and affordability
- How many parking bays are required?
- How many cars are in Castlemilk?
- What types of transport are people using?

The benefits + impact

- Less stress
- Safer
- Children don't have to walk through traffic
- Lower insurance
- Environment looks friendlier

The parking lot

Any extra challenges identified that we didn't explore during the session...



Poverty

Funding being restricted or not available to support families. Funds are constantly being cut.

69% of families face 1 or more barriers daily

Community asset transfer needs to be a priority

Barlia open every public holiday, and the football centre need revenue funding to be able to provide support.

We need more local spaces & places open and accessible for people to meet, play and learn.

Resources for community projects

We need a community employee to network with local groups.

Lack of employment opportunities

We need employability programmes for young people and we have difficulties in recruiting staff for social care.

Funding cuts disproportionally disadvantage young people

We need to increase support for childcare, in particular for babies under 2. There needs to be more opportunities for families and young people.

Mental health support & services

We need to increase mental health support, in particular for men from 25-55 years old.

Lack of provision for people with disabilities

There are very limited provisions for children, young people and adults with disabilities.

Quality housing

We need more quality housing.

Thank you!

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