Castlemilk Locality Plan – Focus Groups – Report

Appendix 1

Introduction

A 10 year action plan for Castlemilk which will include includes what can be done to make things better is being developed. It is important that before the plan is finalised local people get the chance to say what is important to them and what changes they would like and who they would like to make those changes.

Community Survey

1855 adults responded to the community survey in Appendix 1 which helped identify the following priorities and issues:

- **Anti-social Behaviour**
  - Groups of unruly youths
  - Lots of anti-social behaviour, drinking and drugs etc
  - People hanging around shops
  - The youth damaging the woodland
  - Graffiti and vandalism

- **Shopping/ Cafés/ Restaurants**
  - The shops aren't great.
  - Lack of supermarket
  - Poor shopping centre
  - Lack of restaurants/cafes/bars

- **Litter/ Dog Fouling / Fly Tipping**
  - Bins overflowing in back courts
  - Dog dirt on pavement all the time
  - Fly tipping
  - Bulk uplifts not getting done

- **Public Transport**
  - Transport links
  - Standard of bus services
  - Transport taking ages
  - No train station
  - Lack of transport links by train

205 children and young people responded to the community survey which helped identify the following priorities:

- **Anti-social Behaviour**
  - Neds
  - Teenagers
  - People being mean
  - Bad people
  - People smashing windows

- **Litter/ Dog Fouling / Fly Tipping**
  - A lot of rubbish in certain places
  - Air pollution
  - Animal waste and litter
  - Clean streets and spaces
  - Food on the ground
  - Broken glass

- **Smoking and Vaping**
  - People smoking
  - Vapes

- **Public Transport**
  - Poor public transport
  - The bus timetable/ always late to school
  - Buses/transport

Focus Groups

As part of the next stage in the development of the Locality Plan, focus groups were undertaken with the following: children, young people, adults, older people, ethnic minorities, online.

The purpose of the focus groups were to use the findings from the community survey to talk to local people, of all ages, abilities and backgrounds, to find out what actions they think can be taken to make things better, who will take them and who will be responsible for making sure that they are carried out.

To help measure changes over the period of the plan, participants were asked to rate their experience of living in Castlemilk using the following information from the Place Standard Tool on a scale from 1 to 7, 1 meaning very poor and a lot of room for improvement and 7 meaning exceptional and not a lot of room for improvement.

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

At the beginning, participants were asked about being involved in descions about Castlemilk and asked to rate their answer. Then each of the priorities were taken one at a time.

The participants were also asked to provide their answers to the following questions for each priority and issues identified.

- What do you think about these issues, is anything missing?
- What do you think can be done about these issues?
- Who can help to deal with these issues?
- Who is responsible for making sure something happens about these issues?
- Is there anything else you would like to say about these issues?

The information will be used by the steering group overseeing the develop of the action plan to identify actions which will be grouped into themes and included within the plan.

Findings

Being Involved in Decisions about Castlemilk

Group	Rating	Level
Children	5	Very Good
Young People	4	Good
Ethnic Minorities	Answer not provided	Answer not provided
Adults	2	Poor.
Older People	2	Poor
Online	3	Fair

Priority: Anti-social Behaviour

Group	Rating	Level
Children	4	Good
Young People	3	Fair
Ethnic Minorities	2	Poor
Adults	2	Poor
Older People	3	Fair
Online	3	Fair

What do you think about these issues, is anything missing?

Children:
1 - Fights, threats and bullying
2 - Drunk people/ Underage drinking
3 - Bad/inappropriate Graffiti

Young People:
1 - Not always young people - adults behave badly
2 - Problems in parks and anti-social behaviour on busses
3 - Small group causing problems - all young people get blamed

Ethnic Minorities:
1 - Unruly young people
2 - Drinking
3 - Drugs

Adults:
1 - Young people anti-social behaviour
2 - Lack of response to reporting of issues
3 - Adults drinking/dealing drugs at bus stops

Older People:
1 - Drug dealing an issue
2 - Bad behaviours of neighbours and young people

Online:
1 - No safe spaces for children and young kids to go
2 - I agree with the above issues
3 - Adults drinking and drug dealers in the street

What things could change so you would feel safer?

Children:
1 - More Police
2 - More CCTV
3 - Don't 'sell to vapes/ drugs to young people

Young People:
1 - More community police
2 - Not enough places for young people to go
3 - Services needed – young people not engaging

Ethnic Minorities:
1 - More things for young people to do
2 - Anti-social behaviour neighbours

Adults:
1 - Look at better ways of reporting including CCTV
2 - More activities/facilities for young people
3 - Partnership approach needed – Police/Scottish Fire and Rescue

Older People:
1 - Better monitoring/ CCTV
2 - More facilities / activities for children and young people
3 - More community police

Online:
1 - Better policing and police presence in the area
2 - More facilities / activities for children and young people
3 - More support for family, addictions or peer support

Who can help to deal with these issues?

Children:
1 - Police
2 - Council
3 - CCTV

Young People:
1 - GCC
2 - Police

Ethnic Minorities:
1 - Parents

Adults:
1 – Police
2 - Schools
3 - Glasgow City Council

Older People:
1 – Police
2 - Schools
3 - Glasgow City Council

Online:
1 - Police
2 - Glasgow City Council
3 - Schools

Who is responsible for making sure something happens about these issues?

Children:
1 - Police
2 - Council/ Councillors
3 – Us

Young People:
1 - GCC
2 - Police
3 - Local people

Ethnic Minorities:
There were no answers

Adults:
1 – Council/ Councillors
2 – Police

Older People:
1 – Parents
2 – Police
3 - Local Council/ Councillors

Online:
1 - Everyone
2 - Police
3 - Local Council/ Councillors

Is there anything else you would like to say about these issues?

Children:
1 - Drunk Drivers
2 - Dangerous Driving
3 - Underage Drinkers

Young People:
1 - Older generation always see young people as the problem. Young people should be shown in a more positive way
2 - Have more walking/more visible police

Ethnic Minorities:
1 - People and neighbours are friendly
2 - Not much of a problem anymore – graffiti
3 - Reduce amount of shops selling alcohol

Adults:
There were no answers

Older People:
There were no answers

Online:
1 - No
2 - More investment is needed to help make Castlemilk great again

Priority: Litter/ Dog Fouling / Fly Tipping

Group	Rating	Level
Children	2	Poor
Young People	1	Very Poor
Ethnic Minorities	3	Fair
Adults	2	Poor
Older People	2	Poor
Online	2	Poor

What do you think about these issues, is anything missing?

Children:
1 - Graffiti
2 - Vapes and Cigarettes
3 - Empty alcohol bottles

Young People:
1 - Litter - major issue
2 - Bins being set on fire
3 - Bins always full - especially-food waste

Ethnic Minorities:
1 - The issue of potholes is missing – it's very dangerous
2 - The bins are so full that people can't use them
3 - Because of the volunteers at Cassiltoun, the litter and glass is removed – this is ordinary people doing this, not the Council

Adults:
1 - Target hotspot areas for fly tipping and dog fouling
2 - Schoolchildren-littering
3 - If people don't have transport, can't take rubbish to depots

Older People:
1 - Pavements a hazard-need maintained-cracking-overgrown plants/weeds
2 - Bins not being emptied /missing including recycling

Online:
1 - People not taking pride in their own area
2 - Perhaps there is a better chance of recycling if facilities are closer

What things could change so that Castlemilk is clean, tidy and looking nice?

Children:
1 - More litter bins

2 - Start a group to pick it up and tidy up
3 - People stop littering

Young People:
1 - Incentives for binning rubbish

Ethnic Minorities:
1 - Teach kids about litter and teach parents
2 - Litter pick
3 - Fly tipping is a major problem all over Castlemilk, especially Ardenglen Rd.
The Council need to up their game to fight this situation

Adults:
1 - More enforcement measures needed
2 - Better education of young people
3 - Better recycling initiatives

Older People:
1 - More bins
2 - More enforcement officers - dog fouling and fly tipping
3 - Better education of young people

Online:
1 - More bin uplifts and bulk uplifts
2 - Catch people failing to pick up dog dirt and fly tipping and fine them
3 - Dog litter should be picked up by owners

Who can help to deal with these issues?

Children:
1 - Council
2 - Us
3 - Police

Young People:
1 - Council
2 - Local people

Ethnic Minorities:
1 - Litter is a problem
2 - Disposing of rubbish properly, i.e. food from chip shops and cafes etc

Adults:
1 - Council
2 - Community could have a role in keeping area clean
3 - Housing associations

Older People:
1 - Council
2 – Local People

Online:
1 - Council
2 - Everyone
3 - Housing Associations

Who is responsible for making sure something happens about these issues?

Children:
1 - Council
2 - Us
3 – Government

Young People:
1 - Everyone living in Castlemilk
2 - Council
3 - Local people

Ethnic Minorities:
1 - The Council

Adults:
1 - Council
2 - Individuals

Older People:
1 - Council
2 – Individuals

Online:
1 - Council
2 – Not sure

Is there anything else you would like to say about these issues?

Children:
1 - Get rid of it
2 - Compost it
3 - More streetlights

Young People:
1 - A lot of effort put into cleaning is made redundant by the community
2 - Bins get left alone and overflow

Ethnic Minorities:
There were no answers.

Adults:
There were no answers.

Older People:
1 - No

Online:
1 - No.

Priority: Public Transport

Group	Rating	Level
Children	4	Good
Young People	4	Good
Ethnic Minorities	2	Poor
Adults	2	Poor
Older People	2	Poor
Online	3	Fair

What do you think about these issues, is anything missing?

Children:
1 - Buses are late and you can be late for something like school
2 - Rubbish on buses and trains
3 - Smoke from cars and buses

Young People:
1 - Attitude of drivers - all young people tarred with same brush
2 - Buses regularly don't stop for young people especially if there are a few of them waiting.
3 - Terrible bus service

Ethnic Minorities:
1 – Poor bus service
2 - Transport is expensive

Adults:
1 – Cars badly parked
2 - Not enough car parking spaces
3 - Can't get in and out of Castlemilk when it snows

Older People:
1 – Cost of transport
2 - No rail service - only busses
3 - Not enough services between Castlemilk and surrounding areas

Online:
1 – Public transport to get home at night is unreliable
2 - More buses and better services to different places other than the city centre

What changes to public transport would make your journeys better?

Children:
1 - More buses
2 - Buses come on time
3 - Buses need to be cleaner

Young People:
1 - Need a better more dependable service
2 - Drivers change attitude to young people
3 - Improve bus App

Ethnic Minorities:
1 - More regular bus service
2 - Public meetings where we can ask MPs etc questions
3 - Petition – looking at fairness for all.

Adults:
1 - More parking bays created
2 - Need gritting and stations in Castlemilk
3 - Better bus routes

Older People:
1 - Better bus timetables
2 - Services designed with disabled people in mind
3 - Smaller busses/more routes

Online:
1 - Better bus timetables
2 - More frequent like they used to be
3 - A later bus service

Who can help to deal with these issues?

Children:
1 - First Bus
2 - Council
3 - Government

Young People:
1 - GCC
2 - Bus companies

Ethnic Minorities:
1 - More Council influence
2 - More busses to get more to more areas
3 - Local people can refuse to use if people aren't treated with fair prices

Adults:
1 - Glasgow City Council
2 - First Bus
3 – SPT

Older People:
1 - First Bus
2 - Glasgow City Council

Online:
1 - First Bus
2 - Glasgow City Council

Who is responsible for making sure something happens about these issues?

Children:
1 - Government
2 - Council
3 - First Bus

Young People:
1 - Bus companies
2 - GCC

Ethnic Minorities:
1 – Councillors/ Council
2 - MPs
3 - Bus company

Adults:
1 – Council
2 - SPT
3 - Bus companies

Older People:
1 – Council
2 - Bus companies
3 – Scottish Government

Online:
1 – Council
2 - Bus companies

Is there anything else you would like to say about these issues?

Children:
1 - Timetables lie
2 - Make public transport feel safer
3 - Don't go on a bus if you don't if you can walk or cycle

Young People:
1 - Bus passes are great and used properly by majority of young people
2 - Impact current service -The poor service means young people are often late for school, college and work - pupils in school get detention.

Ethnic Minorities:
1 - It would help with climate change if more people felt they could rely on bus/ train.
2 - If you have good public transport, it makes a difference to your whole life.

Adults:
There were no answers.

Older People:
There were no answers.

Online:
1 - MORE COMPETITION. One provider does not a service make.....

Priority: Shopping/ Cafés/ Restaurants

Group	Rating	Level
Children	N/A	N/A
Young People	N/A	N/A
Ethnic Minorities	2	Poor
Adults	2	Poor
Older People	1	Very Poor
Online	2	Poor

What do you think about these issues, is anything missing?

Ethnic Minorities:
1 – There's no fresh fruit/ vegetable/ healthy food available
2 - Poor choice shops available for clothes for all ages
3 - If we had restaurants/ cafes/ bars then less people would go out-with and money would stay in the scheme creating jobs.

Adults:
1 – Lack of a decent supermarket
2 - Choices are poor
3 - Lack of community space in shopping centre

Older People:
1 – Lack of low-cost supermarket
2 - Lack of goods/foods that people need

Online:
1 – Lack of cafes or places to meet and a supermarket
2 - Castlemilk infrastructure is really poor

What things could change to help with these issues?

Ethnic Minorities:
1 - Build a supermarket
2 - Petition to local MP
3 - Need less buses if we had better access to local shops

Adults:
1 - Local people should have a say on what supermarket/shops/licenses are provided
2 - More variety of shops
3 - Improve security/ more CCTV

Older People:
1 - We need proper supermarket
2 - More variety of shops

Online:
1 - We need proper supermarket
2 - More variety of shops
3 - Demolish Shopping Centre and rebuild

Who can help to deal with these issues?

Ethnic Minorities:
1 - Council
2 - MPs
3 - Community Council

Adults:
1 - City Council
2 - Shopping centre owners

Older People:
1 - Council (Planning and Licensing)
2 - Shopping centre owners

Online:
1 - Council
2 - Shopping centre owners

Who is responsible for making sure something happens about these issues?

Ethnic Minorities:
1 - Everyone
2 - MPs
3 - Local business

Adults:
1 - City Council
2 - Government

Older People:
1 - Council
2 - Shopping centre owners
3 - Government

Online:
1 - Council
2 - Shopping centre owners
3 - Government

Is there anything else you would like to say about these issues?

Ethnic Minorities:
1 - We want to know why business won't open one here (a supermarket)
2 - Why have we lived liked this for so long now

Adults:
There were no answers

Older People:
The shops are a disgrace

Online:
1 - The shops are a disgrace - it's time castlemilk had a lot more facilities
2 – No

Priority: Smoking and Vaping

Group	Rating	Level
Children	1	Very Poor
Young People	2	Poor
Ethnic Minorities	N/A	N/A
Adults	N/A	N/A
Older People	N/A	N/A
Online	N/A	N/A

What do you think about these issues, is anything missing?

Children:
1 - Unhealth
2 - Make vapes boring, it is attracting teenagers – less flavours and colours
3 - Littering vapes

Young People:
1 - Problem is young people accessing vapes illegally.
2 - Health worries
3 - Health impact message - not getting through.

What things could change to help with these issues?

Children:
1 - Ban vapes
2 - Ban cigarettes
3 - Letting people know the health effects

Young People:
1 - Put images on packaging-like tobacco
2 - More public information
3 - Educate - very young children on dangers

Who can help to deal with these issues?

Children:
1 - Government
2 - Police
3 - Council

Young People:
1 - Manufacturers

Who is responsible for making sure something happens about these issues?

Children:
1 - Government
2 - Us
3 - Council

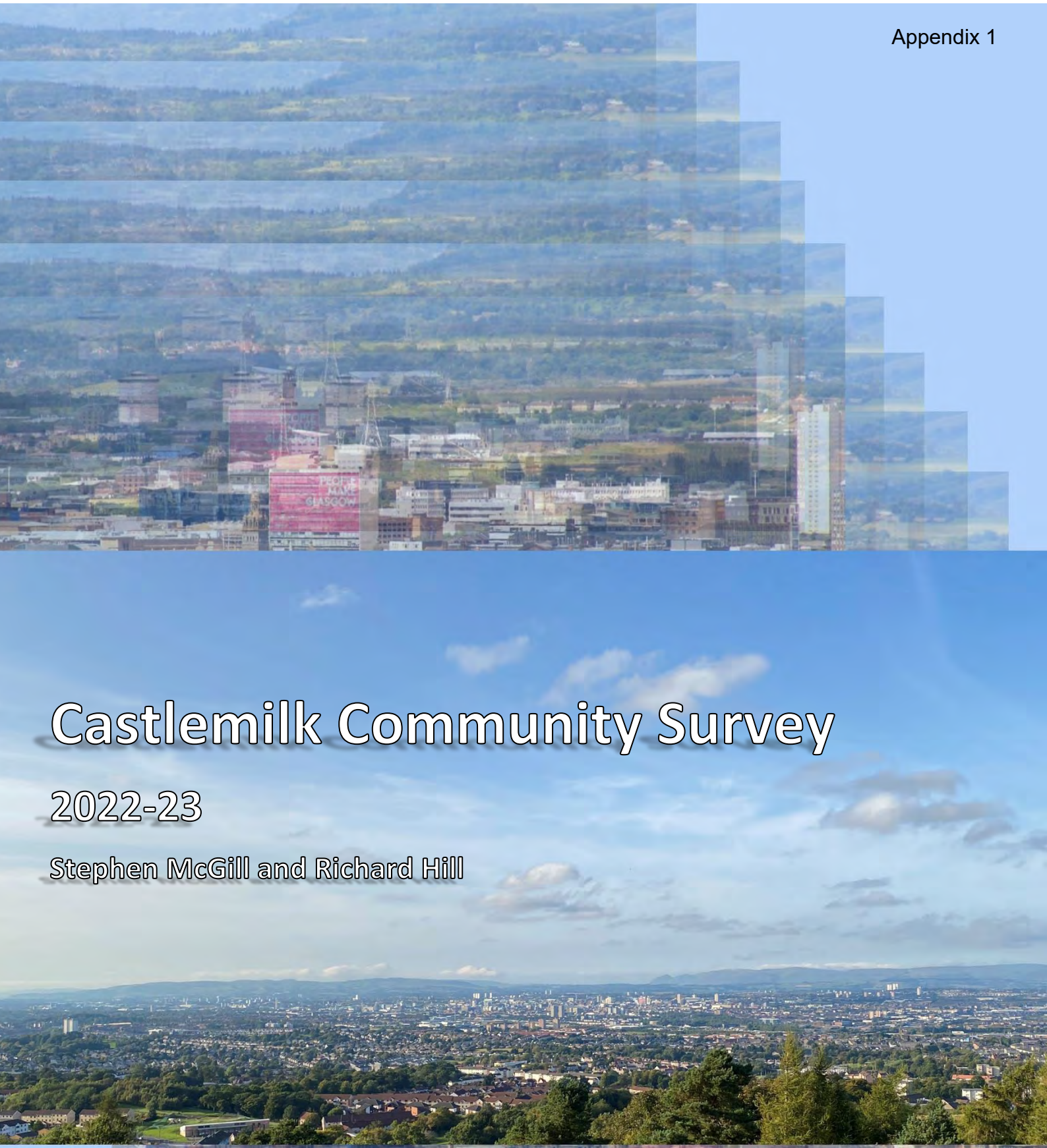
Young People:
1 - Government
2 - Council/licensing

Is there anything else you would like to say about these issues?

Children:
1 - That it needs to be stopped because it can kill people and make them unhealthy
2 - Vaping is a drug stop now! You are killing yourself everyday
3 - Put the price really high so people don't buy them

Young People:
1 - Concerns that like alcohol – young people will still be able to get them-even if banned

Appendix 1

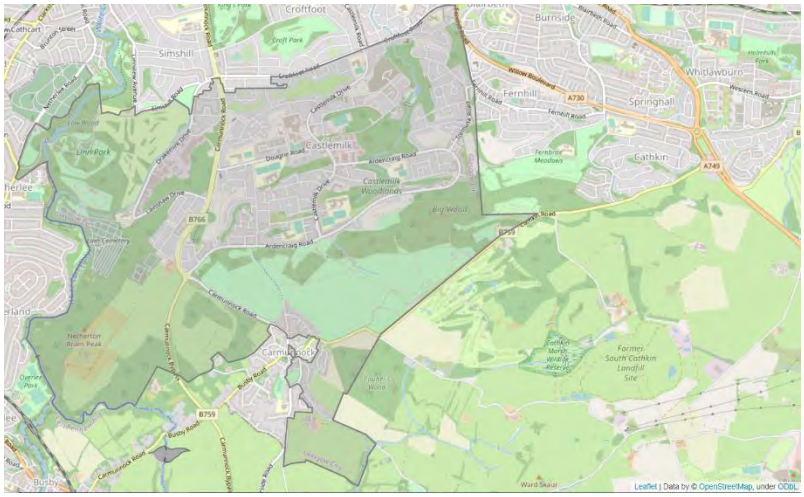


Castlemilk Community Survey

2022-23

Stephen McGill and Richard Hill

1 - Castlemilk



Castlemilk neighbourhood is the 10th largest, in populations terms, of the 56 neighbourhoods in Glasgow city.

Castlemilk's population of 14,690 is 2.3% of Glasgow's population.

The age profile of Castlemilk's population is:

- 0 -15 years: 20% (16% Glasgow[1])
- 16-64: 65% (72% Glasgow)
- 65-65+: 15% (13% Glasgow).

Castlemilk age profile differs most noticeably in the lower percentage of working age people.

Castlemilk's housing tenure profile is:

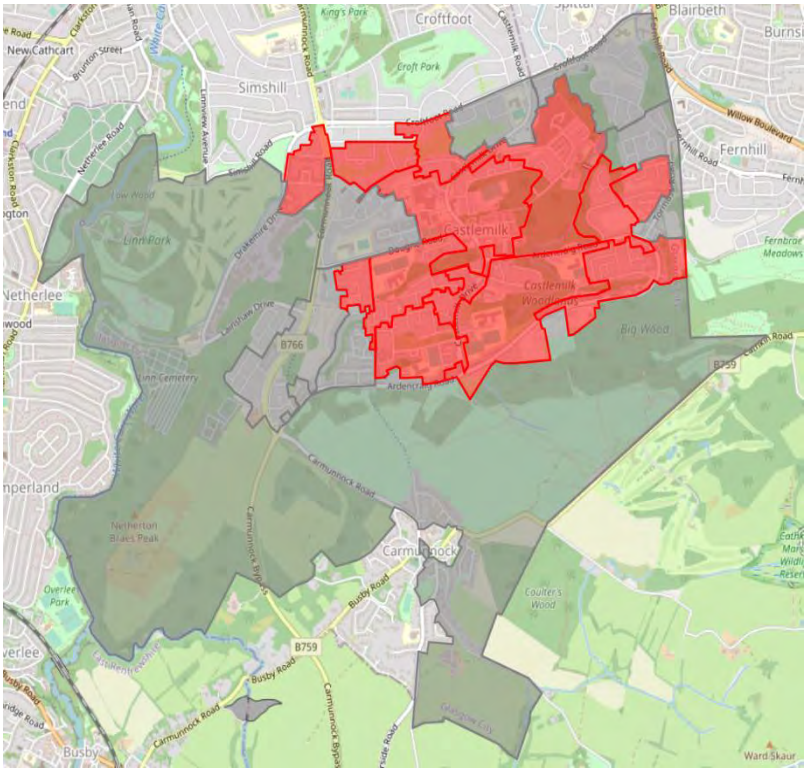
- Social Rented Sector: 71% (36% Glasgow)
- Privately Owner (either mortgaged or owned outright): 23% (44%)
- Private Rented Sector: 4% (20%).

As illustrated in these figures, Castlemilk's housing profile is significantly different from the housing tenure profile for Glasgow, both in terms of the level of rented/owner occupied housing and in the balance between the social/private rented sector.

The life expectancy at birth in Castlemilk is currently:

- Female: 78 years
- Males: 71 years.

This level of life expectancy is in line with the Glasgow life expectancy for females (n78) but is lower for males (n73) and is **three** and **five years below** the Scottish average life expectancy levels for females (n81) and males (n76), respectively.



According to the 2020 Scottish Index of Multiple Deprivation (SIMD), Castlemilk is the MOST deprived neighbourhood in Glasgow. 13 (65%) of the 20 data zones[2] in Castlemilk are ranked overall within the 5% most deprived data zones in Scotland. The equivalent level for Glasgow is 18% of data zones.

The 2020 SIMD ranking is built up from a total of 33 indicators covering seven domains. The percentage of data zones in Castlemilk that are ranked in the worst 5% for the individual domains are as follows:

- Income: 65% (20% Glasgow)
- Employment: 55% (17%)
- Health: 50% (21%)
- Education, Skills and Training: 35% (12%)
- Crime: 5% (9%)
- Housing: 0% (26%)
- Geographic Access to Services: 0% (0%)

[1] Any comparative figures in parenthesis in this report will refer to Glasgow, unless otherwise indicated.

[2] Data zones are the primary geography for the release of small area statistics in Scotland, equating to around 250 households.

2 - The Castlemilk Community Plan Survey

In the spring of 2022, the Castlemilk Community group agreed to carry out a community survey in Castlemilk. The main objective of the survey was to get a better understanding of the local community views which would assist in the development of a Castlemilk Locality Plan, reflecting the community's views.

The survey was available for completion both online and through in-person interviews. The survey generated a good level of response with **888** surveys completed in full and a further **147** who did not respond fully to the survey, which the group chose to include in the results. (**1035 Total**)

In addition to the community survey, Ardenglen and Cassiltoun Housing Associations kindly agreed to include six similar questions to those in the community survey within their 2022 Tenant Satisfaction Surveys (TSS). Findings from the TSS (Ardenglen: 396 surveys; Cassiltoun: 424 surveys) are included in this report as a comparator to the community survey data (e.g., Appendix 3).

2.1 - Community Survey Findings

For the purposes of analysis, the respondents have been split and presented in three groupings:

- Residents aged 18 and over (Resident Adults) n=**663**
- All respondents aged 17 and under (Children) n=**205**
- Non-Resident adult respondents n=**167**

3 - Castlemilk Survey Findings (Resident Adults)

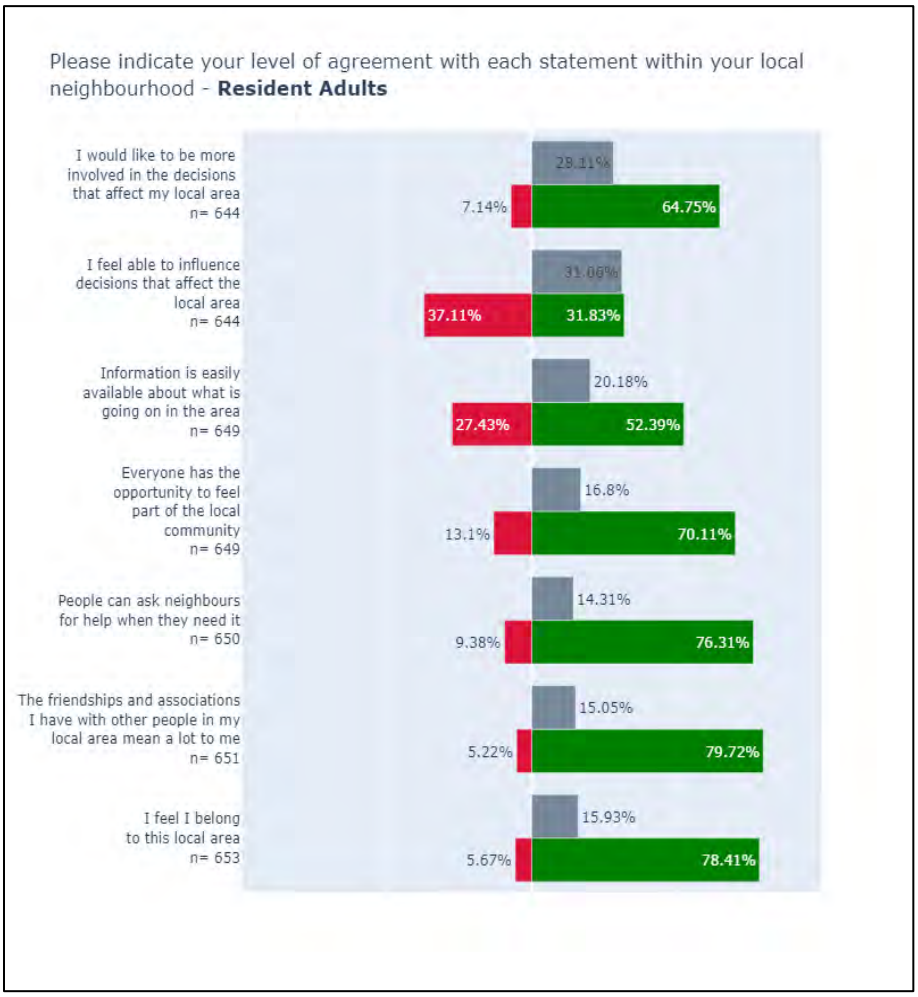
3.1 - Neighbourhood Statements

The initial survey question was seven statements about their local neighbourhood which residents were asked to indicate how much they agreed/disagreed with the statements.

There was a strong majority of positives responses for five of the seven statements, ranging from 15 times more positive response re "the friendships and associations… "to 5 times more positive responses for "everyone has the opportunity …" It is noticeable that the highest positive ratings relate to the people and the feeling of community within Castlemilk.

" I feel able to influence decisions that affect the local area" was the only statement for which there were more negative responses. 68% (n439) of the adult residents either disagreed (37%) with the statement or responded in a neutral way (31%) to the statement.

Appendices 1-3 illustrate comparative findings for each of the seven statements which break down the responses to each statement by a) age (e.g., those aged 26–55 were much more likely to respond negatively to "I feel able to influence decision…"); b) whether the respondent view of whether there had been positive



change in the last three years and c) the responses from the TSSs. Some comparative information from other geographical areas does exist so it has been included, where applicable, in the following summaries of the statement responses:

- "I would like to be **More Involved** in the decisions that affect my local area" - Nearly two thirds (65%) of respondents agreed with the statement. The majority in agreement was consistent:
  - across all the age groups, ranging from 61% among the over 55s to 70% among the 26-35 year olds; and
  - irrespective of whether the respondent had seen positive change in the local area over the last three years (Yes 72%; No 63%); and

  the level agreeing with the statement was much higher than in

  - the Ardenglen (10%) and Cassiltoun (22%) Housing Association Tenant Satisfaction Surveys;
  - Glasgow wide surveys (50% - 2022 Glasgow Household Survey; 39% - 2019 Scottish Household Survey).

- "I feel able to **Influence Decisions** that affect the local area" – Whilst this was the only statement for which overall there were more disagreeing responses than agreeing, the higher number of disagreeing responses:
  - was not consistent across all the age groups;
  - was not a majority for any age group (highest percentage disagreeing was 45% among those aged 36-45);
  - had a correlation with whether the respondent had seen positive change in the local area over the last three years (Yes 19%; No 50%); and
  - hadn't had a significantly negative impact on the community's desire to be involved in local decision making, as highlighted above by the majority who wanted to be "more involved".

  In comparative terms, the percentage (32%) who felt they could influence decision was significantly higher than the most recent survey levels for Glasgow/Scotland (2019 Scottish Household Survey: 17% for both Glasgow and Scotland) and reported in Ardenglen TSS (19%) but was much lower than the level in the Cassiltoun TSS (49%).

- "**Information** is easily available about what is going on in the area" – 52% (66% of those who expressed a definitive agree/disagree opinion) of respondents agreed that information is easily available but the level of negative responses was still the second highest for the seven statements (27%; more than a third (34%) of those who expressed a definitive agree/disagree opinion). In summary:
  - there were more positive responses across all age groups but it was not a majority view for all age groups, ranging from 43% to 65%;
  - there was a clear correlation between respondents' views of whether information is easily available and whether the respondent had seen positive change in the local area over the last three years. 72% of respondents who had seen recent positive change expressed the view that information was easily available but this level drops to 41% for those who view was that there hadn't been positive change in the previous three years; and
  - in comparative terms, the level of positive responses (52%) was significantly lower than for both the Ardenglen HA (79%) and Cassiltoun HA (94%) TSSs and vice versa, the level of negative responses (27%) was much higher than for both TSSs (3% and 1% respectively).

The following four statements are collectively about ascertaining the residents' views on whether there is a community spirit and a sense of belonging within Castlemilk. The expectation is that there should be a consistency in the responses across the four statements and this expectation is met with the level of positive responses ranging from 70% - 80%. Another common feature for the four statements is the very high level of positive responses within the TSSs for the statements (e.g., level of agreement ranges from 88% to 94%; level of disagreement ranging from 0% to 4%) so no specific comparative references to the TSSs are made for any of the four statements.

- "Everyone has the opportunity to **Feel Part** of the local **Community**" – 70% of respondents agreed with the statement. The majority in agreement was consistent
  - across all the age groups, ranging from 62% among the 46-55 year olds to 80% among the over 55s; and
  - irrespective of whether the respondent had seen positive change in the local area over the last three years, albeit that there is a 17 percentage point difference in the level of agreement (Yes 87%; No 60%). More than a fifth (22%; n60) of respondents, whose view was that there hadn't been recent positive change, didn't agree that everyone had the opportunity to feel part of the local community.

The Castlemilk survey level of agreement was significantly higher than the level of response for a similar statement in Glasgow wide surveys (60% - 2018 Glasgow Household Survey; 61% - 2018 NHS Greater Glasgow & Clyde Health and Wellbeing Survey).

- "People can **Ask Neighbours for Help** when they need it" – Three quarters (76%) of respondents agreed with the statement. The majority in agreement was consistent:
  - across all the age groups, rising from 67% among the 18-25 year olds to 82% among the over 55s; and
  - was not dependent on whether the respondent had seen positive change in the local area over the last three years, albeit that there is a 17 percentage point difference in the level of agreement (Yes 86%; No 69%).

  The Castlemilk survey level of agreement was lower than the Glasgow wide responses to a similar question (84% 2018 Glasgow Household Survey; 83% - 2018 NHS Greater Glasgow & Clyde Health and Wellbeing Survey).
- "The **Friendships and Associations** I have with people in my local area mean a lot to me" – Four out of five (80%) respondents agreed with this statement. The majority in agreement was consistent:
  - across all the age groups, ranging from 71% among the 36-45 year olds to 93% (small sample) among the 18-25 year olds; and
  - was not dependent on whether the respondent had seen positive change in the local area over the last three years, albeit that there is a 15 point percentage difference in the level of agreement (Yes 90%; No 75%).

  The Castlemilk survey level of agreement was higher than the Glasgow wide response to the same question (73% - 2018 NHS Greater Glasgow & Clyde Health and Wellbeing Survey.
- "I feel I **Belong** to this local area" - This statement is in essence a summary of the previous three statements and, given the responses to the previous three statements, it is not surprising that 78% agreed with the statement. The majority in agreement was consistent:
  - across all the age groups, ranging from 70% among the 46-55 year olds to 90% among the 18-25 year olds; and
  - was not dependent on whether the respondent had seen positive change in the local area over the last three years, albeit that there is a 17 point percentage difference in the level of agreement. (Yes 90%; No 73%).

  In comparative terms, the Castlemilk survey level was in line with the Glasgow wide level of response in both the 2018 Glasgow Household Survey (78%) and the 2018 NHS Greater Glasgow & Clyde Health and Wellbeing Survey (78%) but was higher than Glasgow level in the 2019 Scottish Household Survey (71%). The most recent figure for Scotland is 80% (2021 Scottish Household Survey).

The conclusion from the responses to these four statements is that a clear majority of Castlemilk residents feel that there is a positive sense of a community existing in Castlemilk.

3.2 - Have you seen a Positive Change in the Local Area in the last Three Years?

As illustrated in the previous section, a respondent's answer to whether they have recently seen any positive change is a significant factor for many respondents in determining how they will answer other survey questions.

Table 1 (overleaf) shows that the:

- majority (52%) of Castlemilk residents responded that they hadn't seen positive change over the last three years. When you exclude the "Don't Know" responses, the percentage of respondents who had or hadn't seen positive change in the last three years becomes Yes (39%) and No (61%), respectively; and
- "No" majority was consistent across all age ranges over the age of 26. The age group that was most likely to have seen positive change were residents aged 55+.

Resident Adults n=**537**						
Table 1: Q8 = Have you seen a **positive change** in the local area in the last three years?						
Age Ranges	Yes		No		Don't know	
Did not answer	5	26.3%	11	57.9%	3	15.8%
18-25	11	36.7%	8	26.7%	11	36.7%
26-35	31	30.1%	53	51.5%	19	18.4%
36-45	26	26.5%	55	**56.1%**	17	17.3%
46-55	29	29.6%	55	**56.1%**	14	14.3%
55+	74	**39.2%**	98	51.9%	17	9.0%
Total	176	32.8%	280	52.1%	81	15.1%

Cross tabulation analysis offers a chance to break down results by multiple factors. Appendix 2 illustrates that a majority of those, who had seen recent positive change in the area, answered "Yes" to all seven statements but it also illustrates the significant impact on the answers of whether a respondent had seen recent positive change, as follows:

- 34 percentage points difference in being "able to influence decisions that affect the local area" (55% Yes: 21% No);
- 31 percentage points difference in "information is easily available about what is going on in the area" (72% Yes: 41% No); and
- 27 percentage points difference in "everyone has an opportunity to feel part of the local community" (87% Yes: 60% No).

Similarly, there were significant differences in the level of negative responses for those statements depending on whether the respondent had seen recent positive change in the area. A couple of examples to show the strength of this "negative" correlation are:

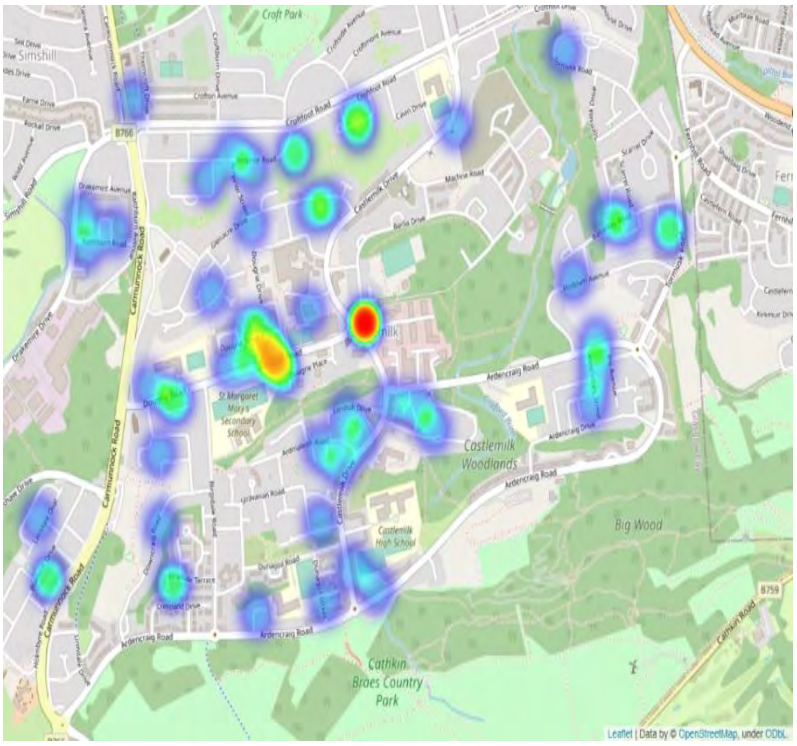
- 4 times more people disagreed with the statement about being able to influence decisions had stated No rather than Yes as to whether they had seen positive change in the previous three years; and
- 4 times more people disagreed with the statement that information is easily available had stated No rather than Yes as to whether they had seen positive change in the previous three years.

When you look at the respondents who disagreed with both statements, the "negative" correlation strengthens as those respondents were more than 5 times more likely to have said "No" to whether they had seen a positive change in the local area in the last 3 years.

The conclusion is that a resident's view on whether they has been recent positive changes in Castlemilk has a significant impact on their overall opinion on Castlemilk as a place to live.

A heat map has been generated, indicating the location of those who has disagreed with both statements and replied that they had not seen a positive change in the local area in the last 3 years.

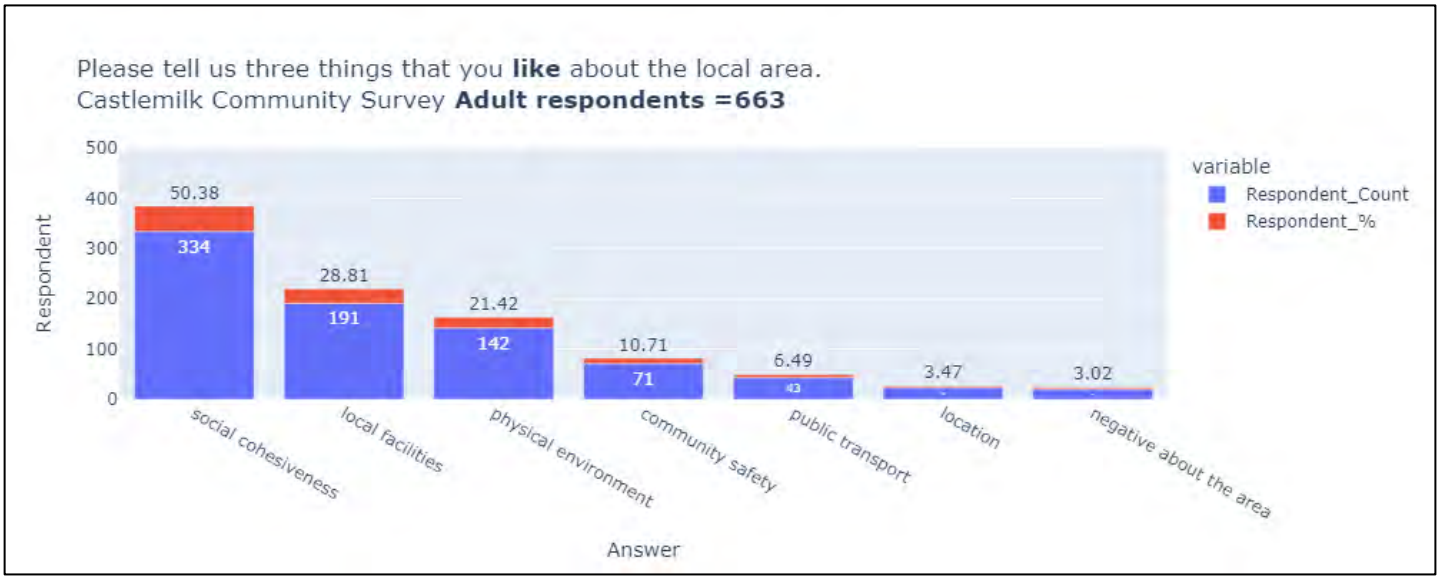
Using the postcode that the respondents provided, the heat map for this "disagree" group highlights the highest respondent location as red, with a sliding scale to light blue which indicates the lowest count of respondents in this category.

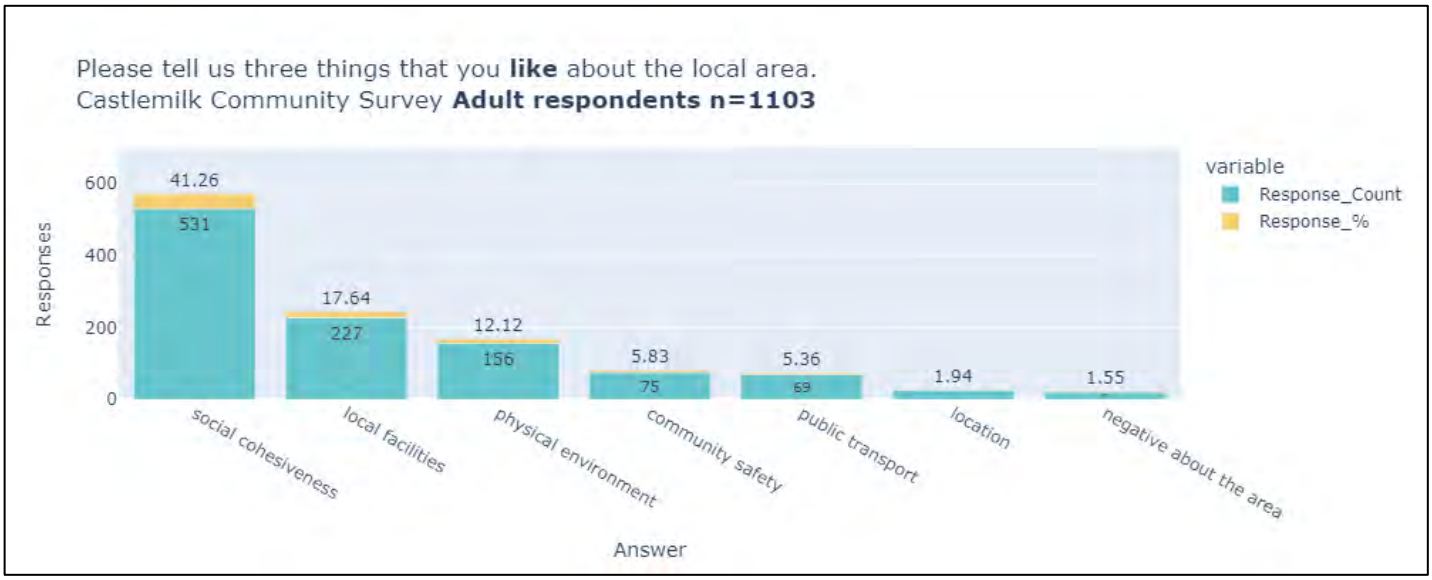


3.3 - Things that You Like about the Local Area

Question 6 in the survey asked respondents to identify up to 3 things that they liked about their local area. It was an open question where responses were entered into a text box, thereby allowing the potential for a wide variety of responses.

In total, 479 respondents (72.2% of those surveyed) identified at least one thing that they liked about the local area, totalling 1,103 likes. For analysis purposes, the responses have been grouped into seven thematic categories, as illustrated in charts below. Examples of the responses for each category are provided in Appendix 4 footnote 1.





As illustrated in the charts above, the feature about Castlemilk that was most frequently liked, both in the number of respondents and responses", was clearly the ***Social Cohesion*** in the area. A majority (50.4%; n334) of the Adults surveyed mentioned social cohesion in the area as a like (531 likes), highlighting neighbours, friends and family in the area. "Neighbours is a big thing" or that they felt a sense of belonging to the area, a strong sense of community spirit with many responding that friends and family in the area would help them if asked. This strong expression of social cohesion in Castlemilk reiterates the views expressed on the seven "statements" that Castlemilk residents positively view their community as a strength with further evidence being the number of responses (10.7% of respondents; 75 likes) that expressed **Community Safety** as a "like".

The second most frequent category was **Local Facilities**, with 28.8% (n191) of respondents providing at least one "like" that came under this category (227 likes). In relation to local facilities, 8% mentioned the local shops positively whilst local clubs were mentioned frequently as being important to them along with local assets such as the swimming pool, gym, community complex, Pantry and Jenniburn Centre.

More than a fifth of the adults identified the ***Physical Environment*** (21.4% of respondents; 156 likes) as a positive about their local area. The majority of those mentioning the physical environment highlighted the access to green space, parks

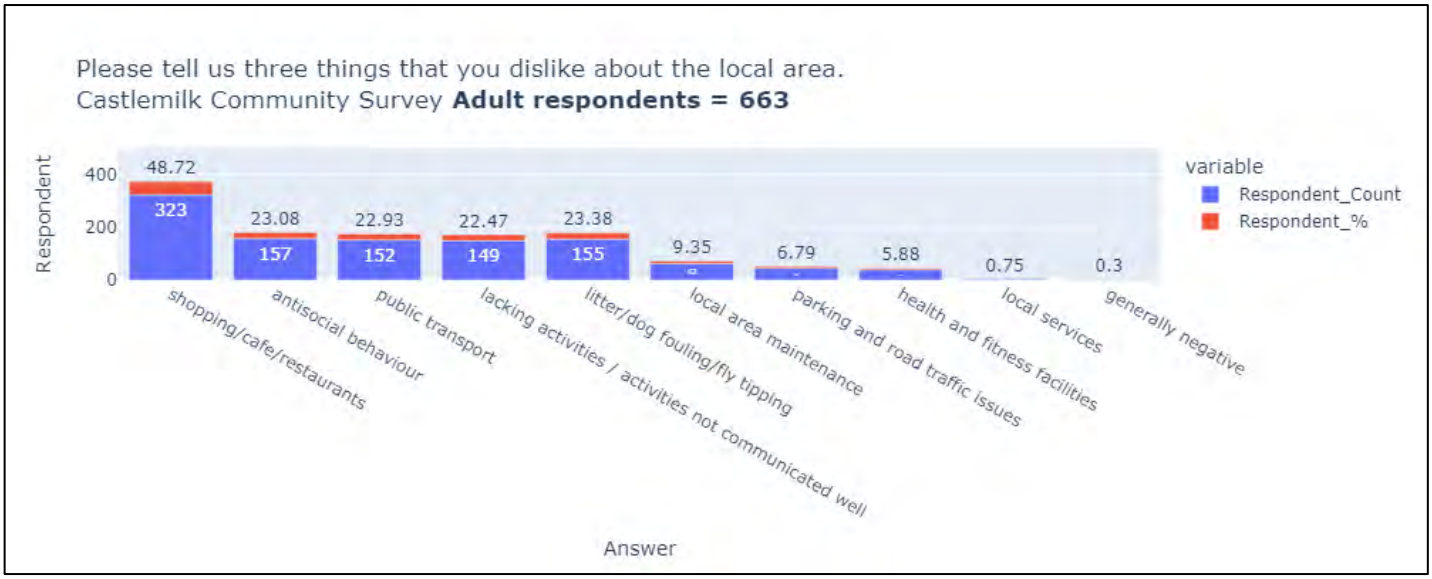
and woodlands but there was a significant number (6.5% of respondents; 43 likes) of responses that identified improvements to the fabric of the local area (e.g., housing improvements in recent years).

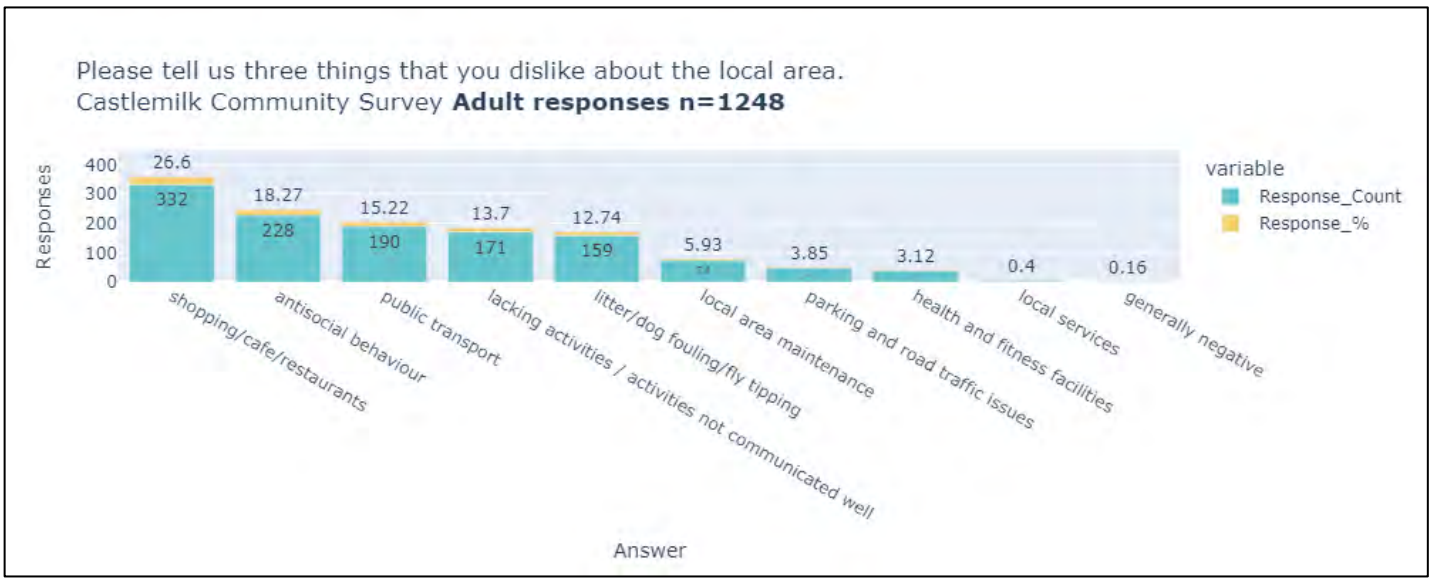
Finally, it should be noted that whilst ***Public Transport*** is a concern for many in Castlemilk (see Section 3.4 below) there were 43 respondents (6.5%; 69 likes) that mentioned public transport positively.

3.4 - Things that You Dislike about the Local Area

Question 7 in the survey asked respondents to list up to 3 things that they disliked about the local area. It was an open question where responses were entered into a text box, thereby allowing the potential for a wide variety of responses.

In total, 612 respondents (92.3% of those surveyed) identified at least one thing that they disliked about the local area, totalling 1,248 "dislikes". For analysis purposes, the responses have been grouped into ten thematic categories, as illustrated in charts below. Examples of the responses for each category are provided in Appendix 4 footnote 2. It could be argued that the Litter/Dog Fouling/Fly Tipping could/should be included within the anti-social Behaviour category but it was felt necessary to have it as a separate category due to the large number of responses that specifically mentioned it as a "dislike".





Concerns relating to ***Shopping/Café/Restaurants*** in the Castlemilk area was the feature that was most frequently disliked, both in the number of respondents who mentioned it and in the total number of responses. Almost half (48.7%; n323) of the adults surveyed provided at least one "dislike" response that could be grouped under this heading, totalling 332 "dislikes" responses. This number of respondents was more than double the number for the next highest category.

It is common in community surveys for the same topic to feature frequently both about the "likes" and "dislikes" and this has happened in this survey, especially in relation to shopping and public transport. The "like" and "dislike" responses

about shopping will be due primarily to an individual person's shopping needs but the level of "dislike" responses did far exceed the number of "like" responses. The lack of a supermarket in the local area was most frequently mentioned among the "dislike" comments, but many also commented on the lack of a 'decent café' or restaurant in the local area.

Whilst shopping/café/restaurant was clearly the most frequent "dislike", there were four "dislike" categories that had a very similar level of negative responses. The second highest "dislike" about Castlemilk among the adults surveyed was **Anti-social behaviour** with nearly a quarter of adults (23.7%; n157) identifying it as a "dislike", totalling 228 "dislike" response. This was closely followed by

- ***Litter/Dog Fouling/Fly Tipping*** (23.3%; 155 respondents – 159 "dislike" responses);
- ***Public Transport*** (22.9%; 152 respondents – 190 "dislike" response); and
- ***Lacking Activities/Activities not communicated well*** (22.5%; 149 respondents – 171 "dislike" responses).

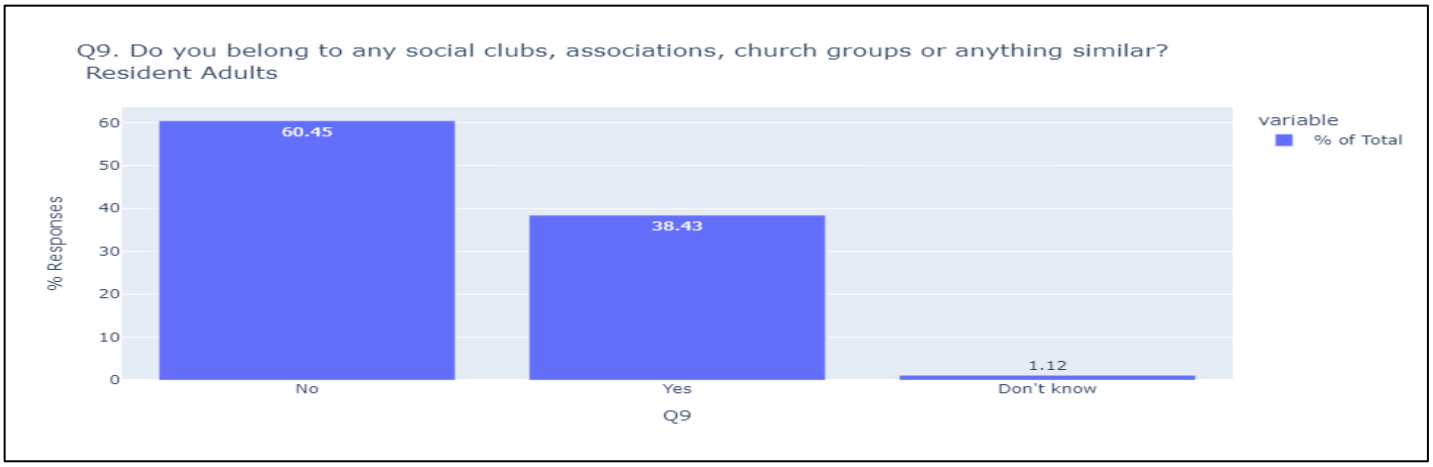
The level of respondents who identified anti-social behaviour as a dislike, especially when added to the concerns re "litter/dog fouling/fly tipping", highlights that there is a widely held view among Castlemilk residents that some residents' behaviour is impacting negatively on the local area. Youth crime in the area, loitering and drug use were examples of issues that made residents feel unsafe in the area. Street lighting was highlighted as an area for improvement.

As mentioned previously, ***Public Transport*** appears both as a "like" and dislike" within the adult survey data. This will be due to individuals differing transport needs i.e., whether their need for public transport is to access local amenities or the need for public transport is to travel further from Castlemilk. Public Transport was identified as a "dislike" by over three times more adults (152; 22.9%;) than the that mentioned it among their "likes" (43; 6.5%) about the local area. The public transport issues that were highlighted most frequently were:

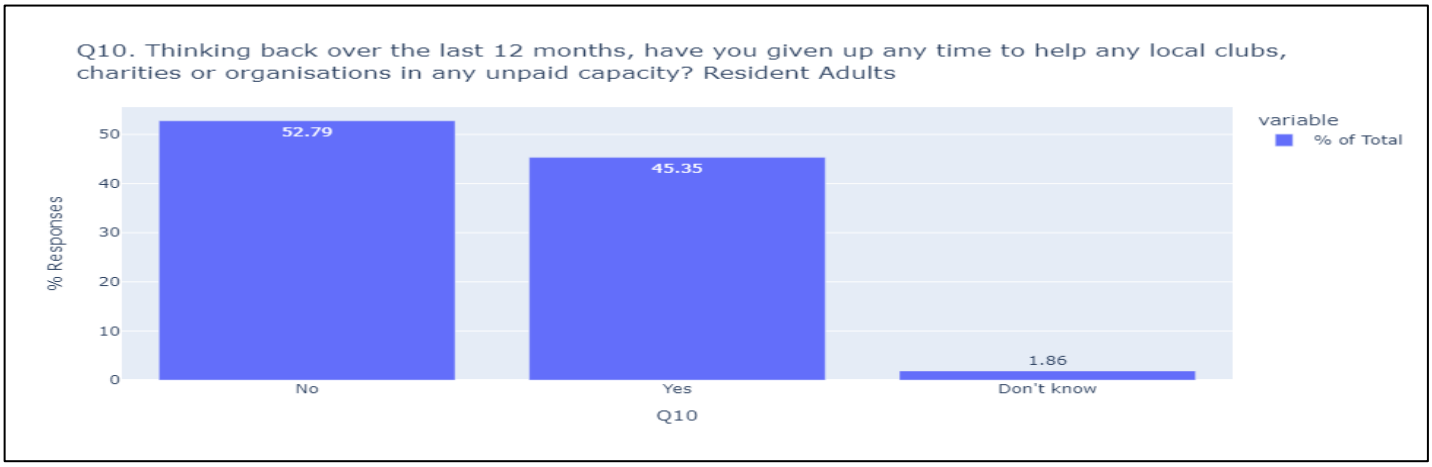
- the lack of a rail link in the area;
- an inconsistent bus service in some areas; and
- a lack of any transport, particularly in the bad weather.

3.5 - Social Activity/Volunteering

Questions 9 -10 in the survey asked about residents' participation in local social clubs etc and whether they had volunteering in any social clubs etc in the previous year. The charts below illustrates the responses to those questions.



38.4% of residents surveyed indicated that they were a member of a social club etc which, in comparative terms, is a high level of social activity. When a similar question was asked in a Glasgow wide survey, the level of social activity was 26% (2018 NHS Greater Glasgow & Clyde Health and Wellbeing Survey).



45.4% of residents surveyed indicated that had given up time (volunteered) to help a social club etc within the last year. This level of volunteering compares very favourably with the levels of volunteering identified in Glasgow wide and Scotland wide surveys which provides further evidence of a high level of community spirit within Castlemilk (Glasgow: 24.2% 2019 Scottish Household Survey; 20% 2018 NHS Greater Glasgow & Clyde Health and Wellbeing Survey – Scotland: 27% 2021 Scottish Household Survey).

4 - Castlemilk Survey Findings (Under 18s)

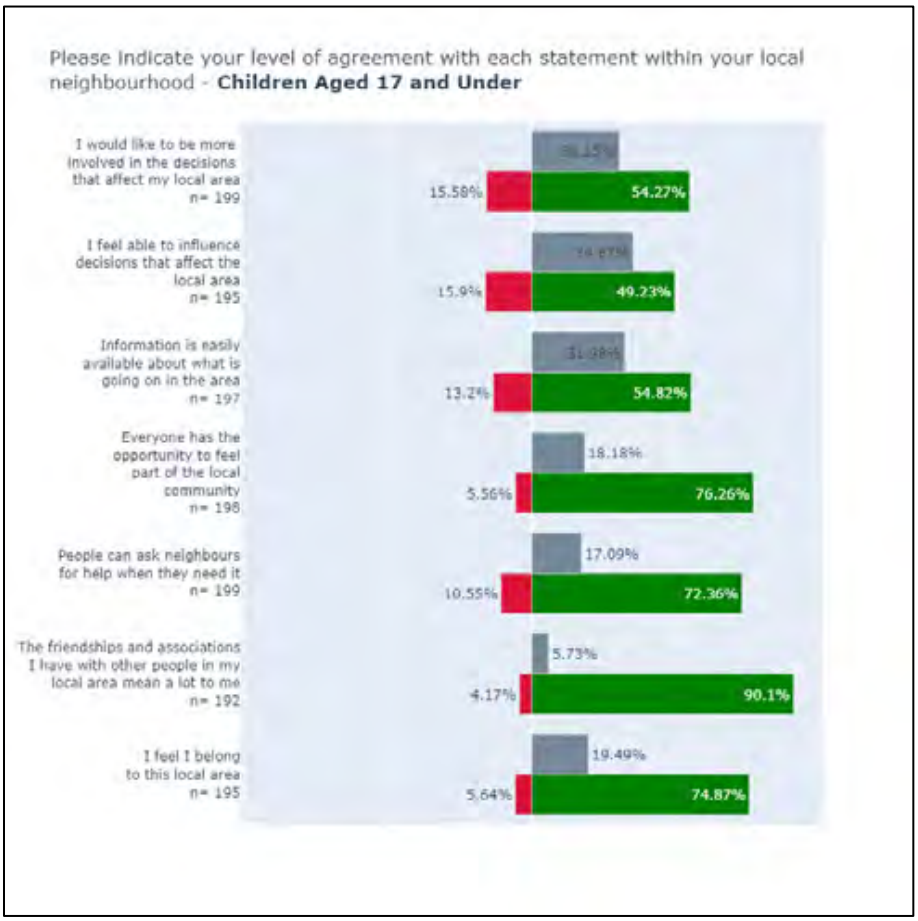
As previously mentioned, 205 surveys, with the same questions, were completed by children aged 17 or under. Within the 205 surveys, 171 were completed by children under 12, with the assistance of local primary schools, and 34 responses from those aged 12-17. The small number of surveys from 12-17 year olds is reduced further when you consider the non-completion/don't know answers (e.g., only 14 provided a Yes or No answer to the question on whether they had seen positive change in the last year years). As there would a limitation to the statistical importance that can be given to those 34 surveys if analysed separately, the survey findings have been presented as one collective group (i.e., under 18s).

4.1 - Neighbourhood Statements

Understandably, there was a larger percentage of neutral (neither agree/disagree) responses for six of seven statements compared to the adult response, with the exception being "the friendships and associations …mean a lot to me".

Generally, the under 18s had a more positive outlook than the adult respondents with more agreeing than disagreeing responses for **ALL** seven statements, ranging from 22 times more positive responses re "the friendships and associations…" to three times more positive responses for "able to influence decisions…".

There were two statements (more involved in the decisions…; and "ask neighbours for help…") for which there was a higher percentage of "disagree" responses by the under 18s than among the resident adults' responses.



4.2 - Have you seen a Positive Change in the Local Area in the last Three Years?

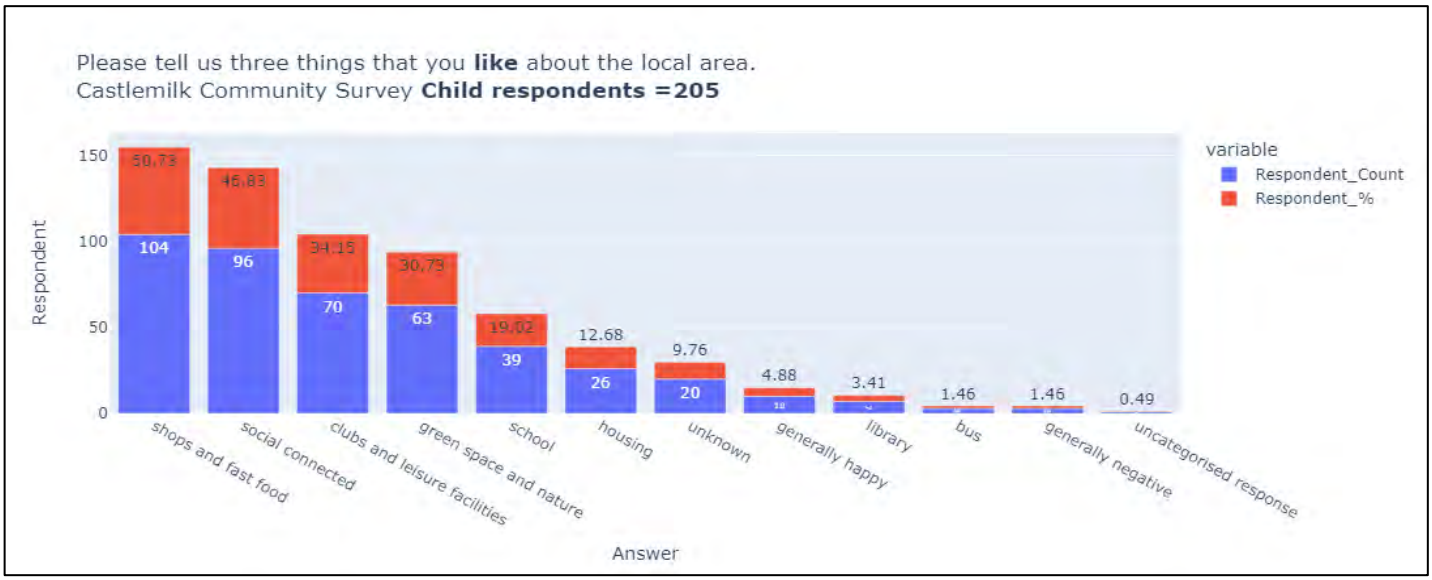
There was also a more positive response to whether you had seen positive change in the last three years when compared with the adult residents' responses. Excluding the "don't knows", the percentage of under 18s who answered Yes was 57% compared to 39% for the adults.

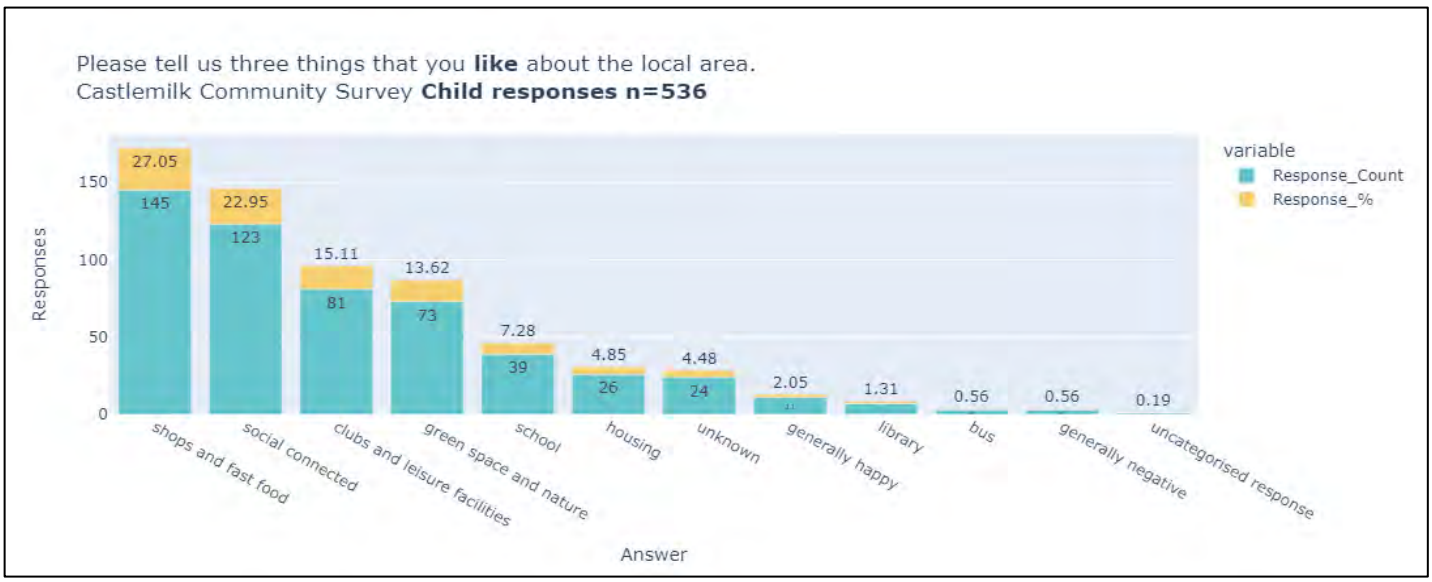
Under 18s n=**205**						
Table 2: Q8 = Have you seen a **positive change** in the local area in the last three years?						
Age Range	Yes		No		Don't know	
Under 18s	56	28%	42	21%	102	51%

4.3 - Things that You Like about the Local Area

As with the adult survey, the Under 18s were asked to identify up to 3 things that they liked about their local area. Similarly, it was an open question where responses were entered into a text box, thereby allowing for the potential of a wide variety of responses.

96.5% (n198) of the children survey identified at least one feature about their local area that they liked (total of 536 "likes"), which was a much higher percentage of surveys than for the adults surveyed (72.2%). There were also a wider range of "like" responses from the Under 18s. For analysis, the responses have been grouped into 11 thematic categories, as illustrated in the charts below. Examples of the responses for each category are provided in Appendix 5 footnote 3.





As illustrated in the charts above, the local feature that was most frequently liked, both in the number of respondents and responses", was the ***Local Shops and Fast Food***, with McDonalds being a frequently mentioned favourite. A majority

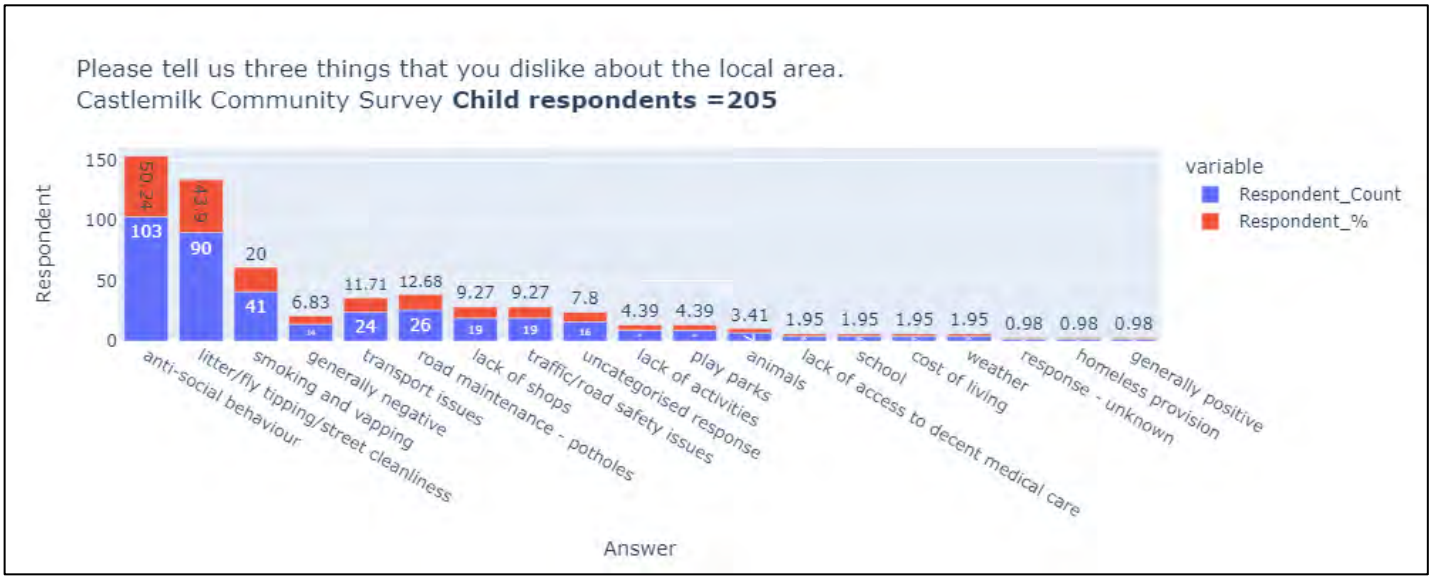
(50.7%; n104) of the Under 18s surveyed provided at least one “like” response that could be grouped under this heading, totalling 145 “likes” for “local shops and fast food”.

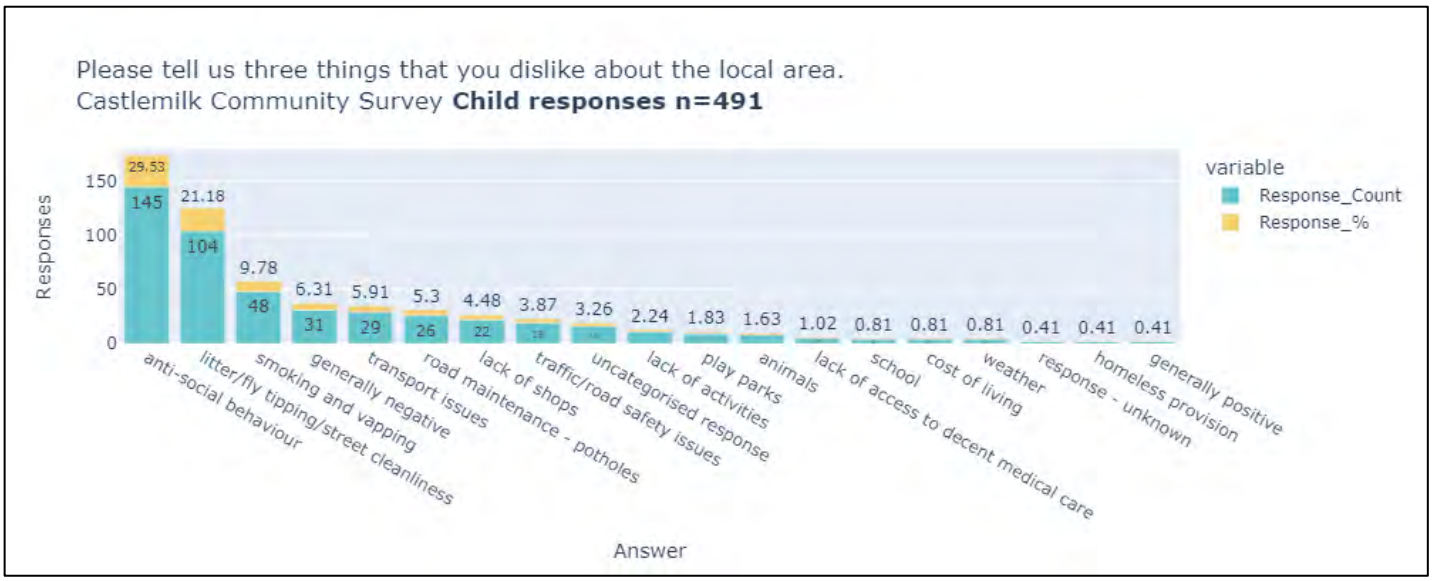
The second most frequent category was the ***Social Connectedness*** of the area, with lots of friends and family in the local area. 46.8% (n96) of under 18s provided at least one “like” that came under this category (123 likes). This high level of response ties in with the very high level of agreement with the “friends and associations” statement and the high proportion that identified neighbours as people who they ask for help when needed.

More than a third of the Under 18s identified ***Clubs and Leisure Facilities*** (34.2% of respondents; 81 likes) as a positive about their local area highlighting the number of local clubs and leisure facilities available to them, such as football parks and swimming pools. A similar level of Under 18s provided “like” responses that related to local ***Green Space and Nature*** (30.7% of respondents; 73 likes) with frequent positive mentions of having access locally to parks, woods and gardens.

4.4 - Things that You Dislike about the Local Area

187 (91.2% of surveys) Under 18s identified at least one thing that they disliked about the local area (total of 491 “dislikes”). It should be noted that the number of under 18s who submitted a “dislike” was less than the number who submitted a “like” (n198) which is another indication of the overall positive nature of the under 18s responses. There were a wide range of “dislike” responses from the Under 18s which, for analysis purposes, have been grouped into 19 thematic categories, as illustrated in the charts below. Examples of the responses for each category are provided in Appendix 5 footnote 4.





Even with the greater number of “dislike” categories than in the adult survey findings, there is more clarity in the under 18s survey as to their main “dislikes” about the local area. Two related categories (anti-social behaviour and litter/fly tipping/street cleanliness) are mentioned as a “dislike” **more than twice as frequently** as any other category.

Anti-social behaviour was the local feature that was most frequently disliked, both by the number of respondents and in the number of responses. A majority (50.2%; n103) of the Under 18s surveyed provided at least one "dislike" response that could be grouped under this heading, totalling 145 "dislikes" responses. The level of "dislike" for anti-social behaviour among the Under 18s in Castlemilk is significantly higher than the percentage (23.7%) of adult residents in Castlemilk who identified it as a "dislike". Given that anti-social behaviour is usually associated with young people, it is noticeable that more young people surveyed in Castlemilk viewed anti-social behaviour as a negative issue than did local adult residents.

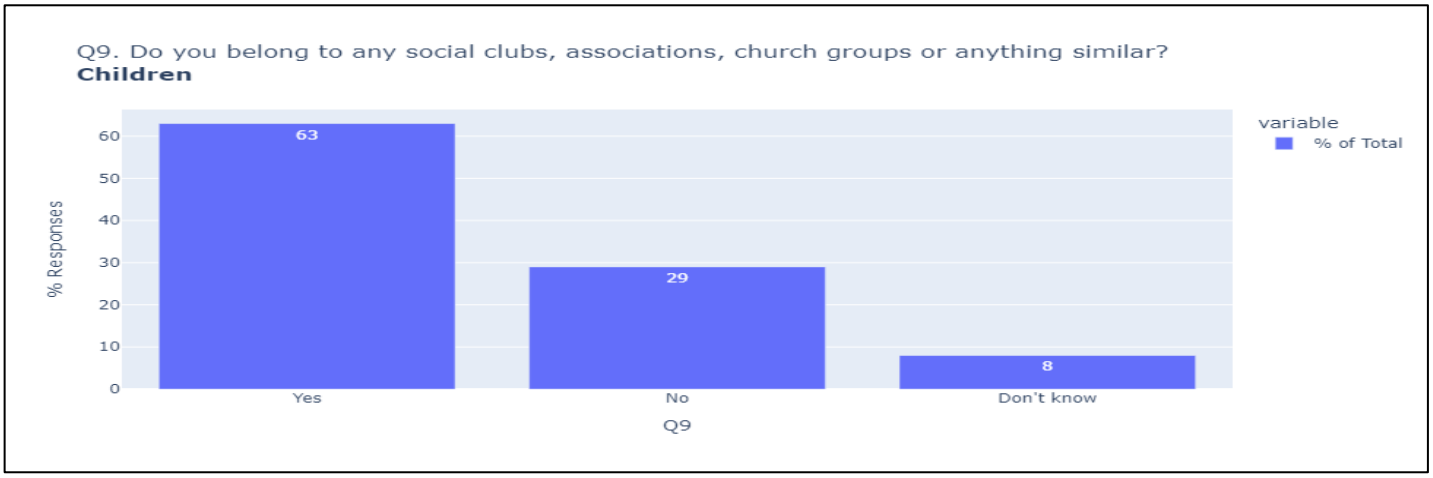
The second highest "dislike" about Castlemilk among the Under 18s surveyed was ***Litter/Fly Tipping/Street Cleanliness***, which could be classified as environmental anti-social behaviour. 43.9% (n90 respondents; 104 responses) of the Under 18s dislike the impact that Litter/Fly Tipping has on the local physical environment and would like the streets in their local area to be cleaner.

One in every five (20%: n41 respondents; 48 responses) Under 18s identified ***Smoking/Vaping*** as a "dislike" which was a topic that was not mentioned among the Adult responses and reflects the recent increase in vaping among teenagers/young people.

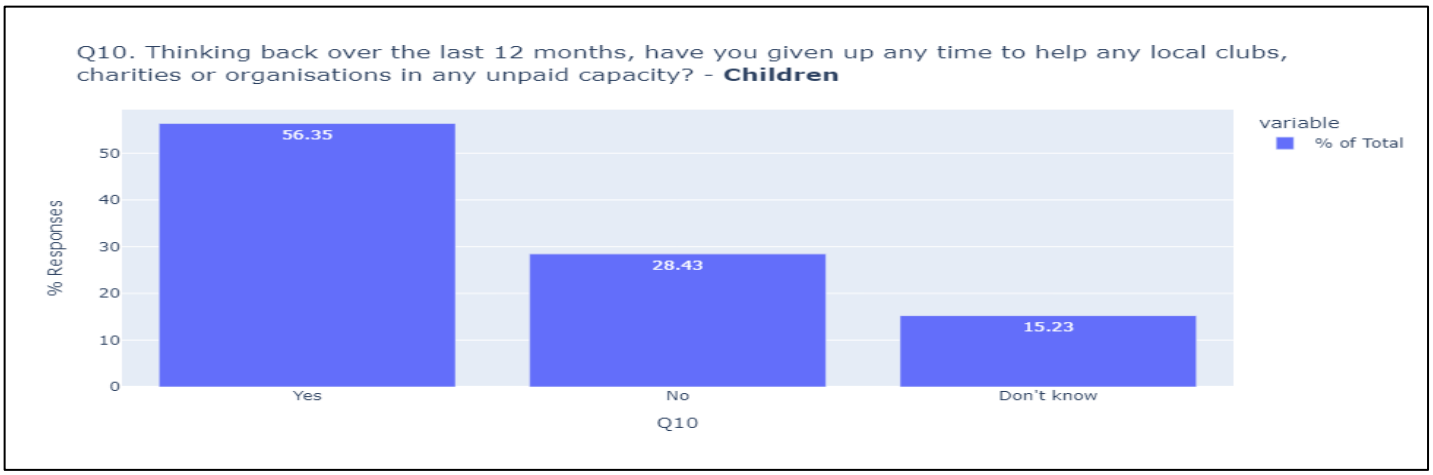
The responses also show that ***Transport related themes*** were the 4th, 5th and 7h most frequent "dislikes". Transport as an issue is mentioned far more often than the "lack of activities" and "play park". "Clubs and leisure facilities" is mentioned 4 times more frequently (81 responses) as a "like" than the combined number of times that "lack of activities" and "play park" (20 responses) is mentioned as a "dislike".

Section 4.5 - Social Activity/Volunteering

Questions 9 -10 in the Under 18s survey asked about their participation in local social clubs etc and whether they had volunteering in any social clubs etc in the previous year. The charts below illustrates the responses to those questions.



63% of Under 18s surveyed indicated that they were a member of any social club etc which, in comparative terms, is a much higher level than among the adult's resident in Castlemilk (38.4%). That is to be expected given the likelihood that there will be a higher level of participation in sports among the under 18s than among the adult population.



56.35% of under 18s surveyed indicated that had given up time (volunteered) to help a social club etc within the last year.

5 - Castlemilk Survey Findings (Non Resident Adults)

The “non-resident” respondents were those who answered “I work in Castlemilk” or "I don't live or work in Castlemilk" to question 1. When they were asked “Why are you visiting Castlemilk today?”, only 48 respondents from the possible 167 respondents provided an answer with the reasons given being as follows:

- 38 – I am here for Local Services;
- 9 – I am here to visit friends and family; and
- 6 – I am here for shopping

A clear majority (38) responded ‘I am here for local services’ with 35 indicating this as the only reason and a further 3 respondents combining this with other reasons to visit. No details were asked as to what local services they were visiting/using.

5.1 - Neighbourhood Statements

When non-resident respondents were asked to provide a view on the seven “statements”, there was, as expected, a much larger percentage of non-completions/don’t knows compared to resident responses. For the non-residents who did provide a response, they were generally more positive in their responses to the statements, except for the “I feel I belong to this local area” statement.

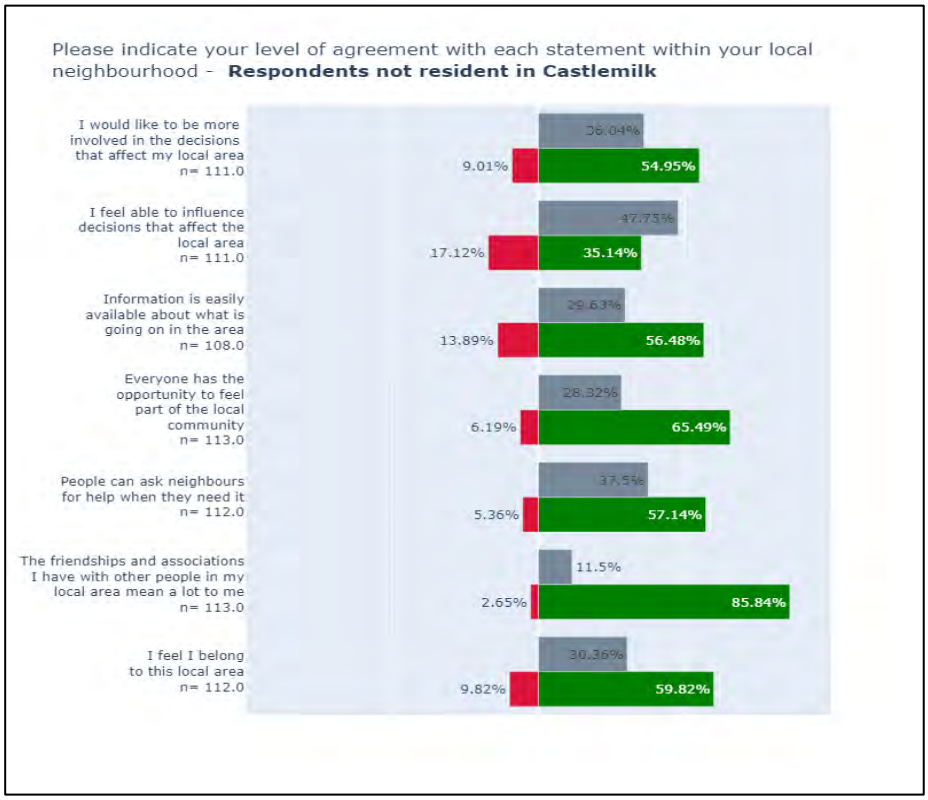
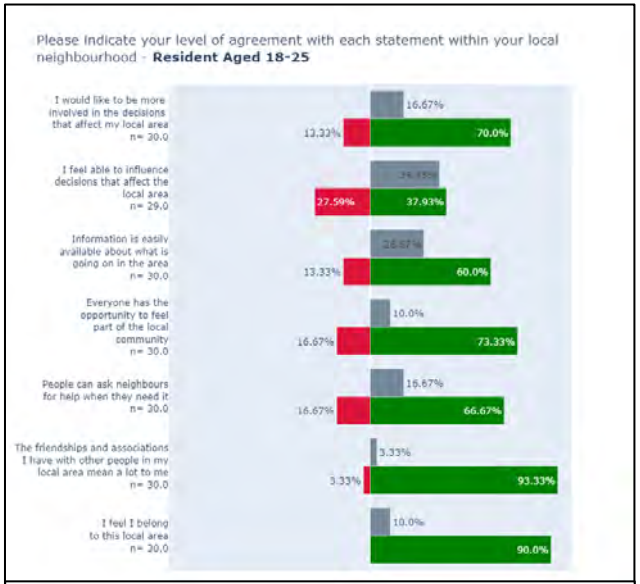


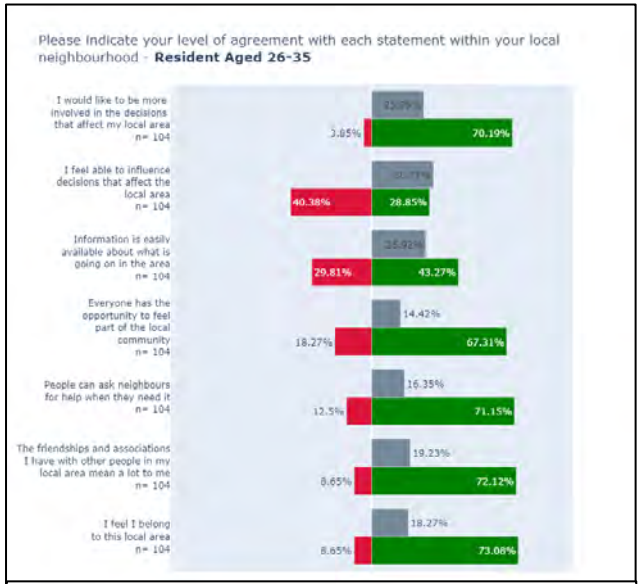
Table 3 shows that:

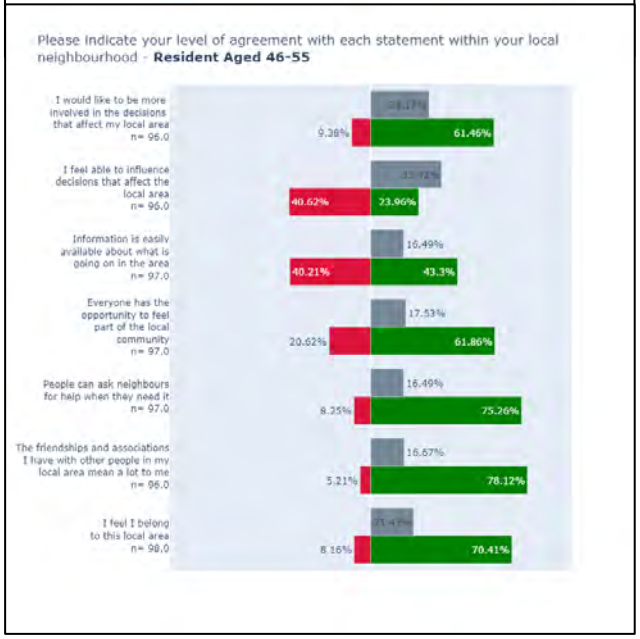
- Half of the non-residents either didn’t provide an answer to the question or answered “don’t know”.
- A small majority (55%), of those who provided a definitive answer, responded that they had seen positive change over the last 3 years but this would not be viewed as significant given the small difference and the level of non-completions/don’t knows.

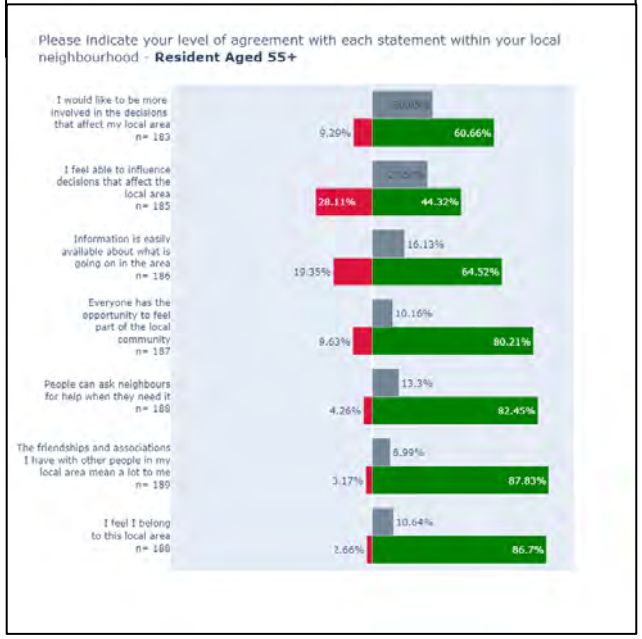
Non-Resident Adults n=**167**				
Table 3: Q8 = Have you seen a **positive change** in the local area in the last three years?				
Age Ranges	Yes	No	Did not answer	Don't know
Did not answer	0	0	37	1
18-25	1	5	0	2
26-35	7	3	0	13
36-45	14	8	0	12
46-55	9	9	0	6
55+	15	12	1	12
Total	**46**	**37**	**38**	**46**

Appendix 1 - Castlemilk Resident Adults: Neighbourhood Statements – Age Breakdown

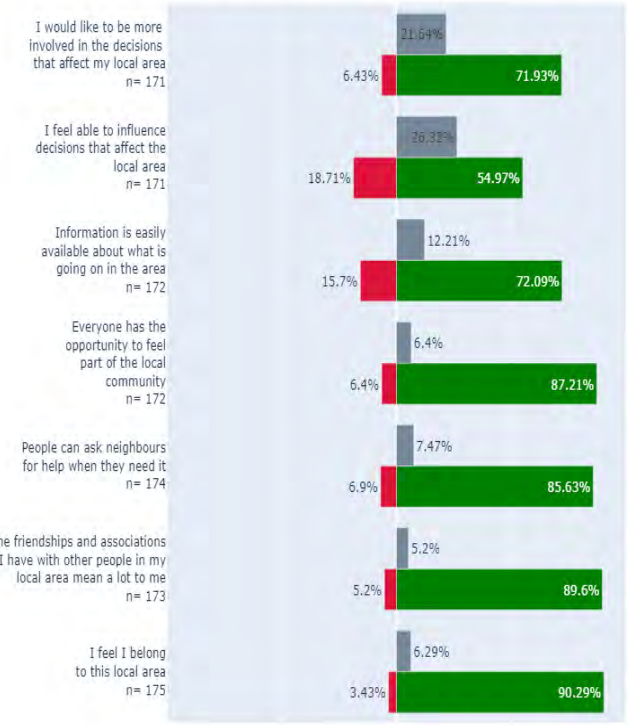


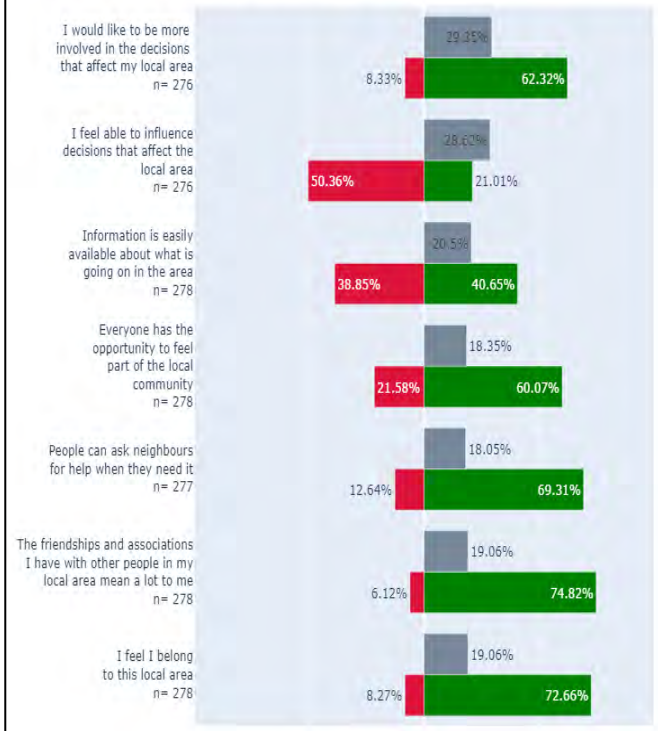


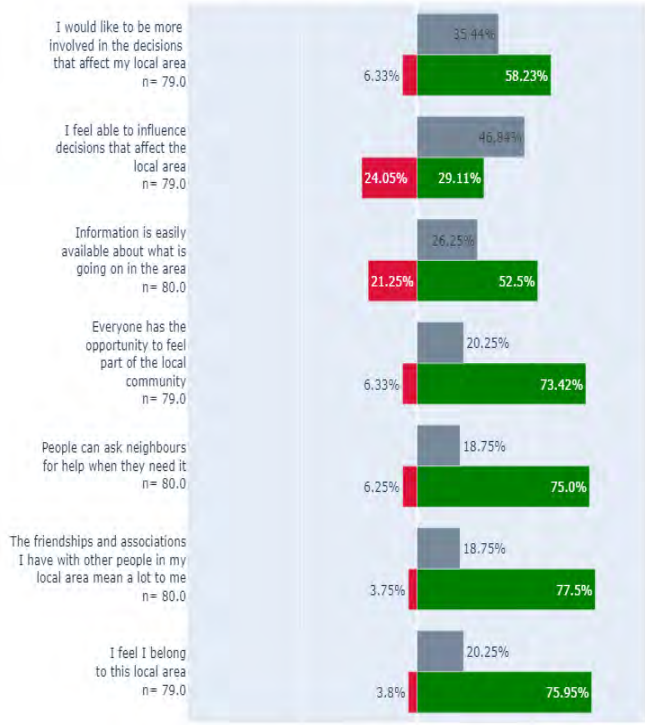




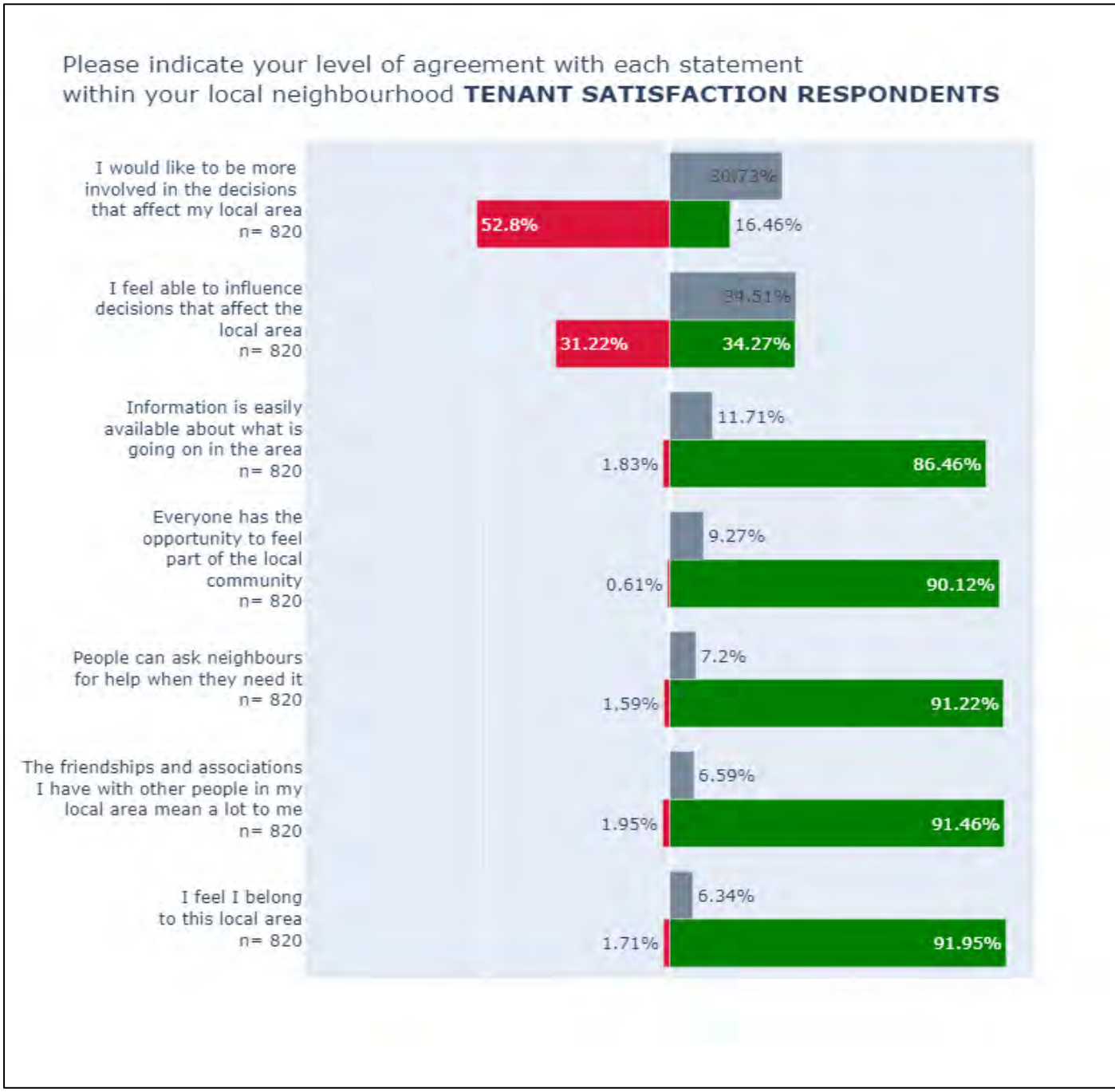
Appendix 2 - Castlemilk Resident Adults: Neighbourhood Statements – Cross Tabulation with answers to Question 8 Have You seen Positive Change in your Local Area in the last Three Years?







Appendix 3 – Combined Tenants Satisfaction Surveys: Neighbourhood Statements



Appendix 4 – Things that You "Like/Dislike" about the local area (Resident Adults categories)

Footnote 1	
Please tell us Three Things that You **Like** about the Local Area – Categories	
Categories	Example Comments
Social Cohesiveness	• I like my neighbours • a strong sense of community and everyone knows each other • There are a lot of good people living in this area • Friendly people • Lots of community activities
Local Facilities	• Good schools • Community events and things to do with my family • It's close to local amenities
Physical Environment	• The green space surrounding Castlemilk • The wildlife • The views across the City • Area is kept Clean, Tidy and looks nice
Community Safety	• Security • Safe • It's a good area, no problems • My kids can go out and play
Public Transport	• Handy for buses • Bus routes good • Good Transport Links
Location	• It's location its central to everything. • Easy access to city centre • Easy access to workplace
Negative about the area	• Nothing • absolutely nothing • Nothing else

Footnote 2	
Please tell us Three Things that You **Dislike** about the Local Area – Categories	
Categories	Example Comments
Litter / Dog Fouling / Fly Tipping	• Bins overflowing in back court • Dog dirt on pavement all the time • Fly tipping and dog mess • Bulk uplifts not getting done
Shopping/Café/Restaurants	• The shops aren't great. • lack of supermarket • Poor shopping centre • The lack of facilities - places to hang out like cafes • lack of Restaurants/cafe/bar
Antisocial behaviour	• Groups of unruly youths • Lots of anti-social behaviour, drinking and drugs etc • People hanging around shops • The youth damaging the woodland • Graffiti • the vandalism
Public Transport	• Transportation • Transport links • Bus service • Transport taking ages • No train station • Transport links by train (lack of)
Health and Fitness facilities	• Doctors are a joke • Terrible Health Centre • Swimming pool still not operating properly • Eastern bloc swimming pool • limited Gym facilities
Lack Activities / Activities not communicated well	• people don't know the services they have in the area • Could be more for kids around the area to do • There are not enough play areas for the kids • The lack of things to do for the teenagers living here. • Kids…aren't enough clubs for them
Parking and road traffic issues	• potholes • Speedbumps everywhere • Cars parking on pavements • Parking issues • lack of parking spaces

Appendix 5 – Things that You "Like/Dislike" about the local area (Under 18s categories)

Footnote 3	
Please tell us Three Things that You **Like** about the Local Area – Categories	
Categories	Example Comments
shops and fast food	• Chinese • Good food shops • MacDonalds • Shopping Centre • There is lots of shops
social connected	• Playing with my friends • my friend • the people • The nice people • Friendly people • Community feel
green space and nature	• parks • Landscape • The Scenery • Walking up the Braes
clubs and leisure facilities	• Barlia • Jeely Piece club • football pitches • BMX • The swimming pool • Kids activities centres
school	• The schools • School • my school
housing	• my house • Living in a house • The new houses
uncategorised response	• More prime • Christmas fayre • More football shop • LSV
generally happy	• Its calm • It's a amazing neighbourhood • Quite
library	• Library • libraries/books
generally negative	• There's nothing I like in Castlemilk • nothing
bus	• Bus • Buses that go all around Castlemilk

Footnote 4	
Please tell us Three Things that You **Dislike** about the Local Area – Categories	
Categories	Example Comments
anti-social behaviour	• neds • all the noise in my house • teenagers • arguing • people being mean • bad people • smashing windows
litter/fly tipping/street cleanliness	• a lot of litter everywhere • a lot of rubbish in certain places • air pollution • animal waste and litter • i don't like the rubbish • cleansing • food on the ground • glass
smoking and vaping	• people smoking • vapes
generally negative	• pretty much everything
transport issues	• poor public transport • the bus timetable always late to school • buses/transport
road maintenance - potholes	• potholes • road digging up men
traffic / road safety issues	• bad roads • driving • i don't like cars disobeying speed limits
uncategorised response	• bars • certain housing • deforestation • Distance from home to school
lack of activities	• not enough after school clubs • no clubs • no things for youth
play parks	• the way the neds treat the park • not enough parks • play parks
animals	• bees • spiders • dogs • foxes • wasps
lack of access to decent medical care	• we need more doctors • more medical centres
cost of living	• prices of food and drinks • prices of electric and gas
school	• School • school (sometimes)
weather	• snow affecting access

	• weather • rain
response "unknown"	• i don’t know
homeless provision	• not enough homeless shelters
generally positive	• the is nothing i don’t like. • i love my community • i like everything

Castlemilk Locality Plan – Stakeholder Session - Report

As part of the process to develop the Locality Plan a session was held on Thursday 07 March 24 in the Birgidale Centre. The purpose of the session was for the group to use the priories and issues identified from the community survey along with the discussions at the focus groups to highlight actions that could be taken forward by a steering group. It also providing an opportunity for people to comment on the inequalities relating to poverty and deprivation.

Over 30 people attended the session, including community representatives, from the following public organisations and community groups and organisations. A list of the organisations is provided in Appendix 1.

Community Survey

Over 2,000 local people of all ages responded to the community survey which helped identify the following community priorities and related issues:

1. Anti-social Behaviour
2. Litter, Dog Fouling and Fly Tipping
3. Public Transport
4. Shopping, Cafes and Restaurants
5. Smoking and Vaping

Focus Groups

119 local people, of all ages, backgrounds and abilities, took part in focus groups to answer the follow questions for each priority and issues identified in the community survey.

- What do you think about these issues, is anything missing?
- What do you think can be done about these issues?
- Who can help to deal with these issues?
- Who is responsible for making sure something happens about these issues?
- Is there anything else you would like to say about these issues?

Community Priorities and Issues -Actions

Priority : Anti-social Behaviour

What do you think can be done about these issues?	More things for young people to do.
Who can help to deal with these issues?	Glasgow City Council
Who is responsible for making sure something happens about these issues?	Everyone
Is there anything else you would like to say about these issues?	N/A
Importance: Very important but very hard to do.	

What do you think can be done about these issues?	Better policing and police presence in the area.
Who can help to deal with these issues?	Police Scotland
Who is responsible for making sure something happens about these issues?	Everyone in partnership
Is there anything else you would like to say about these issues?	Look at how Police time is allocated to support dealing with people with mental health issues.
Importance: Very important but hard to do.	

What do you think can be done about these issues?	Look at better ways of reporting including CCTV.
Who can help to deal with these issues?	Community Police
Who is responsible for making sure something happens about these issues?	Everyone
Is there anything else you would like to say about these issues?	N/A
Importance: Very important but hard to do.	

Priority : Litter/ Dog Fouling/ Fly Tipping

What do you think can be done about these issues?	Incentives for binning rubbish
Who can help to deal with these issues?	Glasgow City Council
Who is responsible for making sure something happens about these issues?	Parents
Is there anything else you would like to say about these issues?	Better enforcement
Importance: Very important but very hard to do.	

What do you think can be done about these issues?	More litter bins and collections
Who can help to deal with these issues?	Glasgow City Council
Who is responsible for making sure something happens about these issues?	Glasgow City Council
Is there anything else you would like to say about these issues?	Community shouldn't be replacement for uplifts
Importance: Very important but hard to do.	

What do you think can be done about these issues?	More enforcement measures needed
Who can help to deal with these issues?	Glasgow City Council
Who is responsible for making sure something happens about these issues?	Everyone
Is there anything else you would like to say about these issues?	Multi-agency meetings including Housing Associations
Importance:	Very important and easy to do.

Priority : Public Transport

What do you think can be done about these issues?	Better bus routes
Who can help to deal with these issues?	First Bus
Who is responsible for making sure something happens about these issues?	Community
Is there anything else you would like to say about these issues?	N/A
Importance:	Very important but very hard to do.

What do you think can be done about these issues?	Better bus timetables
Who can help to deal with these issues?	First Bus
Who is responsible for making sure something happens about these issues?	N/A
Is there anything else you would like to say about these issues?	Elderly need more regular bus service.
Importance:	Very important but very hard to do.

What do you think can be done about these issues?	More regular bus service
Who can help to deal with these issues?	First Bus
Who is responsible for making sure something happens about these issues?	Strathclyde Partnership for Transport
Is there anything else you would like to say about these issues?	Better timetables
Importance:	Very important but very hard to do.

Priority : Shopping, Cafes and Restaurants

What do you think can be done about these issues?	We need proper supermarket
Who can help to deal with these issues?	Shopping Centre Owners
Who is responsible for making sure something happens about these issues?	Everyone
Is there anything else you would like to say about these issues?	The shops are a disgrace
Importance	Very important but very hard to do.

What do you think can be done about these issues?	More variety of shops
Who can help to deal with these issues?	Shopping Centre Owners/ Glasgow City Council
Who is responsible for making sure something happens about these issues?	N/A
Is there anything else you would like to say about these issues?	Freedom of Information Request about is happening about the supermarket.
Importance:	Very important but very hard to do.

What do you think can be done about these issues?	Local people should have a say on what supermarket/shops/licenses are provided
Who can help to deal with these issues?	Glasgow City Council/ MPs
Who is responsible for making sure something happens about these issues?	Local Community
Is there anything else you would like to say about these issues?	N/A
Importance:	Very important but very hard to do.

Priority : Smoking and Vapes

What do you think can be done about these issues?	Ban vapes
Who can help to deal with these issues?	Government
Who is responsible for making sure something happens about these issues?	Us
Is there anything else you would like to say about these issues?	Lobbying
Importance	Very important but very hard to do.

What do you think can be done about these issues?	Ban cigarettes
Who can help to deal with these issues?	Government
Who is responsible for making sure something happens about these issues?	Us
Is there anything else you would like to say about these issues?	Why do children feel responsible for so many issues?
Importance:	Very important but very hard to do.

Inequalities in Castlemilk

The Community Survey highlighted that according to the 2020 Scottish Index of Multiple Deprivation (SIMD), Castlemilk is the MOST deprived neighbourhood in Glasgow. 13 (65%) of the 20 data zones2 in Castlemilk are ranked overall within the 5% most deprived data zones in Scotland.

The equivalent level for Glasgow is 18% of data zones. The 2020 SIMD ranking is built up from a total of 33 indicators covering seven domains. The percentage of data zones in Castlemilk that are ranked in the worst 5% for the individual domains are as follows:

Priorities relating to Deprivation	Castlemilk	Glasgow
Income	65%	20%
Employment	55%	17%
Health	50%	12%
Education, Skills and Training	35%	12%

Prior to the stakeholder session, public and community organisations where asked were asked to identify one or two indicators that the plan should focus on over the 10-year period of the plan? Comments from the stakeholder session have been added below.

Income Deprivation
Indicators: A. Number of adults receiving Income Support, income-based Employment Support Allowance, or Job Seekers Allowance **B. Number of adults receiving Guaranteed Pension Credit** C. Number of children in Income Support, Job Seekers Allowance or Employment Support Allowance households **D. Number of people claiming Universal Credit and their dependent children (excluding those in the working with no requirements' conditionality group)** E. Number of adults and children in Tax Credit families on low incomes. Indictors B and D have been chosen by the Castlemilk Law Centre, Castlemilk Credit Union, Castlemilk Citizens Advice. An additional indicator relating to the Scottish Child Payment has been suggested.
Comments: What do think about these indicators? • Should not just involve benefit low income • Benefits take helpful poverty line Should the plan focus more indicators that the one, if so how many? • In work poverty • Can we look at how many people using foodbanks – softer indicators Is there anything else you would like to tell us? • Need to help people maximise their income • Align with child poverty agenda • Still a high level of unclaimed benefits • People don’t know where to go • Stigma

Employment Deprivation

Indicators:

A. Working age recipients of Jobseeker's Allowance
B. Working age recipients of Incapacity Benefit, Employment and Support Allowance, or Severe Disablement Allowance
C. Working age recipients of Universal Credit not in employment

Indictor C has been chosen by the Department of Work and Pensions/ Jobcentre Plus and Glasgow Life – Universal Credit Assisted Digital Support Team.

Comments:

What do think about these indicators?

- Universal Credit access important

Should the plan focus more indicators that the one, if so how many?

- Conditions attached to Universal Credit in terms of looking for work
- Would like to see B included, is there a high number of recipients in the area

Is there anything else you would like to tell us?

- People need to know what support is available
- No baby spaces in nurseries for Under 3s

Health Deprivation

Indicators:

A. Standardised mortality ratio.
B. Hospital stays related to alcohol misuse.
C. Hospital stays related to drugs misuse.
D. Comparative illness factor.
E. Emergency stays in hospital.
F. Proportion of population being prescribed drugs for anxiety, depression or psychosis.
G. Proportion of live singleton births of low birth weight

The Glasgow Health and Social Care Partnership's Health Improvement Team were asked to choose one or two but unfortunately, they said that they couldn't at this time.

Comments:

What do think about these indicators?

- Focus on Young Peoples' Mental Health
- Do something about alcohol and drugs

Should the plan focus more indicators that the one, if so how many?

- Community -based support indicators
- Unpaid carers
- Access to local health services, e.g. Dentist
- Access to local health centres, e.g. Doctors
- Local access to sexual health services

Is there anything else you would like to tell us?

- Suicide is problem
- Health Promotion and Engagement

Education, Skills and Training Deprivation
Indicators: **A. School pupil attendance** B. Attainment of school leavers C. Working age people with no qualifications **D. 17-21 year olds enrolling into higher education** **E. People aged 16-19 not participating in education, employment or training.** The indicators A and E were chosen by Headteachers from the Castlemilk High/St Margaret Mary's Learning Community. Skills Development Scotland chose indicators D and E.
Comments: What do think about these indicators? • Good, useful initially • Correct indicators but need further support Should the plan focus more indicators that the one, if so how many ? • Three indicators good • Indicators A and E are important Is there anything else you would like to tell us? • School league tables may influence support to particular young people • Could data include groups i.e. young carers • Stigma • Support for vocational options • Lifeskills/ Family Support • Schools are more involved/ partnership working • No funded Childcare at Social Work Level 2 – Eligibility Criteria Child Disability • We provide support to people that contribute to all the indicators

Shared Priorities
To meet the requirements of the Community Empowerment Act (2015) Scotland, the above priorities will be brought together with the communities' priorities to create the shared priorities for the locality plan.

Next steps
This report will be shared with a steering group and will help inform the Locality Plan. Public and community organisations will be asked to the steering group and join working groups to help progress the work to achieve the outcome sin the plan.

Appendix 1 – List of Attendees

Ardenglen Housing Association

Birgidale Complex

Castlemilk Community Council

Castlemilk Credit Union

Castlemilk Law Centre

Castlemilk Youth Complex

Cassiltoun Housing Association

Citizens Advice

Department of Work and Pensions/ Jobcentre Plus

Fair Deal

Glasgow City Council

Glasgow Life

Indigo Childcare

Job & Business Glasgow

John Paul II Primary School

Miller Primary School

Netherholm Area Association

NHS Greater Glasgow and Clyde

Northview Housing Association

Police Scotland

Seniors Centre

Skills Development Scotland

Wheatley Homes