



## Item 6

31<sup>st</sup> January 2018

### Glasgow Community Planning Partnership

#### Calton Area Partnership

#### Report by Director of Governance and Solicitor to the Council

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### PARKHEAD/DALMARNOCK/CAMLACHIE - THRIVING PLACES UPDATE

#### Purpose of report

To update Area Partnership members on progress in relation to the Parkhead/Dalmarnock/Camlachie Thriving Place.

#### Recommendation

The Partnership is asked to note the contents of this report and that regular updates will be provided.

## 1. Background

- 1.1 The Thriving Places approach is part of Glasgow's Single Outcome Agreement (SOA) - an agreement between the Scottish Government and each Community Planning Partnership (CPP) in the country that sets out how the CPP will contribute to achieving national outcomes. Glasgow CPP agreed to focus on 3 priorities over the next 10 years where partners felt they could make a difference by working more closely: those priorities are alcohol, youth employment and vulnerable people.
- 1.2 The CPP also agreed to focus on a small number of neighbourhoods where more intensive partnership working and working more closely with communities, would take place to improve overall outcomes – the Thriving Places approach.
- 1.3 This approach was introduced to help address the issue of inequality in the City, where many neighbourhoods are consistently in the bottom 5% most deprived in Scotland. This has remained unchanged since 2004. Residents in these neighbourhoods have not seen the improvements that the City as a whole has seen. The Thriving Places approach seeks to work, over a period of up to ten years, with communities to change this.
- 1.4 Thriving Places activities support existing community organisations and activity and stimulates new opportunities for local people to get involved in their community. The long term goal is for local people to have much more influence on how local services are designed and delivered. The following characteristics help to describe the Thriving Places approach:
  - a willingness and ability to respond to local needs in a flexible way, and change the way in which resources are allocated if required
  - a long term focus on partnership working (up to 10 years if required)
  - joint working at a very local community level – more local than many previous approaches
  - a focus on building the capacity of local communities and working with established community and voluntary organisations
  - a focus on co-production between communities and organisations, ie. where service providers and local people who use those services work together to improve the services and develop solutions to issues facing communities; and
  - intensive activity to build social capital ie. to support and develop the relationships among people who live and work in a particular area, and empower communities, making the most of the assets in a neighbourhood to do this, be they the buildings, the organisations or the people.
- 1.5 CPP partners working together and with local people in this way, over ten years, should make the Thriving Places communities:
  - more stable, thriving and growing, and people are proud to live in
  - have more aspiration and more influence over local services
  - more able to work in partnership with CPP partners to develop services for local residents; and

- more aware and confident of demanding the type of services they need.

## 2. Locality Plans

- 2.1 Community Planning Partnerships are required to produce Locality Plans for areas that experience significantly poorer outcomes which result from socio-economic disadvantage. The plans were developed, signed off and published on the 1<sup>st</sup> October 2017.
- 2.2 In Glasgow the agreed approach is to develop Locality Plans based on the Thriving Places approach detailed in the 2013 Single Outcome Agreement. Locality Plans are also included as appendices in the Community Plan, which covers the entire city.
- 2.3 The Locality Plan takes into account the needs and circumstances of the locality's residents. This has been based on both statistical evidence and consultation with local people.
- 2.4 Locality Plans must state both ambitious and realistic long-term outcomes (10 years), with outcomes, indicators and targets presented for the short (1 year) and medium (3 years) terms.
- 2.5 The CPP is required to publish annual progress reports on Locality Plans, with the aim of identifying improvements in the local outcomes. GCPP is also required to review and, if necessary, revise locality plans on a periodic basis. No specific time period for this is stated, but as much of the work is intended to be community-led, plans will evolve over time naturally. This means that Locality Plans are intended to be living documents.
- 2.6 The content of Locality Plans will differ as different approaches are being taken in each area. In addition, Thriving Places is at different stages across the nine areas. However, there is a uniform structure for Locality Plans, as follows:
- *What is a Locality Plan?:* Reaffirming all partners within the Community Planning Partnership's commitment to Thriving Places and Locality Planning, particularly engaging communities in a meaningful way. This also provides contact details of Thriving Places Teams within the locality for people who want to get involved.
  - *Brief history of area:* Showing how the locality has changed over time.
  - *Locality Assets:* Using a map and infographics to show the location of key local assets such as schools, libraries and communities centres and how people feel about local services.
  - *Local needs and circumstances:* Showing what people who live and work locally like and dislike about the locality and making reference to key data (using infographics) to detail the main issues affecting the area.

- *How we will achieve outcomes:* Setting out how partners and communities working together will achieve agreed outcomes to tackle the main issues.

### 3. The Approach

- 3.1 Locality Planning fits neatly with the Thriving Places approach, which also commits to a place-based approach, partnership working, a 10 year programme, engaging communities meaningfully and taking asset-based approaches.
- 3.2 In Thriving Places, a community anchor organisation is identified and a Community Connector/Co-ordinator/Organiser is recruited to engage with local communities and partners and help progress towards agreed outcomes.
- 3.3 Parkhead/Dalmarnock/Camlachie was part of the first phase of the Thriving Places approach. The Community Organiser had been in post since October 2014, working for West of Scotland Housing Association.
- 3.4 Local people have been consulted using various methods in this area. This includes the Health and Wellbeing survey boost carried out in 2014, a survey of local residents in 2015, focus groups with local people using the Thriving Place Standard in 2017 and the ongoing community engagement of the Community Organiser.
- 3.5 Based on the results of consultation and evidence from partners, seven priority themes had been identified. These were:
  - **Health and Resilience** - the physical and mental health local people and capacity to cope with change.
  - **Environment** - how local people feel about the area to live and work in.
  - **Community Safety** - how safe people feel to live and work in the area.
  - **Amenities** - facilities and services for local people.
  - **Employability and Learning** - opportunities for lifelong learning and support in finding work.
  - **Community Cohesion** - the extent to which people feel part of their local community.
  - **Transport** - transport links within and between local communities, as well as to and from the City centre and beyond.
- 3.6 At the Calton Area Partnership meeting on 16<sup>th</sup> August 2017, members were updated on the production of locality plans. A draft locality plan for the Parkhead/Dalmarnock/Camlachie Thriving Place was issued to members seeking comments and following the publication of the plans on 1<sup>st</sup> October 2017, the final version was circulated to members for information.

#### **4. North East Senior Officers Group**

- 4.1 Earlier this year, the North East Senior Officers Group (SOG) discussed the implications of the Community Empowerment Scotland Act 2015; in particular the agreement by GCPP to produce Locality Plans for each of the Thriving Places. Following a number of informal discussions with partners, the North East SOG considered the implications for partners of producing three Locality Plans and the additional reporting requirements e.g. the requirement for annual progress reports on improved outcomes to the Scottish Government. These discussions reflected on the progress to date of the initial Thriving Place in the sector, which began in 2014.
- 4.2 The North East SOG partners reconfirmed their organisations' commitment to the Thriving Places approach and to the production of Locality Plans in Parkhead, Dalmarnock & Camlachie, Easterhouse and Springboig/Barlanark. However, the North East SOG agreed that the approach in Parkhead, Dalmarnock & Camlachie had developed in such a way that a number of actions were required, namely:
- (a) The local Steering Group should take the opportunity afforded by the Locality Plan process to clarify and change arrangements, where appropriate, e.g.
    - clarify the role of the Group and its links to other local groups and strategies;
    - review membership;
    - better co-ordination of existing resources towards shared priorities; and
    - re-emphasise the focus on capacity building, community engagement, evaluation and sustainability.
  - (b) Clarify the role of the 'host' organisation for the Community Organiser post (West of Scotland Housing Association), the Community Organiser's role, work plan and relationship to the Steering Group;
  - (c) Partners should be more pro-active in relation to Steering Group meetings and actions, for example, in undertaking actions identified in any agreed action plan, providing feedback/reporting on outcomes and by providing/sharing information;
  - (d) Better promotion of Thriving Places, particularly to those communities who may be hardest to reach; and
  - (e) Consider the benefits of local events for partners to listen to communities and respond accordingly.

## **5. Terms of Reference**

5.1 The Terms of Reference has been created to help define the purpose and structure of the PDC Thriving Places Steering Group. They provide a documented basis for making future decisions and for confirming or developing a common understanding of the scope among the stakeholders.

5.2 It details different elements which were discussed and approved at the Steering Group meeting of 12<sup>th</sup> December 2017, including:-

- Glasgow Community Planning Partnership (GCPP) Structure in the North East
- Role/Purpose
- Responsibilities
- Membership
- Meetings
- Quorum
- Working Arrangements
- Role Profile

## **6. Sub-structure**

6.1 Following community consultation, the Steering Group agreed to organise the sub-structure around the 7 identified themes of Environment, Health & Resilience, Community Safety, Amenities, Employability & Learning, Community Cohesion and Transport. Lead organisations for each themes were agreed at the meeting of 16<sup>th</sup> August 2016 with each sub-group reporting to the established Project Management Group and subsequently the PDC Steering Group.

6.2 The current set-up of having thematic sub-groups was considered still to be the best way to deliver against any revised action plan with all these groups feeding directly into the Steering Group making the Project Management Group obsolete. The Community Cohesion sub-group has been deleted with the idea that this should happen right across all the sub-groups with the Community Organiser being key to the success of this via community engagement, capacity building, involving local people in decision making, integrated activities/events and community/voluntary groups. The Community Organiser would most easily support integration by convening and attending each of the thematic groups to enable linkages across them.

6.3 Community residents have already been involved in establishing the content of the action plan through a consultation conducted in the summer of 2015, The Health and Wellbeing Survey 2014 – 15, Thriving Place Standard Consultation in 2017 and continue to be informally consulted whilst attending various projects being delivered under the PDC Thriving Places banner. However, there is a need to embed their influence in a more formal and on-going basis, therefore the Steering Group approved the creation of a community involvement sub-group immediately which would develop the Community Engagement Strategy and 3 residents group (it was acknowledged the importance of having community representation from the 3

distinct areas namely – Parkhead, Dalmarnock and Camlachie as opposed to 1 or 2 people to cover the full area) in the longer term that will be supported by the Partners.

- 6.4 The residents groups will meet regularly and mirror the discussions at the Steering Group and agree who would also come along to the Steering Group meetings to engage with the agenda and contribute to it. The residents groups will provide the opportunity for sub-group themes to present to them in terms of specific work/new projects and also hear their views in terms of gaps in provision.
- 6.5 Ideally, representatives will be diverse and represent the wider community and not aligned to specific programmes/projects that would formulate their own agenda and do not duplicate existing structures such as area partnerships etc.

## **7. Membership**

- 7.1 The partners required were in the main already part of the Steering Group. In addition to this, as one of the main themes from the consultations is employability and learning, it would be remiss for there not to be representation from Education Services. Development and Regeneration Services was also recommended as they are aware of future developments and have a pivotal role in both planning and physical regeneration and it was agreed to include Churches and Clyde Gateway. Therefore, the Steering Group will include but not be limited to the following organisations/residents:-

- 2 Camlachie Community Residents
- Clyde Gateway
- Churches (within PDC)
- Community Organiser
- Community Safety Glasgow
- 2 Dalmarnock Community Residents
- Dalmarnock Legacy Hub
- 4 Elected Members
- Glasgow City Council: Development and Regeneration Services
- Glasgow City Council: Education Services
- Glasgow City Council: Land and Environmental Services
- Glasgow City Council: Partnership and Development
- Glasgow City Health and Social Care Partnership
- Glasgow Homelessness Network
- Glasgow Housing Association
- Glasgow Kelvin College
- Glasgow Life
- Glasgow Women's Library
- Jobs and Business Glasgow
- Molendinar Housing Association
- 2 Parkhead Community Residents
- Parkhead Housing Association
- Police Scotland

- Scottish Fire and Rescue Services
- Voluntary Sector North East Glasgow
- West of Scotland Housing Association

7.2 The Steering Group may appoint other partners, as required, including community representatives.

## **8. Meeting Schedule**

8.1 The North East SOG had established Steering Groups in each of the Thriving Places areas within the North East Sector, the North East SOG reports to the North East Sector Partnership, therefore the quarterly meeting schedule for Parkhead/Dalmarnock/Camlachie is based around their meetings to allow the reporting of the information to be disseminated in a timely manner:-

- 5<sup>th</sup> April 2018
- 2<sup>nd</sup> August 2018
- 1<sup>st</sup> November 2018

## **9. Community Involvement/Engagement**

9.1 A community engagement strategy for Parkhead, Dalmarnock & Camlachie is currently at the very early stages of development by the Community Involvement sub-group and once finalised will include the following aspects:-

- different levels of engaging and empowering communities
- methods they will use to engage, involve and communicate with the community
- partnership commitments

## **10. Performance Monitoring Framework and Participatory Evaluation Framework**

10.1 A performance monitoring framework and participatory evaluation framework is currently being developed for the Locality Planning Steering Group. Core indicators have been suggested for Thriving Places and it has been acknowledged that local people have to be involved as participants in Thriving Places before a co-produced participatory evaluation framework can be developed.

## **11. Anchor Organisation/Community Organiser**

11.1 The Community Organiser who was in post resigned in November 2017. So far, there has been minimal disruption to many activities/services following the resignation and West of Scotland Housing Association are working together with the Community Workers to review Thriving Places activities/services and take a view on what should continue to be delivered.

- 11.2 Discussions regarding the role of the anchor organisation and Community Organiser will take place between Glasgow City Council, Health and Social Care Partnership and West of Scotland Housing Association prior to the next meeting in April.

## **12. Draft Action Plan**

- 12.1 A short life working group has convened to develop suggestions for the action plan for Parkhead, Dalmarnock & Camlachie. This is at the very early stages of development but initial actions have been identified.

## **13. Projects**

- 13.1 Projects began in Parkhead/Dalmarnock/Camlachie in 2014 but since the appointment of a Community Organiser and the realignment of staff in the local Health Improvement Team, activities have grown and developed. A wide range of work with communities and public services has taken place, building relationships and trust.
- 13.2 Projects are required to demonstrate that they have an identified need, partnership working and contribute to the outcomes in the monitoring framework. The projects and activities being delivered in the Parkhead/Dalmarnock/Camlachie Thriving Place are detailed below:-

### Café Stork

An informal, drop in space for new parents and parents to be, providing social support, health information, activities and lunch.

### Family Meals and Homework Club

Provision of homework support, cookery and family meal in community venues.

### Family Food and Fun

Open at least one primary school in 2017 for a range of family activities and lunch.

### Barrowfiled Tea Dance

Tea dance, bingo, IT support for adults.

### \*Neighbourhood Management

Neighbourhood Management is a process that enables local communities and service providers to work together to improve and join up services.

This project has been established to enhance various vacant and derelict sites within the Calton Ward which includes the Parkhead/ Dalmarnock/ Camlachie Thriving Places area.

#### \*Environmental Task Force

The project seeks to identify derelict land that can be improved. This will include general tidy-ups, graffiti removal, cut backs and delittering. The areas will be jointly agreed for action between relevant officers, local people and other agencies within the area.

#### \*John Wheatley Learning Network

The learning network provides secure digital inclusion services supported by the learning centres' host organisations.

Includes learning centres: Barrowfield Community Centre; Enterprise Centre; and Legacy Hub. Also supported adjacent to the area by the Bridgeton Community Centre and Glasgow Kelvin College's East End campus learning centre, with learning centre in Calton Heritage and Learning centre to be connected in 2017.

The target group are those who lack internet access at home and those who need support for access.

#### Community Achievement Awards

Community Achievement Awards are designed to support and recognise learning arising from engagement in community activities – through involvement, delivery and development of them.

#### \*Wider Access Programme

The Wider Access programme works with other partners who identify a need for tutor support for adults.

#### \*Youth Access Programme

The Youth Access programme works in partnership with other youth work agencies to bring a learning focus to youth work services.

Most of the programme is delivered in the learning centres in the north east of Glasgow which form the John Wheatley Learning Network but it also extends to other services such as St Paul's Youth Forum and Musical Workshop.

The project uses a combination of College certification (such as, in addition to IT skills, the Certificate in Alcohol Awareness), SQA certification, Arts Awards and Dynamic Youth Awards, Youth Achievement Awards and Community Achievement Awards and in general seeks to agree learning targets with young people and record achievements.

### \*Calton Area Partnership

Community Representation at Area Partnership level; comprises no less than 4 and no more than 6 community residents from appropriate local community networks to be appointed in accordance with arrangements to be approved by the Strategic Board.

To support the work of the Area Partnerships, individuals from local organisations (primarily, but not exclusively Community Councils) are invited to join their Area Partnership to allow their local knowledge and experience to influence the discussions and decisions that are made at Area Partnerships. Community members also work in partnership with the elected members to set the agenda for Area Partnerships. Members of the public can attend Area Partnerships to observe.

### \*Community Budgeting

Community budgeting is a generic term which covers a range of initiatives and approaches. They have in common enhanced engagement with communities in decision making about resource allocation. Community budgeting offers a new way for local public service providers to work together to meet local needs.

One of the most common approaches to community budgeting is known as participatory budgeting. Participatory budgeting is a democratic process in which community members decide how to spend part of a public budget and is described in the following terms:

Participatory budgeting directly involves local people in making decisions on the spending priorities for a defined public budget. This means engaging residents and community groups representative of all parts of the community to discuss spending priorities, making specific proposals and vote on them, as well as giving local people a role in the scrutiny and monitoring process.

Calton Area Partnerships agreed to adopt a community budgeting approach into their process for allocating a proportion of their Area Budget.

### Thriving Places History Group

A core group of six meet regularly to discuss local research and propose actions and events. Establish a Heritage Trail in Barrowfield that will change the perceptions of local people and their environment. Stage regular cinema screenings featuring local historical events and stories.

### \*Volunteer Library / Bounce & Rhyme Assistants

This project seeks to create a volunteering opportunity for local people who need to build basic confidence and social skills, before moving onto further learning / social opportunities. Bridgeton, Parkhead and Dennistoun libraries are included in this pilot.

The opportunity will involve volunteers doing basic supportive tasks such as welcoming / sign posting new participants, crowd management, registration

and sharing information about other programmes within the venue / local area.

These opportunities will be actively promoted throughout the Thriving Places area to target local people who may have low confidence / feel isolated / need a boost to get them engaged in their own community.

#### \*Bluevale Community Centre Asset Transfer

To transfer the currently managed Glasgow Life venue over to Milnbank Housing association. This will ensure wider community engagement by having Milnbank based on site to meet with local tenants, as well as the venue continuing to operate as a community venue. The need was based on the widening geography of tenants from the Camlachie and Parkhead areas, opportunities for wider community engagement and service provision and better utilisation of the resources being aligned to Bluevale by having Milnbank operate the venue.

#### \*Bounce and Rhyme

Bounce and Rhyme is a fun activity for parents, carers and children, 0-3 years to enjoy action songs, rhymes and stories together which provides a variety of benefits for the parent and child.

#### \*Class Visits

Class Visits to local libraries provides direct support for schools work around Glasgow's Improvement Challenge and focuses on raising attainment in literacy, numeracy, health and wellbeing.

The programme consists of curriculum linked sessions which enables pupils to experience 'learning out with the classroom'. Sessions on offer currently include: An introduction to the library, First Ministers reading Challenge, Book exchange visit and Class Topic Research/Non Fiction. Sessions can be adapted to suit the needs of each class.

Regular use of the library helps support language and literacy, whilst fostering a culture of reading for pleasure.

#### \*Coderdojo

CoderDojo Scotland is part of a global collaboration that provides free coding clubs for young people. It enables them to learn everything they need to become a great programmer whilst providing a safe, fun and sociable environment to do it in. Bridgeton Library Coderdojo is an open group for children and young people aged 7-12.

#### Big Angie – Supporting Emerging Local Artists

To mentor and support an emerging artist from the Barrowfield area. The artist already had a large, online following of videos on YouTube and facebook. He now wanted to develop his writing and acting skills. The Community Organiser facilitated 1 to 1 sessions with him to see how he

wanted to nurture his creative skills and negotiated with Thriving Places Events team to support his vision. He also brought in experienced and specialist writers and performers to inspire and support him.

### Glasgow Arts Community Touring Network

During 2016 Glasgow Arts collaborated directly with the Thriving Places co-ordinator to plan and deliver a number of performances as part of professional community tours funded, planned and delivered by Glasgow Life Arts and Music Service.

### \*MacMillan Cancer Support

Macmillan Cancer Support are specialists in helping people diagnosed with cancer, their relatives and carers cope with the consequences of cancer, and this new partnership aims to ensure everyone in Glasgow can access the support and information they need on their doorstep.

### \*Memories Project

This is a project run in collaboration with Alzheimer Scotland and The Scottish Football Museum bringing together a group of adults living with dementia to take part in a football based reminiscence group based within Bridgeton Library.

### \*Summer Reading Challenge

The Summer Reading Challenge encourages children aged 4 to 11 to read six books during the long summer holiday. There is a different theme each year. Children can read whatever they like - fact books, joke books, picture books, audio books - just as long as they are borrowed from the library. Children receive special rewards each time they finish a book and there's a certificate for everyone who completes the Challenge.

### \*Toddler Tales

Toddler's Tales is a fun, physical, interactive activity for 3-5 years olds and their parents/carers to enjoy together, while engaging in songs and rhymes, bringing books and stories to life.

### Barrowfield Drama Group

A series of drama workshops with people who have additional support needs. This will culminate in a public performance.

### \*Dennistoun Library

This is a free service for the community and targets visitors from birth through programmes delivered within the library as well as the borrowing service within the library.

Specific programmes within Dennistoun Library include Jobs & Business Glasgow, Bounce and Rhyme, Toddlers Tales, McMillan Cancer Support and ESOL registration.

It also offers free computer and internet access, free computer courses, CDs and DVDs to hire, newspapers and magazine, community language material, events and activities for all ages and community room available to hire for events.

#### \*Parkhead Library

This is a free service for the community and targets visitors from birth through programmes delivered within the library as well as the borrowing service within the library.

Specific programmes within Parkhead Library include Play and Share, Govan Law Centre, Bounce and Rhyme, Toddlers Tales, McMillan Cancer Support and ESOL Classes. It also offers free computer and internet access, free computer courses, CDs and DVDs to hire, newspapers and magazine, community language material, events and activities for all ages and community room available to hire for events.

#### \*Retail Units/Local Businesses

The latest release of the Inter-Departmental Business Register (2012) showed that there were 298 businesses within thriving places. There are 499 retail units in the thriving places locations with 79 vacant. There are no vacant retail units available in the Forge Retail Park.

*\*Please note these project have not been implemented as a direct result of the Thriving Places approach but do contribute to its outcomes.*

## **14. Recommendation**

- 14.1 The Partnership is asked to note the contents of this report and that regular updates will be provided.