Appendix 3

CASTLEMILK LOCALITY PLAN 2024-34



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Section 1 – Introduction

Background

In January 2020, a Participation Request was submitted by Castlemilk Community Council and Castlemilk Community and Business Association to Glasgow City Council. The Community Council were able to, using the Community Empowerment Act (Scotland) 2015, use their legal right to be involved in developing a Locality Plan.

In February 2020, Castlemilk had been identified as a priority area for locality planning in the Review of Locality Planning in Glasgow and although initial progress was limited due to the outbreak of COVID19, in December 2020 is was agreed that locality planning should become a standard item on the agenda of the Glasgow Community Planning Partnership's Linn Area Partnership to help monitor progress and endorse the work to develop the plan.

A steering group was formed in July 2022 to help progress the work to develop a Community-led Locality Plan. The steering group is chaired by a Community Councillor and membership of the group was open to anyone living, working or volunteering in Castlemilk. The membership included people from the community, community groups and organisations, public organisations and businesses.

What is a Locality Plan?

Community Planning Partnerships have a duty to reduce inequalities. One of the ways of doing this is working in neighbourhoods through Locality Plans which set out what will be different for communities 10 years from now.

Community Planning Partnerships are required to prepare Locality Plans for two important reasons:

- Firstly, partnership working in a neighbourhood, using a place-based approach, allows partners to develop well targeted and effective approaches that reflect the shared priorities of the community and the community planning partnership.

- Secondly, it enables community groups and organisations to be involved and influence decision making at a neighbourhood level to plan and deliver better services.

Section 2 – Statement of Principles
Everyone involved is committed to tackling poverty, deprivation and inequality in Castlemilk and this can be achieved by:

- More local people, groups and organisations being involved and influencing decisions that affect their lives and the community;
- Agreeing effective place-based approaches to improve outcomes over the 10 years of the plan;
- Strong partnership working between organisations in Castlemilk where knowledge, experience and skills are combined;
- A commitment and ability to respond to local needs in a flexible way;
- Resources directed to intensive community development activity to build social capital, empower communities, make the most of community assets with a focus on co-production;
- Preventing problems at an early stage as well as dealing with the everyday issues; and
- Monitoring, reviewing and updating the plan on a regular basis to meet the needs and aspirations of the community.

Place based approaches are not about understanding an issue or policy context in a particular geographical area. They are about understanding the place and then planning services that are coordinated with a range of positive outcomes for that place. It is working in partnership and taking a long term approach guided by the four pillars of the Christie Commission report **– prevention, performance, participation, partnership.**

Prevention - reduce future demand by preventing problems arising or dealing with them early on. To promote a bias towards prevention, help people understand why this is the right thing to do, the choices it implies as well as the benefits it can bring.

Performance - to demonstrate a sharp focus on continuous improvement of the National Outcomes, applying reliable improvement methods to ensure that services are consistently well designed, based on the best evidence and are delivered by the right people to the right people at the right time.

People - we need to unlock the full creativity and potential of people at all levels of public service, empowering them to work together in innovative ways. We need to help create ways for people and communities to co-produce services around their skills and networks.

Partnership - we need to develop local partnership and collaboration, bringing public, third and private sector partners together with communities to deliver shared outcomes that really matter to people.

The adoption of the Place Principle by Scottish Government signals a commitment to supporting place-based working across Scotland to achieve better outcomes for people and communities. This requires partnerships not only across the public organisations, but with business and industry, the third sector and, crucially, with communities directly.

Section 3 – A Brief History of Castlemilk

Today's Castlemilk as we know it was a post-war housing scheme, but its history goes much further back than that.

Castlemilk's first name was Cassiltoun. It was taken over by the Stuart Family who also owned A Castle in Dumfriesshire by the river Milk they called Castlemilk. So when they took over Cassiltoun in Lanarkshire, they renamed it 'Castlemilk'. The Castlemilk Castle/House era takes us back to the family that owned the land, 'The Stirling Stuarts', with their Royal connection to Mary Queen of Scots. We have also had an archaeological dig at the ruins of the old Castle confirming a find of a 15th Century drain that was still in working order.

The Stirling Stuart connection with Castlemilk is from the 15th Century to the late 1930's, when there was a 'Compulsory Purchase Order' placed on Castlemilk by the Glasgow Corporation. There were even earlier signs of Iron and Bronze age settlers that have been found in the area, although it is difficult to date the first settlement.

For many years Castlemilk House itself would have been the outstanding archaeological relic of the area, as it dates back to the mid 16th Century. It was built as a tower house for the Stuart family. Over the 17th to 19th Centuries the house was extensively rebuilt and the final phase of rebuilding took place in 1841.

The Last Laird of Castlemilk died in 1938 and the house was handed over to the Glasgow Corporation who then completed the 'Compulsory Purchase Order for Castlemilk in 1937 to provide more houses to deal with the overpopulation of the inner-city slums.

Castlemilk House itself then became a children's home used in the 1940's and housed evacuees form Guernsey during World War 2. Then later becoming a Receiving Centre for children, for the next 20 odd years… In 1969 the house was demolished leaving only a ruin.

The 200-year-old stables and bridge remained. The stables became a plant nursery for Glasgow Corporation until the early 1990's when they moved to Bellahouston, leaving the stables derelict. The History Group and the Community of Castlemilk campaigned and fought for 10 years to save the stables for community use.

Back to the looming World War 2, the land that Glasgow Corporation purchased in 1937, and the planned housing scheme was put on hold for the war. It took a few years after the war to begin planning again. Originally 6250 houses were visualised but by 1953work began on 8300 houses, at an estimated cost of around £16 Million.

The first tenants moved into Castlemilk in the Machrie area in 1955. In 1959 it was decided to build five twenty story blocks on the highest part of the scheme, Mitchellhill. At its peak Castlemilk packed in something like 45,000 people, turning it into the biggest housing scheme in Europe and at least now 10,500 houses have been built on 740 acres of land.

Susan Casey - Castlemilk History Group

Section 4 - Life in Castlemilk

Castlemilk neighbourhood is the 10th largest, in populations terms, of the 56 neighbourhoods in Glasgow city. The 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)
16-64:	65% (72% Glasgow)
65-65+:	15% (13% Glasgow)

Castlemilk's age profile differs most noticeably in the lower percentage of working age people. 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 (78) but is lower for males (73) and is three and five years below the Scottish average life expectancy levels for females (81) and males (76), respectively.

Castlemilk's housing tenure 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.

Social Rented Sector: 71% (36% Glasgow)

Privately Owner (either mortgaged or owned outright): 23% (44% Glasgow)

Private Rented Sector: 4% (20% Glasgow).

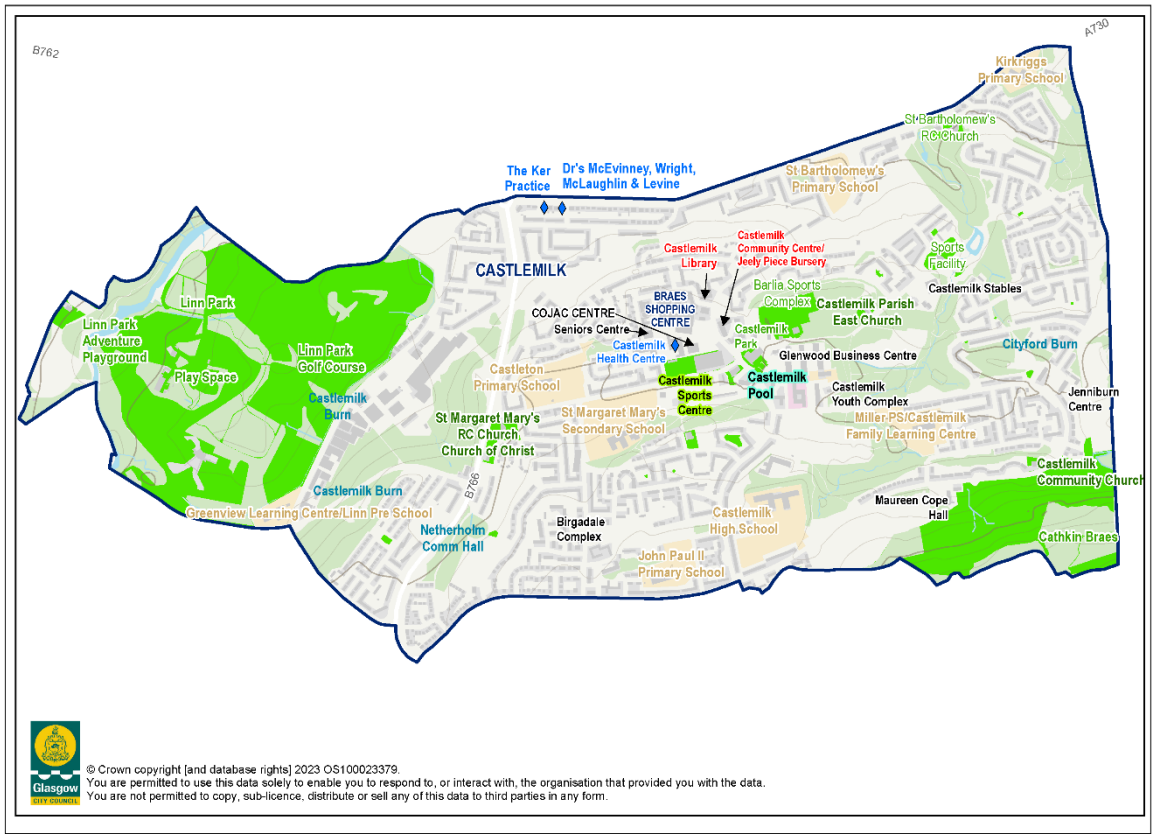
From the community survey the percentage of adults agreed with the following:

70% - Everyone has the opportunity to feel part of the local community;
76% - People can ask neighbours for help when they need it;
78% - They feel that they belong to Castlemilk; and
80% - The friendships they have with other people in Castlemilk mean a lot to them.

From the community survey the percentage of children and young people agreed with the following:

72% - People can ask neighbours for help when they need it;
75% - They feel that they belong to Castlemilk;
76% - Everyone has the opportunity to feel part of the local community; and
90% - The friendships they have with other people in Castlemilk mean a lot to them.

Section 5 - Community Assets



There are many strengths and resources (sometimes called assets) in Castlemilk, all of these things can be used to help the community achieve its aspirations. These can be grouped together, as follows:

- Residents: the skills, experience and knowledge of local people, and the willingness of the community to get involved in volunteering E.g. Castlemilk Park Volunteers or Castlemilk Pantry.

- Social Assets: Including local associations and groups which are primarily run by volunteers, including faith-based groups, community and parent councils, and sports groups. E.g. Netherholm Community Association or Castlemilk Community Council.

- Organisational Assets: Including schools, housing associations and charities as well as many local non-profit groups and services. E.g. Fair Deal and Castlemilk Health Centre.

- Environmental assets: Including land and space which can add to the area. E.g. Castlemilk Park and Cathkin Braes.

- Physical assets: Including buildings and facilities that can contribute to the area. E.g. Birgidale Complex and Barlia Football

- Economic assets: This could be businesses and enterprise in the area, but also how we spend our income. E.g. The Braes Shopping Centre or Glenwood Business Park.

Section 6 - Local Needs and Circumstances - Poverty, Deprivation and Inequalities)
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 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:

Deprivation	Castlemilk	Glasgow
1. Income	65%	20%
2. Employment	55%	17%
3. Health	50%	21%
4. Education, Skills and Training	35%	12%

Section 7 - Developing the Plan

Community engagement started around May 2020 work started to let as many people as possible know about how they could get involved in the development of the plan. Initial progress was limited due to the outbreak of COVID19 but community groups, third sector organisations, schools, faith organisations, businesses and people that live, work, and volunteer in Castlemilk were encouraged to raise awareness of opportunities for people of all ages, abilities and backgrounds to get involved by completing the survey, taking part in a focus group or joining the steering group.

A steering group was formed on 21 July 2022 to help progress the work to develop a Community-Led Locality Plan. The steering group is a sub-group of Castlemilk Community Council and is chaired by a Community Councillor.

Membership of the group is open to anyone living, working or volunteering in Castlemilk. The membership includes people from the community, public and business organisations and groups. The steering group was supported by a Locality Planning Officer, Partnership and Development Officer and Community Development and Engagement Officer.

Initial community surveying took place during the summer 2022 and included doorstep surveys of privately owned houses, face to face with some community groups and organisations. A link to the online survey was circulated via community groups, organisations and local networks including Castlemilk Together and Castlemilk Networking Forum.

Surveying continued and the steering group agreed that, as Castlemilk has a population of around 14,000, 10% of that figure, 1,400, would be a meaningful number of surveys. It was agreed that the surveying continued until the end of January 2023 to help achieve that figure.

Ardenglen Housing Association and Cassiltoun Housing Association have been able to include some of the survey questions in their Tenant Satisfaction Surveys. Craigdale Housing Association, Wheatley Homes Glasgow and Northview Housing Association have offered to raise awareness of the survey and the development of the plan to their tenants and wider community.

Copies of the survey were available at community venues across Castlemilk. Glasgow Life and Castlemilk Pantry are helping people complete the survey at their venues. In the end, over 2,000 local people of all ages responded to the survey, more than 10% of the population of Castlemilk. The community survey helped identify community priorities and related issues

Section 8 - Priorities and Related Issues

Anti-social Behaviour:

- More things for young people to do
- Better policing and police presence in the area.
- Look at better ways of reporting including CCTV.

Place Standard Rating from Focus Groups - 3 = Fair

Litter, Dog Fouling and Fly Tipping:

- Incentives for binning rubbish
- More litter bins and collections
- More enforcement measures needed

Place Standard Rating from Focus Groups - 2 = Poor

Public Transport:

- Better bus routes
- Better bus timetables
- More regular bus service

Place Standard Rating from Focus Groups - 3 = Fair

Shopping, Cafes and Restaurants

- We need proper supermarket
- More variety of shops
- Local people should have a say on what supermarket/shops/licenses are provided

Place Standard Rating from Focus Groups - 2 = Poor

Smoking and Vaping

- Ban vapes
- Ban cigarettes

Place Standard Rating from Focus Groups - 2 = Poor

To meet the requirements of the Community Empowerment Act (2015) Scotland, the above community priorities are brought together with the priorities below relating to poverty, deprivation and inequalities and the Scottish Index of Multiple Deprivation to create the shared priorities for the locality plan.

The following priorities and indicators below were identified by public and community organisations and will be improved over the 10-year period of the plan.

Income Deprivation:

- Number of adults receiving Guaranteed Pension Credit; and
- Number of people claiming Universal Credit and their dependent children (excluding those in the working with no requirements' conditionality group)

Employment Deprivation:

- Working age recipients of Universal Credit not in employment

Health Deprivation:

- Hospital stays related to alcohol misuse.
- Hospital stays related to drugs misuse.
- Proportion of population being prescribed drugs for anxiety, depression or psychosis.

Education, Skills and Training Deprivation:

- School pupil attendance.
- 17–21 year-olds enrolling into higher education.
- People aged 16-19 not participating in education, employment or training.

It has been agreed to organise the priorities and issues above into three themes: People, Place and Economy.

Section 8 - Measuring Progress

There is an opportunity to utilise the Place Standard Tool and the Place and Wellbeing Outcomes to help measure progress of the outcomes relating to the community priorities.

Online and in-person consultations should be shaped by the National Standards for Community Engagement, to ensure the approach is inclusive. Utilising the Place Standard Tool and the Place and Wellbeing Outcomes would also provide opportunities for Community to contribute to other action plans and spatial planning initiatives such and local place plans, local living and 20-minute neighbourhoods.

The Scottish Index of Multiple Deprivation (SIMD) and other indicators can be used to help measure the progress towards improving outcomes relating to poverty and deprivation inequalities.

As the work to achieve the outcomes in the plan progresses there may be opportunities to include other indicators.

Section 9 - Outcomes, Indicators and Targets

Outcomes are the changes that people will experience as a result of doing something. The purpose of this plan is to create the best possible outcomes for the people of Castlemilk over the 10 years of the plan and fundamentally change people's lives for the better.

This plan sets out some of the priorities and related issues relating to what is important to people living in Castlemilk, and public services, local organisations and groups. Actions need to be developed by everyone working in partnership to achieve the best possible outcomes. It is important to set challenging outcomes that will make a significant difference and bring about real change.

Section 10 – Updating and Reviewing the Plan

It is proposed that the plan is reviewed and updated after one and three years. In order to help achieve the outcomes set out in the plan and any other issues that might emerge, there needs to be flexibility so the plan can be adapted to meet any changing needs of the people of Castlemilk.

Also, there has been a recent review of the Community Planning Partnership's Local Outcome Improvement Plan for the City and there may be the need to embed approaches to addressing family poverty or other issues into the plan in the future.

Section 11 – Themes, Priorities and Outcomes

Castlemilk is a place where more people feel safe and can lead healthier and active lives.

Theme/ Priorities	Short-term Outcomes (by 2025)	Medium-term Outcomes (by 2027)	Long-term Outcomes (by 2034)
People: Anti-Social Behaviour Vaping and Smoking Health Deprivation	Local organisations and groups are aware of opportunities to be involved in local decision making to help achieve the outcomes in the plan. Online and in person communication and engagement methods are developed to help raise awareness of the plan with the wider community. Local organisations, groups and services work in partnership to develop an action plan with medium and long-term indicators and targets.	Local organisations and groups are involved in local decision making to help achieve the outcomes in the plan. Online and in person communication and engagement methods are used to help raise awareness of progress with the wider community. Local organisations, groups and services work in partnership to evaluate the action plan. People in Castlemilk experience 5% less deprivation according to the Scottish Index of Multiple Deprivation	Local organisations and groups are involved in reviewing their involvement in local decision making to help achieve the outcomes in the plan. Online and in person communication and engagement methods are used to help raise awareness of progress with the wider community. Local organisations, groups and services work in partnership to evaluate the success of the action plan. People in Castlemilk experience 10% less deprivation according to the Scottish Index of Multiple Deprivation

Castlemilk is a place where more people feel that it is clean, can access good quality shopping and benefit from reliable public transport.

Theme/ Priorities	Short-term Outcomes (by 2025)	Medium-term Outcomes (by 2027)	Long-term Outcomes (by 2034)
Place: Litter, Dog Fouling and Fly Tipping Public Transport Shopping, Cafes, Restaurants	Local organisations and groups are aware of opportunities to be involved in local decision making to help achieve the outcomes in the plan. Online and in person communication and engagement methods are developed to help raise awareness of the plan with the wider community. Local organisations, groups and services work in partnership to develop an action plan with medium and long-term indicators and targets.	Local organisations and groups are involved in local decision making to help achieve the outcomes in the plan. Online and in person communication and engagement methods are used to help raise awareness of progress with the wider community. Local organisations, groups and services work in partnership to evaluate the action plan.	Local organisations and groups are involved in reviewing their involvement in local decision making to help achieve the outcomes in the plan. Online and in person communication and engagement methods are used to help raise awareness of progress with the wider community. Local organisations, groups and services work in partnership to evaluate the success of the action plan.

Castlemilk is a place where more people feel that they can access opportunities to maximise their income, increase their employability and have a good education.

Theme/ Priorities	Short-term Outcomes (by 2025)	Medium-term Outcomes (by 2027)	Long-term Outcomes (by 2034)
Economy: Income Deprivation Employment Deprivation Education, Skills and Training Deprivation	Local organisations and groups are aware of opportunities to be involved in local decision making. Online and in person communication and engagement methods are developed to help raise awareness of the plan with the wider community. Local community organisations and services work in partnership to develop an action plan with medium and long-term indicators and targets.	Local community organisations and groups are involved in local decision making. Online and in person communication and engagement methods are used to help raise awareness of progress with the wider community. Local organisations and services work in partnership to evaluate the action plan. People in Castlemilk experience 5% less deprivation according to the Scottish Index of Multiple Deprivation	Local community organisations and groups are involved in reviewing their involvement in local decision making. Online and in person communication and engagement methods are used to help raise awareness of progress with the wider community. Local organisations and services work in partnership to evaluate the success of the action plan. People in Castlemilk experience 10% less deprivation according to the Scottish Index of Multiple Deprivation

Appendix 1

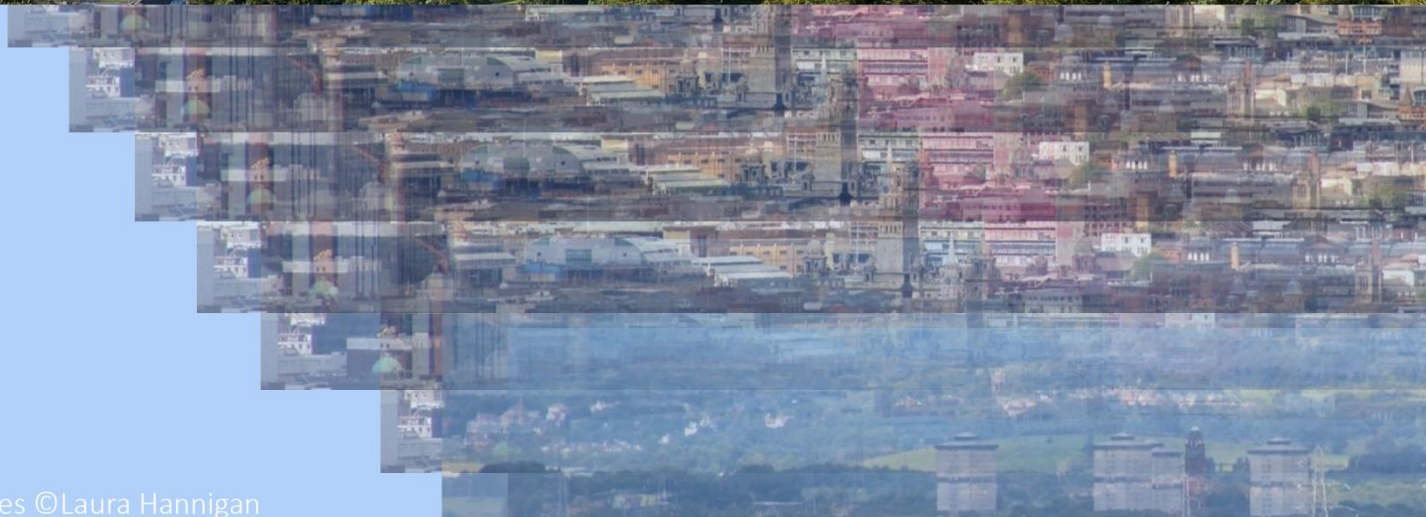


Castlemilk Community Survey

2022-23

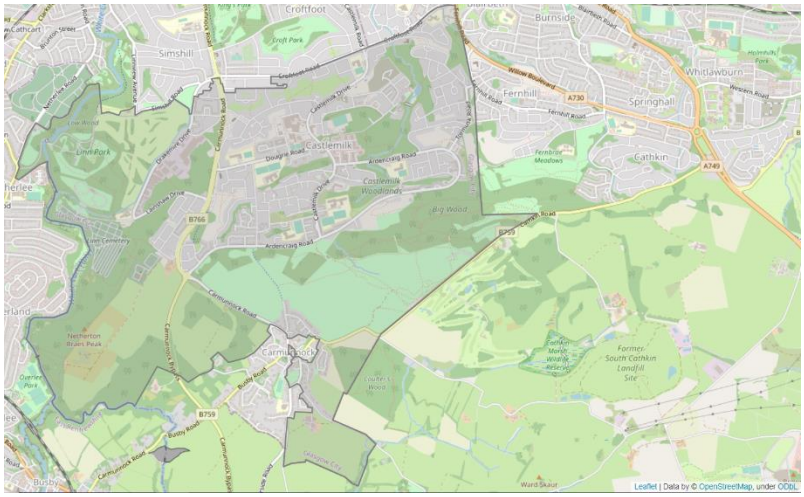
Stephen McGill and Richard Hill





Cover images ©Laura Hannigan

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:

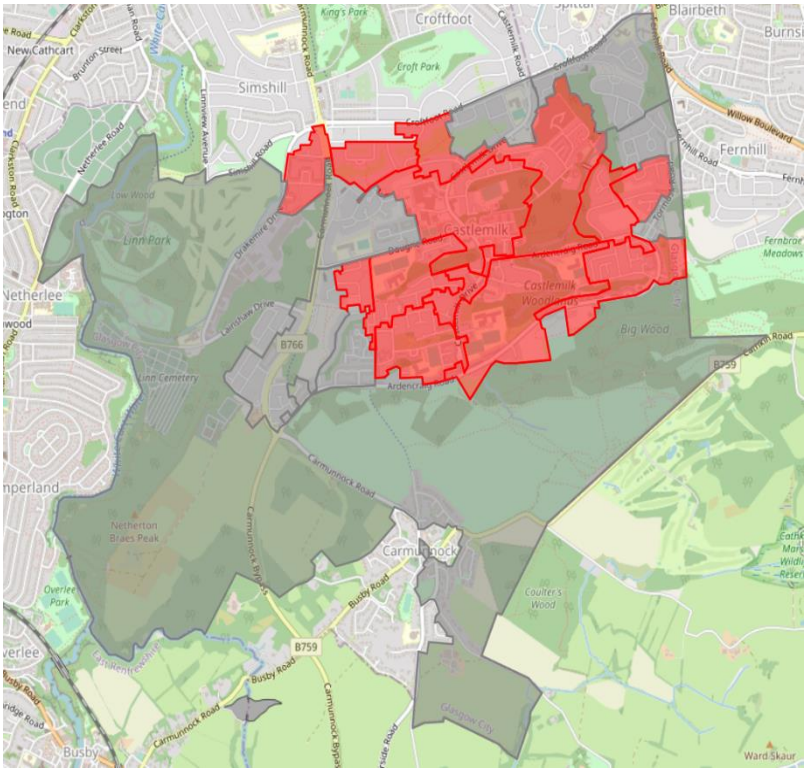
- Social Rented Sector: 71% (36% Glasgow)
- Privately Owner (either mortgaged or owned outright): 23% (44%)
- Private Rented Sector: 4% (20%).

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)

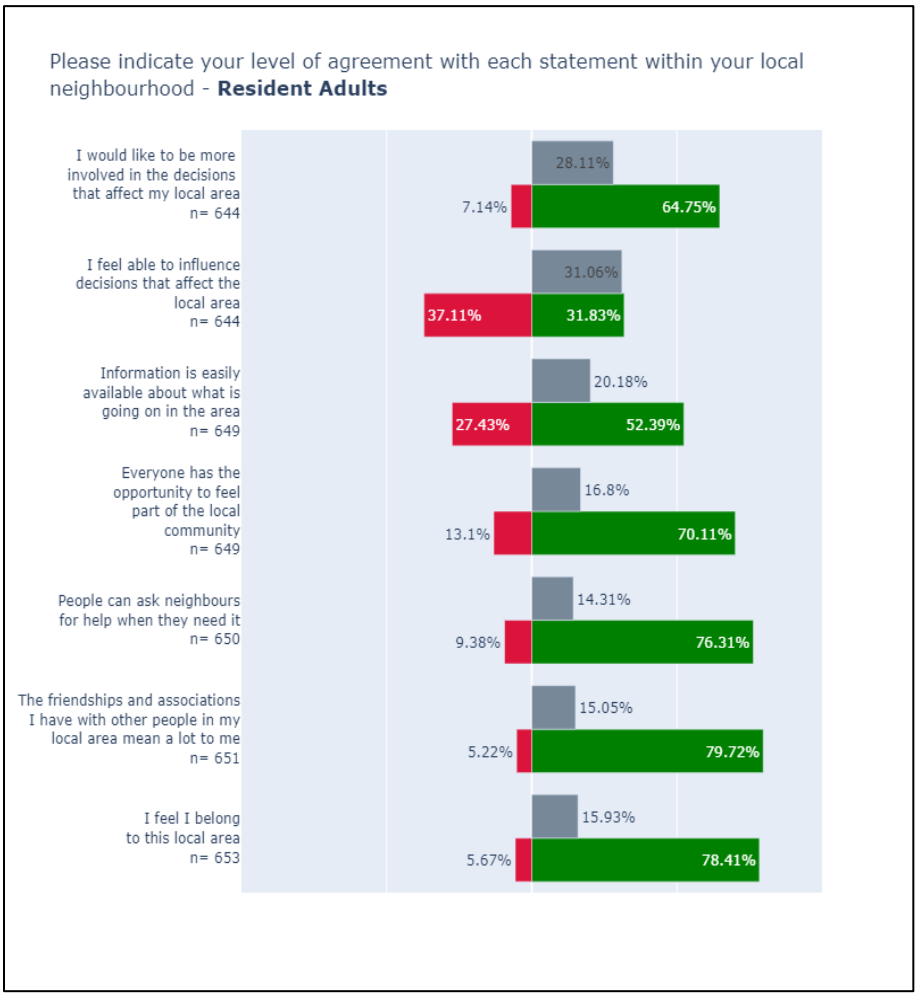
3.1 - Neighbourhood Statements

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:

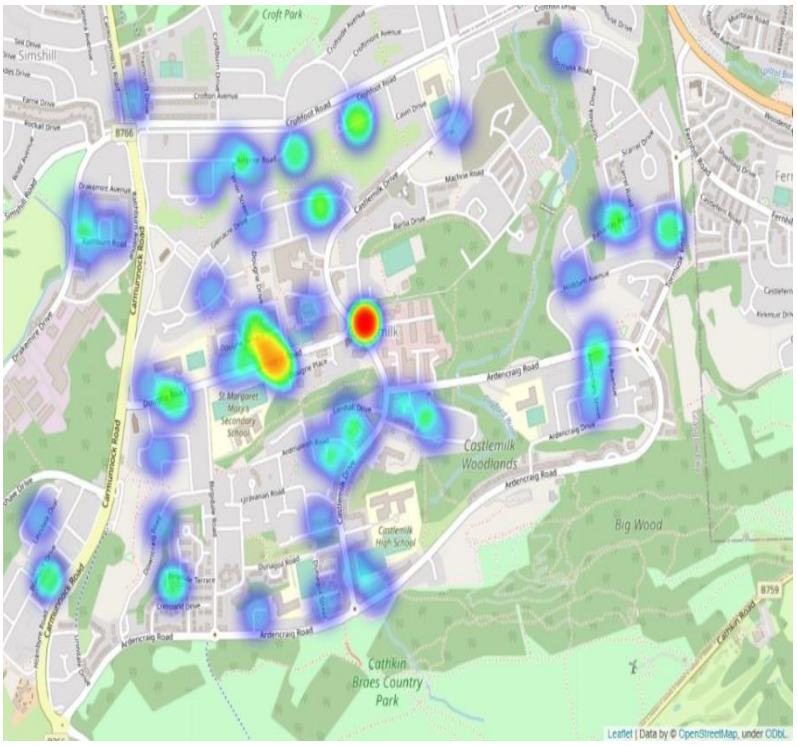
- 4 times more people disagreed with the statement about being able to influence decisions had stated No rather than Yes as to whether they had seen positive change in the previous three years; and
- 4 times more people disagreed with the statement that information is easily available had stated No rather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

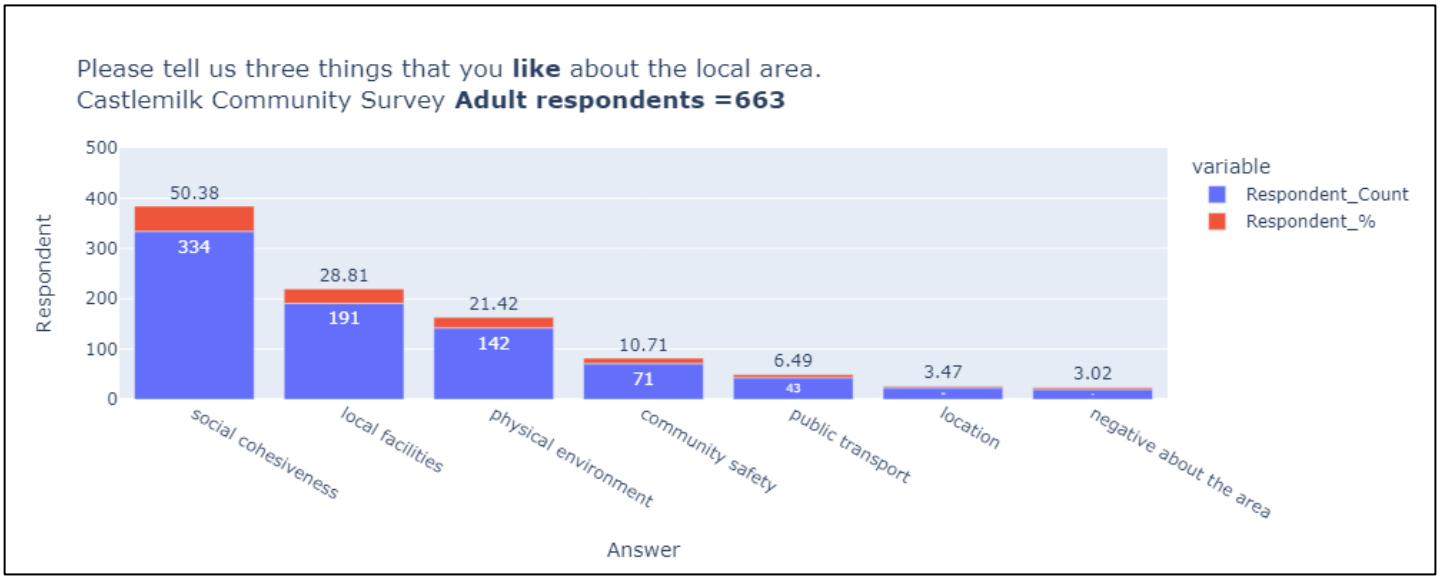
Using the postcode that the respondents provided, the heat map for this "disagree" group highlights the highest respondent location as red, with a sliding scale to light blue which indicates the lowest count of respondents in this category.

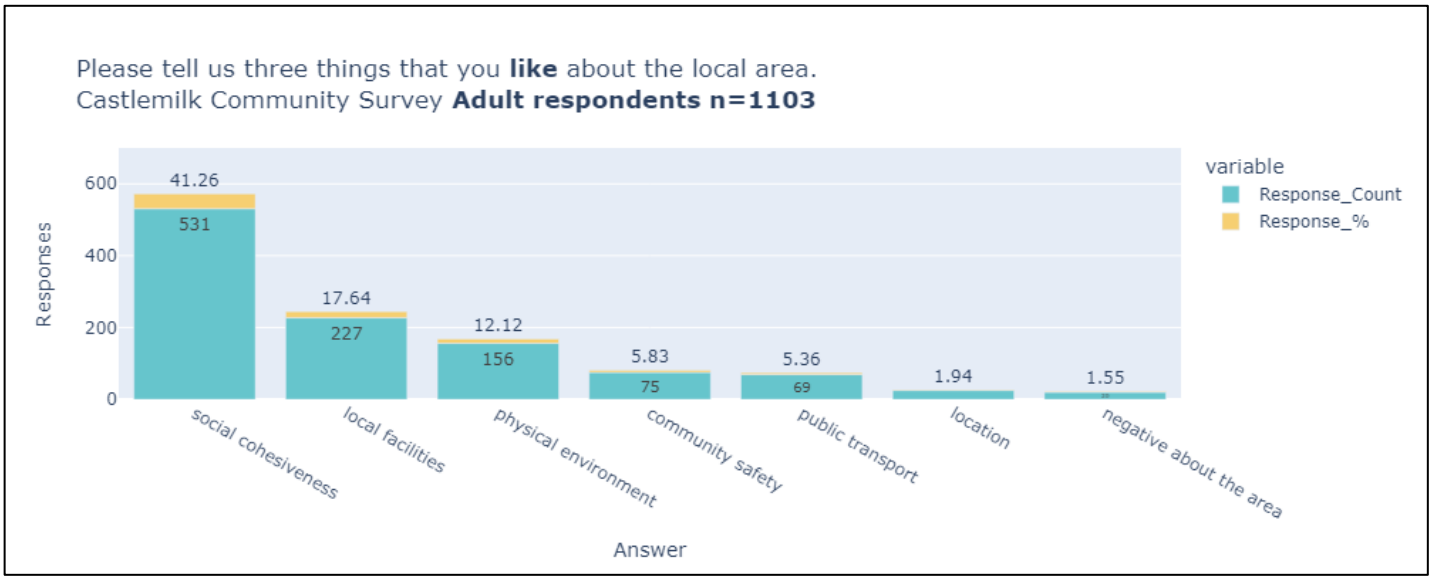


3.3 - Things that You Like about the Local Area

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

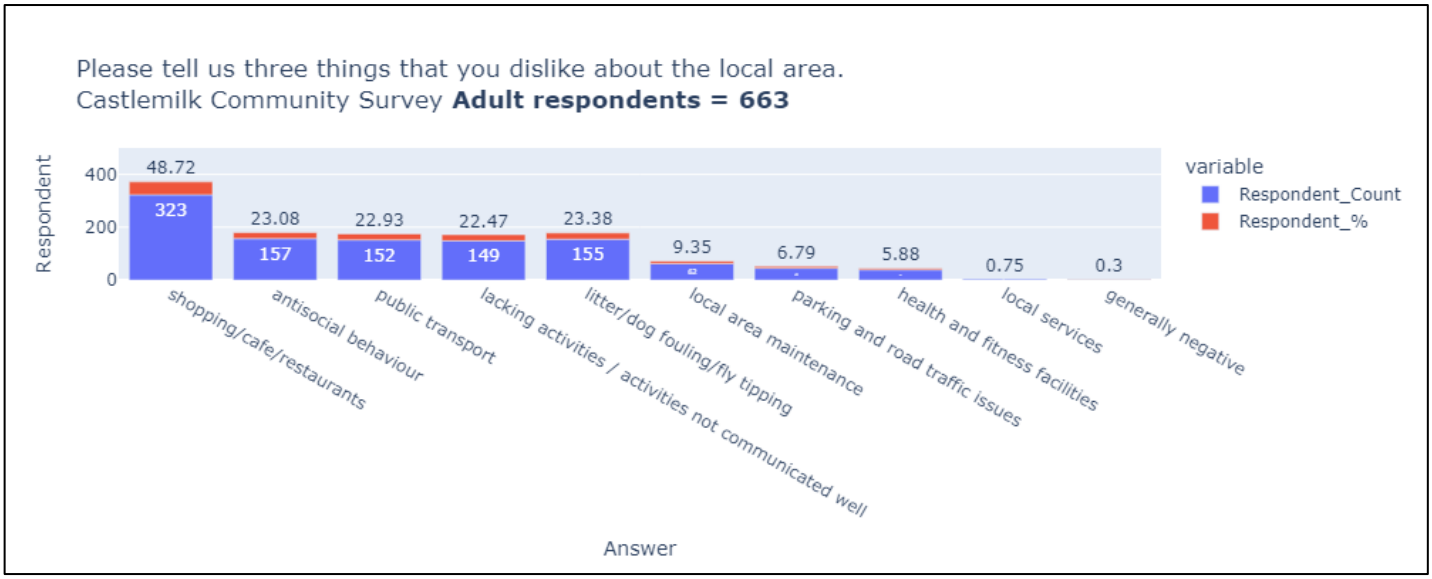
and woodlands but there was a significant number (6.5% of respondents; 43 likes) of responses that identified improvements to the fabric of the local area (e.g., housing improvements in recent years).

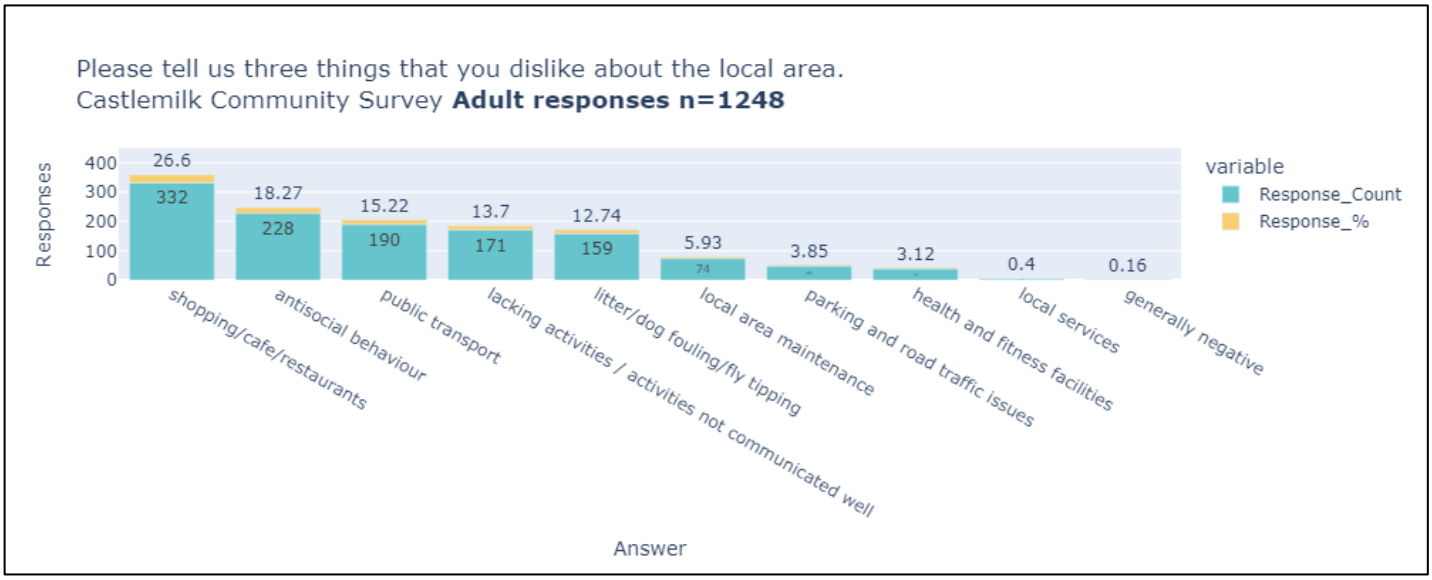
Finally, it should be noted that whilst ***Public Transport*** is a concern for many in Castlemilk (see Section 3.4 below) there were 43 respondents (6.5%; 69 likes) that mentioned public transport positively.

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).

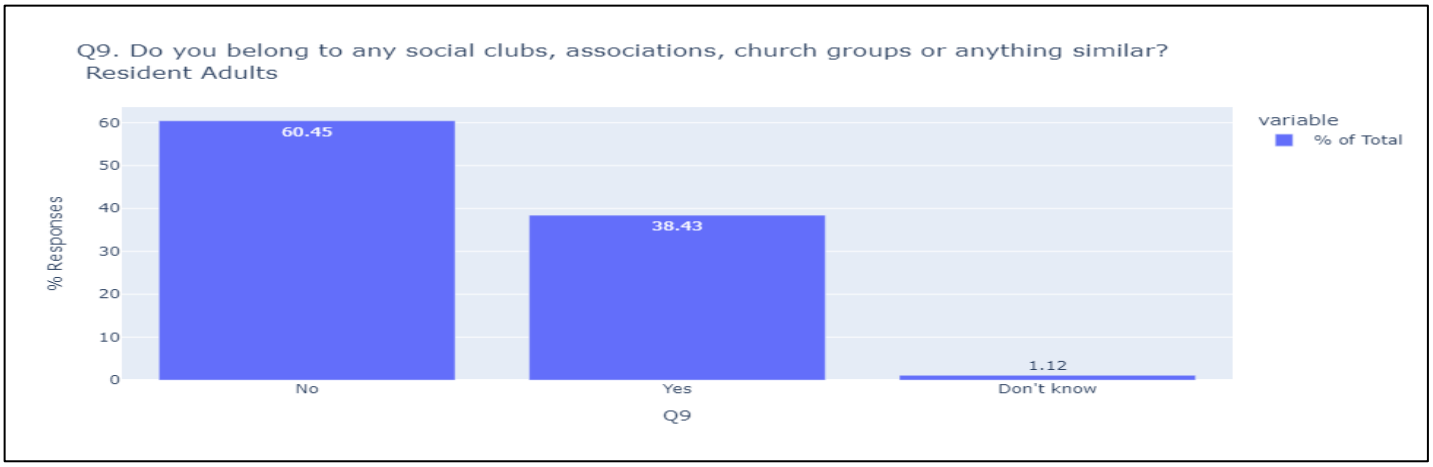
The level of respondents who identified anti-social behaviour as a dislike, especially when added to the concerns re "litter/dog fouling/fly tipping", highlights that there is a widely held view among Castlemilk residents that some residents' behaviour is impacting negatively on the local area. Youth 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:

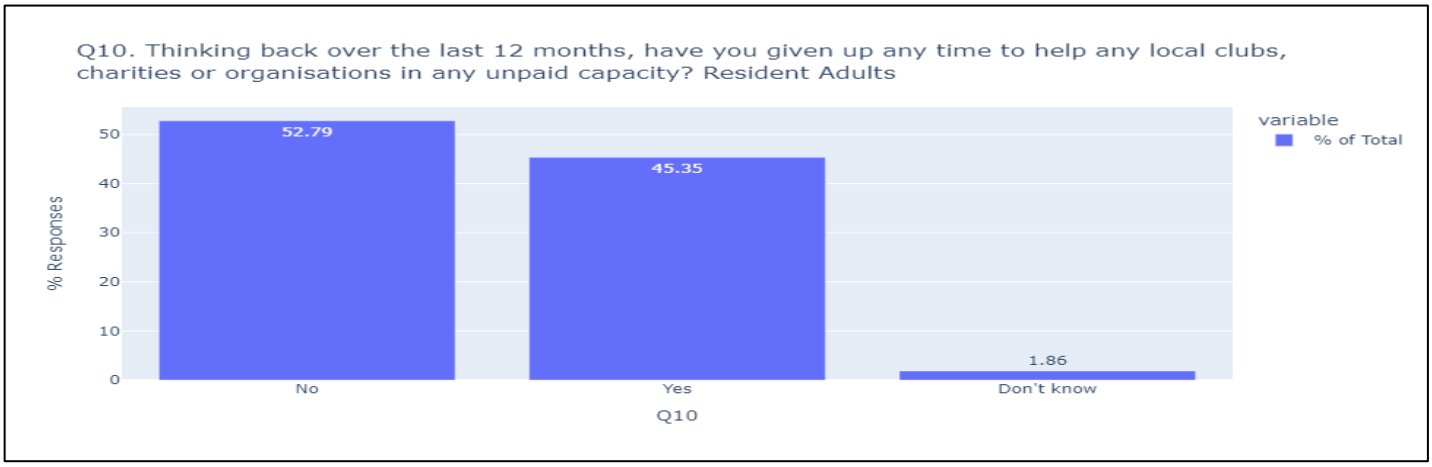
- the lack of a rail link in the area;
- an inconsistent bus service in some areas; and
- a lack of any transport, particularly in the bad weather.

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)

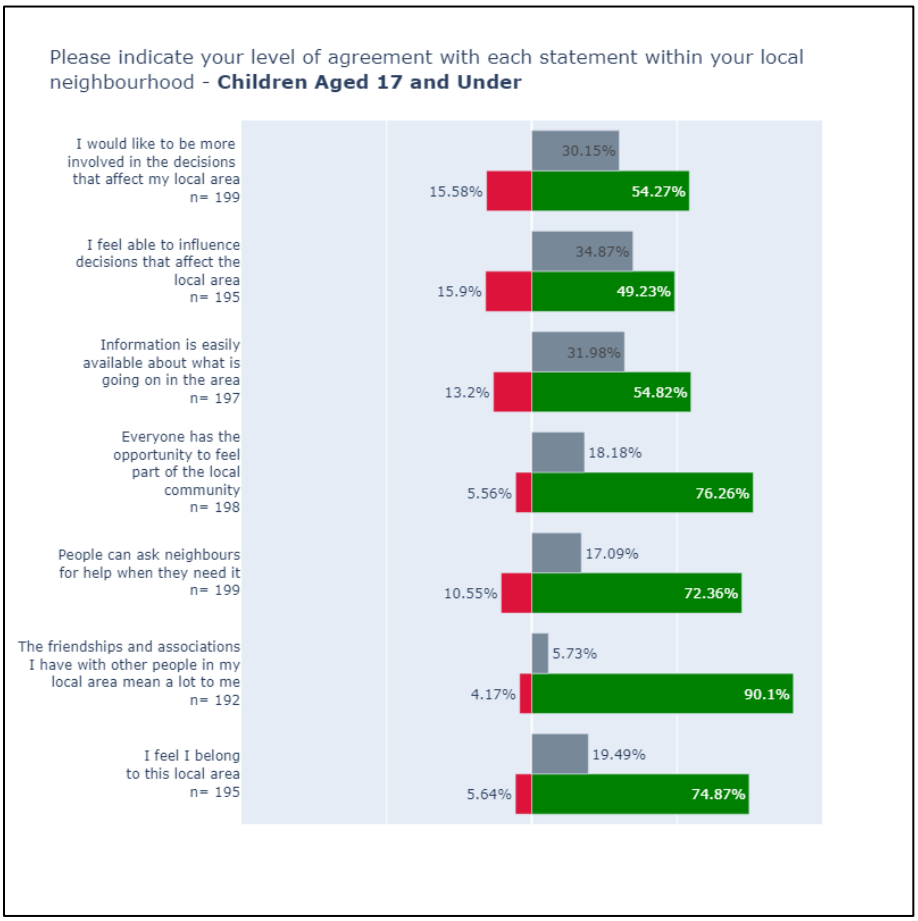
As previously mentioned, 205 surveys, with the same questions, were completed by children aged 17 or under. Within the 205 surveys, 171 were completed by children under 12, with the assistance of local primary schools, and 34 responses from those aged 12-17. The small number of surveys from 12-17 year 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?

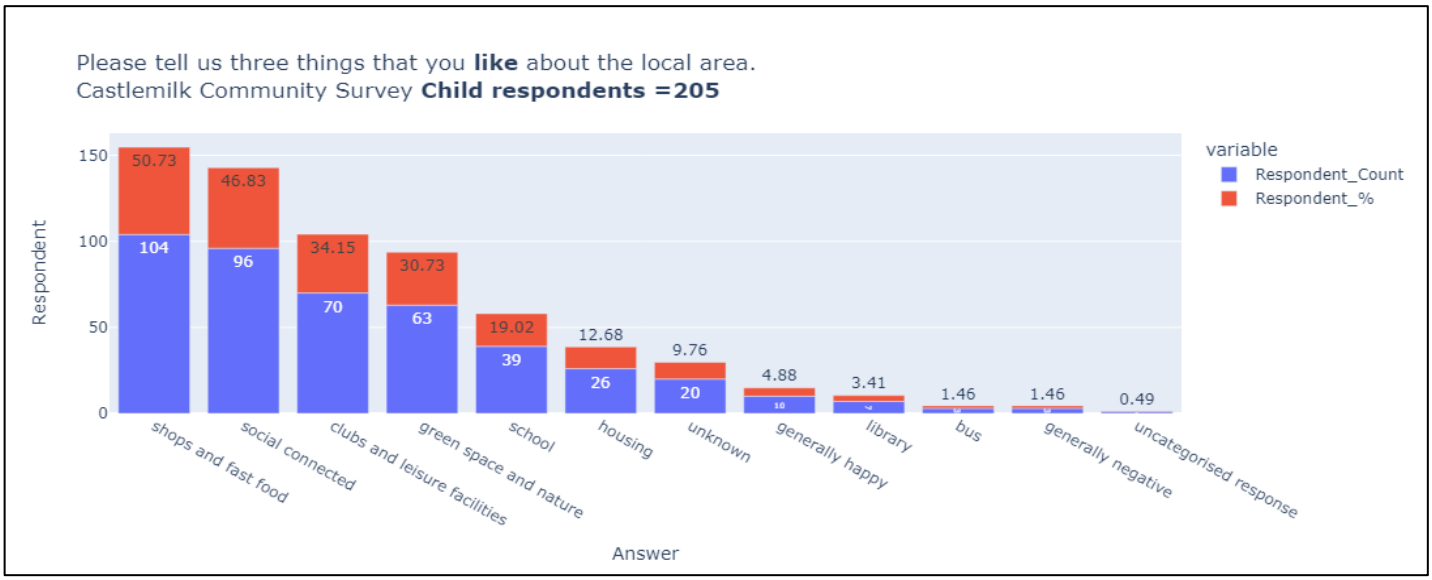
There was also a more positive response to whether you had seen positive change in the last three years when compared with the adult residents' responses. Excluding the "don't knows", the percentage of under 18s who answered Yes was 57% compared to 39% for the adults.

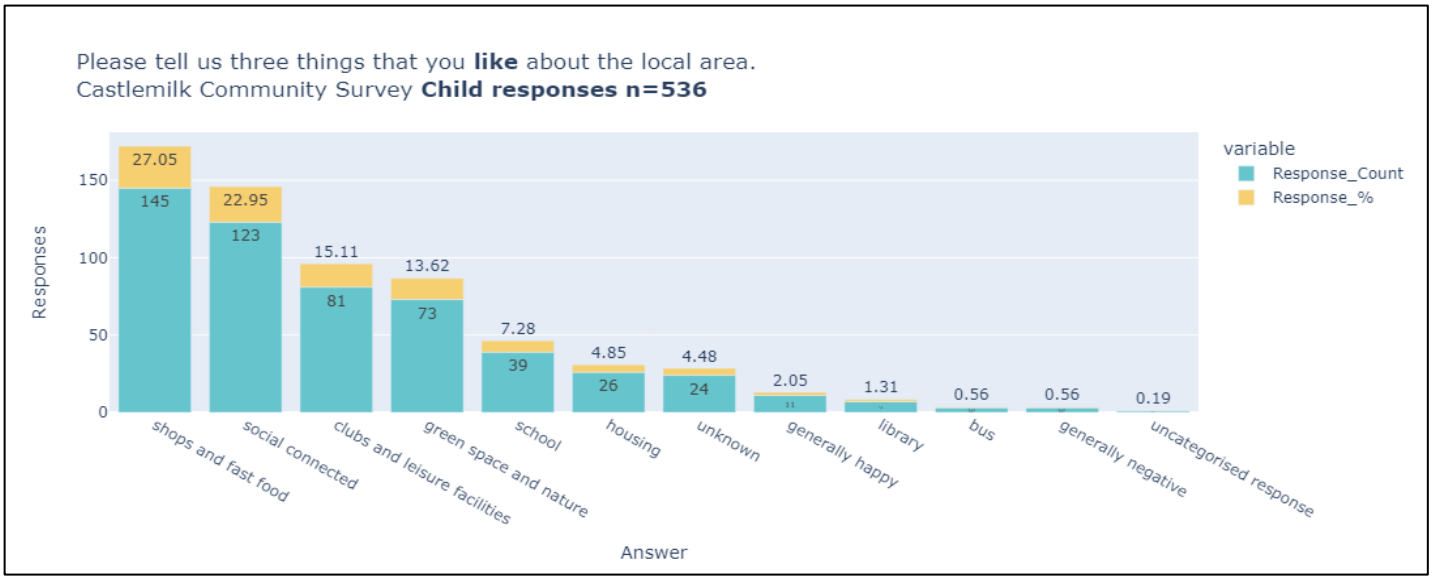
Under 18s n=**205**						
Table 2: Q8 = Have you seen a **positive change** in the local area in the last three years?						
Age Range	Yes		No		Don't know	
Under 18s	56	28%	42	21%	102	51%

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

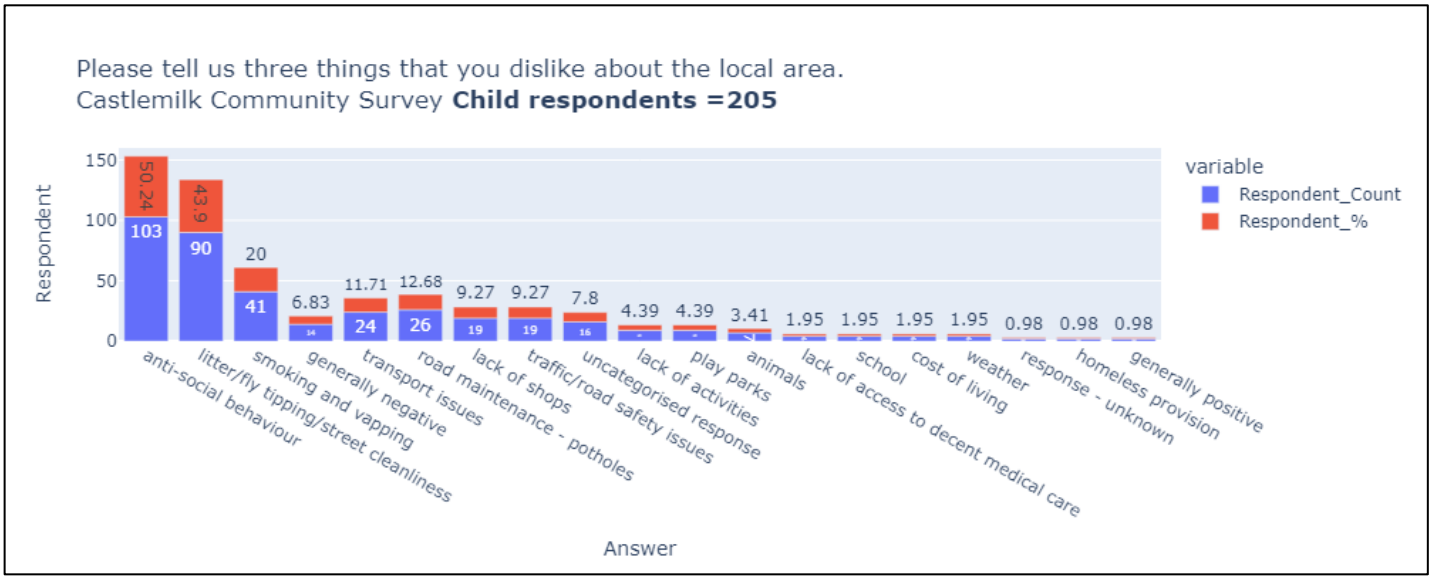
(50.7%; n104) of the Under 18s surveyed provided at least one "like" response that could be grouped under this heading, totalling 145 "likes" for "local shops and fast food".

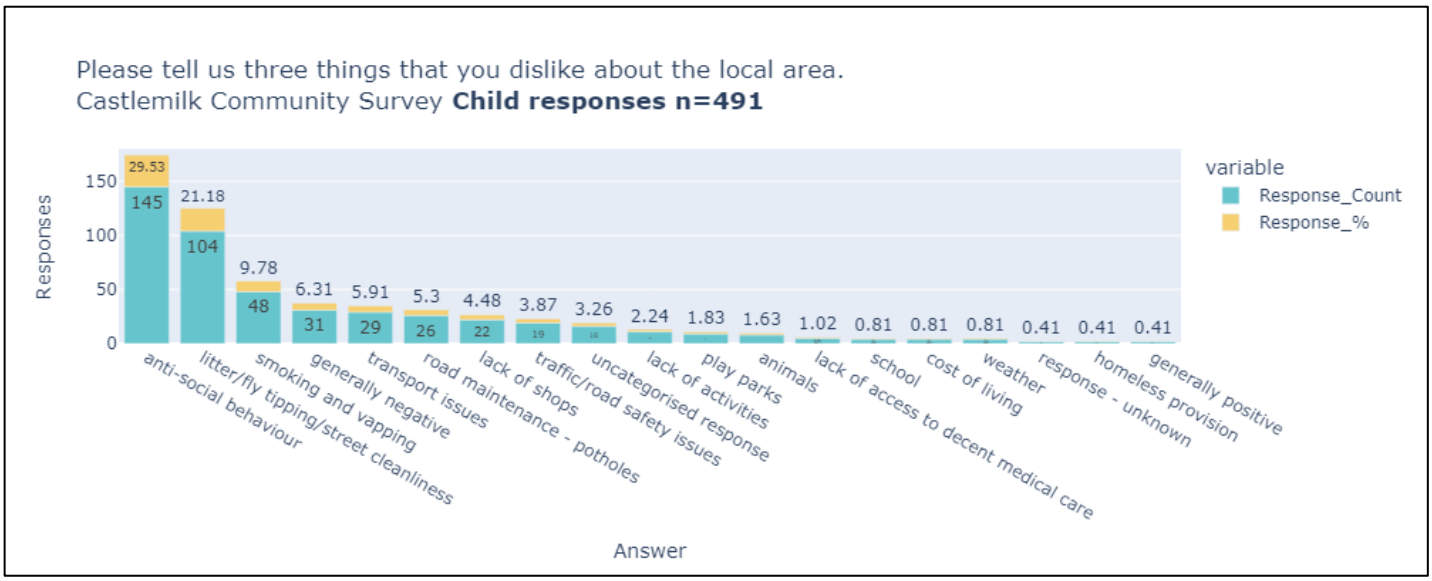
The second most frequent category was the ***Social Connectedness*** of the area, with lots of friends and family in the local area. 46.8% (n96) of under 18s provided at least one "like" that came under this category (123 likes). This high level of response ties in with the very high level of agreement 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.

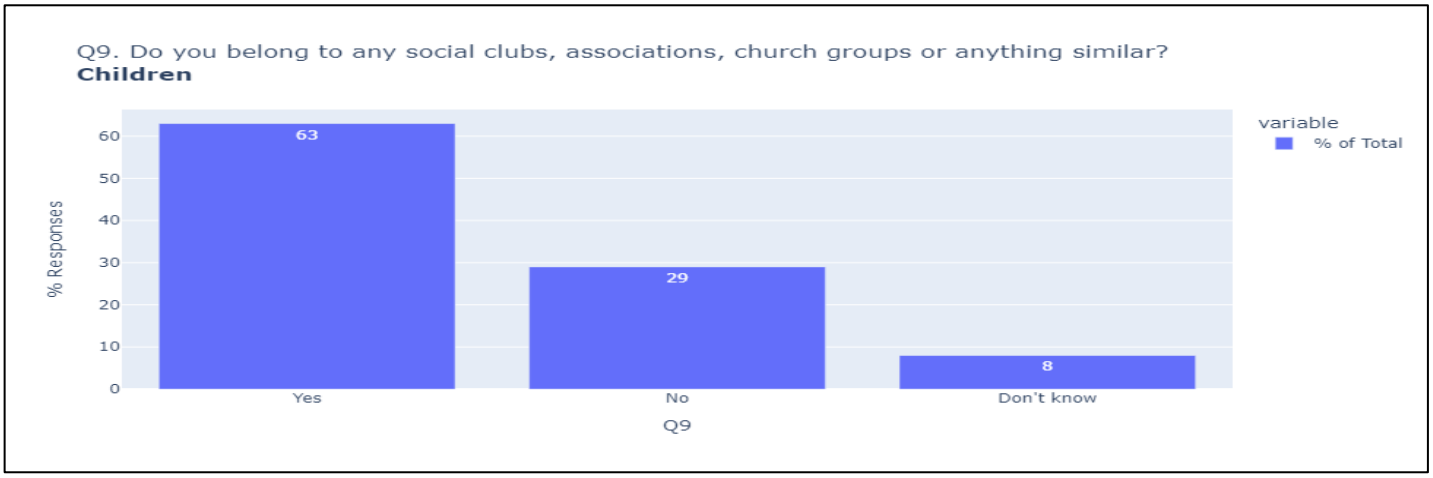
The second highest "dislike" about Castlemilk among the Under 18s surveyed was ***Litter/Fly Tipping/Street Cleanliness***, which could be classified as environmental anti-social behaviour. 43.9% (n90 respondents; 104 responses) of the Under 18s dislike the impact that Litter/Fly Tipping has on the local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

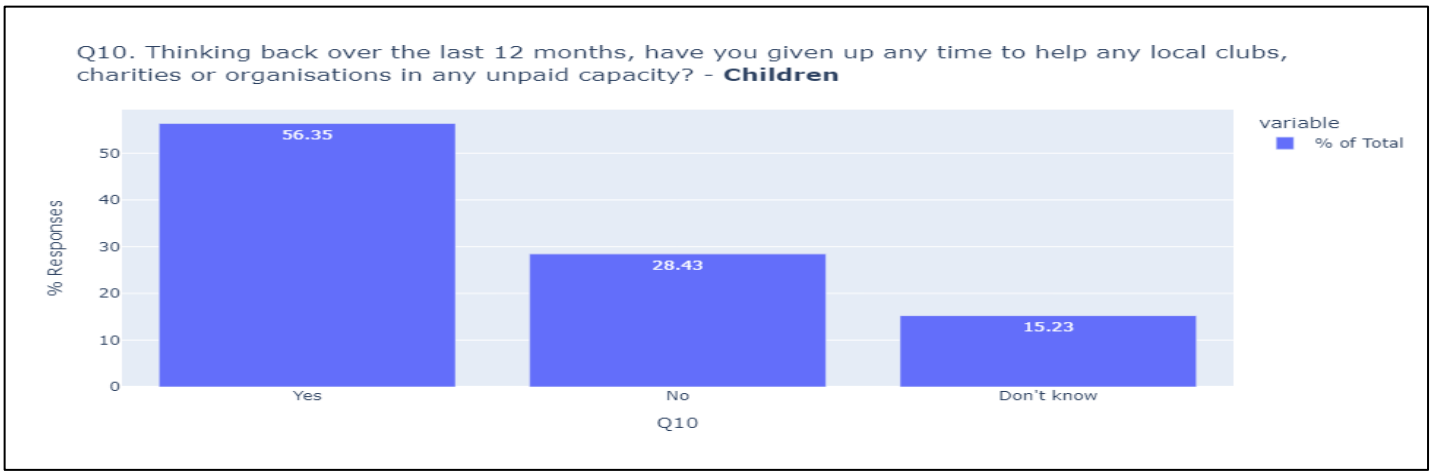
The responses also show that ***Transport related themes*** were the 4th, 5th and 7h most frequent "dislikes". Transport as an issue is mentioned far more often than the "lack of activities" and "play park". "Clubs and leisure facilities" is mentioned 4 times more frequently (81 responses) as a "like"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

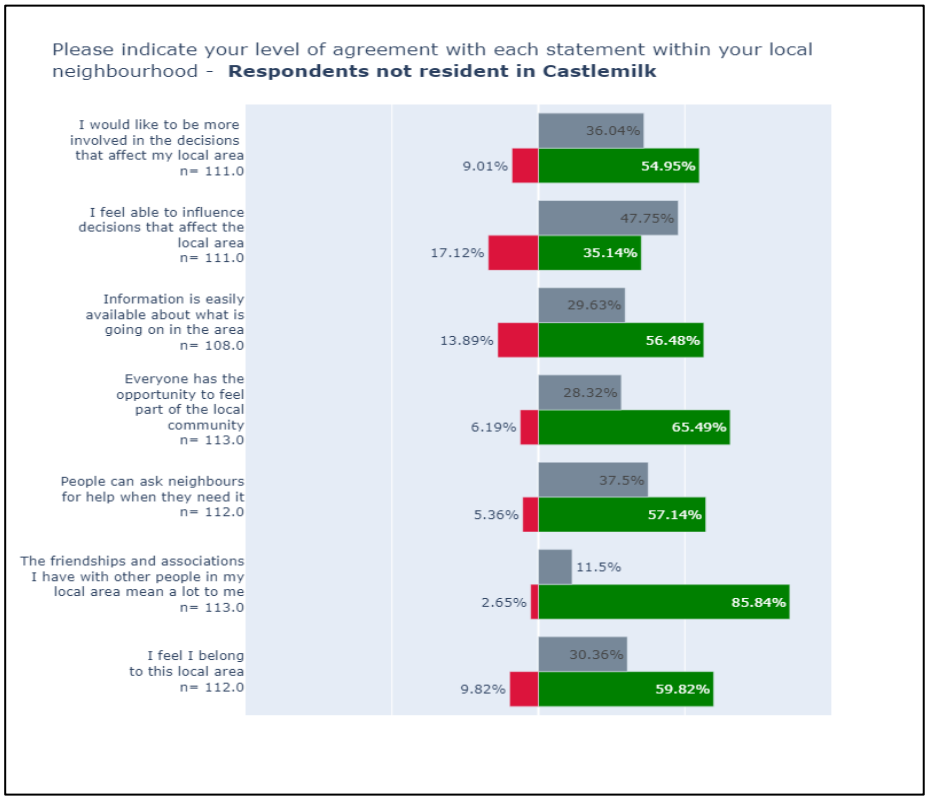
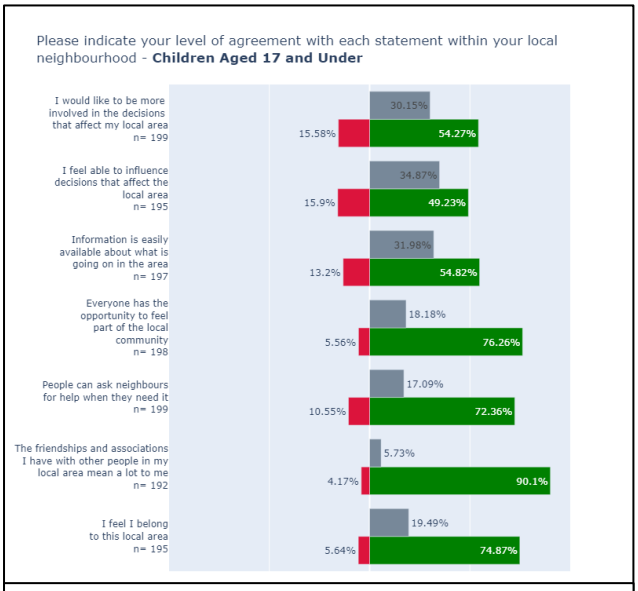


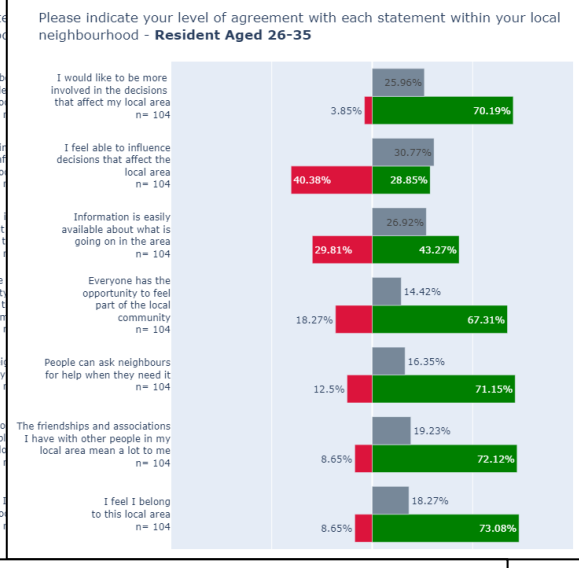
Table 3 shows that:

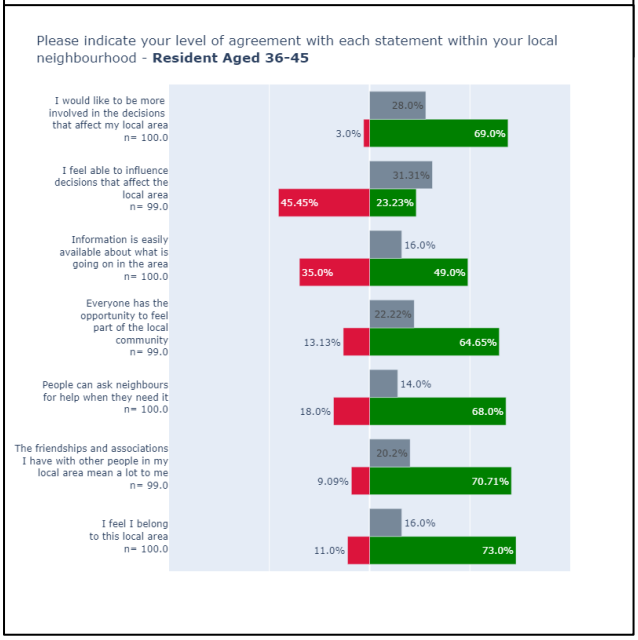
- Half of the non-residents either didn’t provide an answer to the question or answered “don’t know”.
- A small majority (55%), of those who provided a definitive answer, responded that they had seen positive change over the last 3 years but this would not be viewed as significant given the small difference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

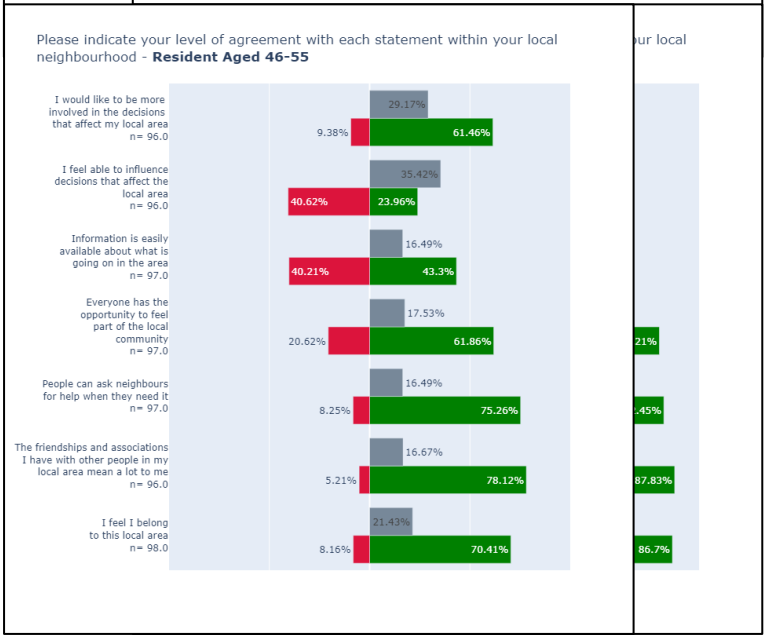
Non-Resident Adults n=**167**				
Table 3: Q8 = Have you seen a **positive change** in the local area in the last three years?				
Age Ranges	Yes	No	Did not answer	Don't know
Did not answer	0	0	37	1
18-25	1	5	0	2
26-35	7	3	0	13
36-45	14	8	0	12
46-55	9	9	0	6
55+	15	12	1	12
Total	**46**	**37**	**38**	**46**

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

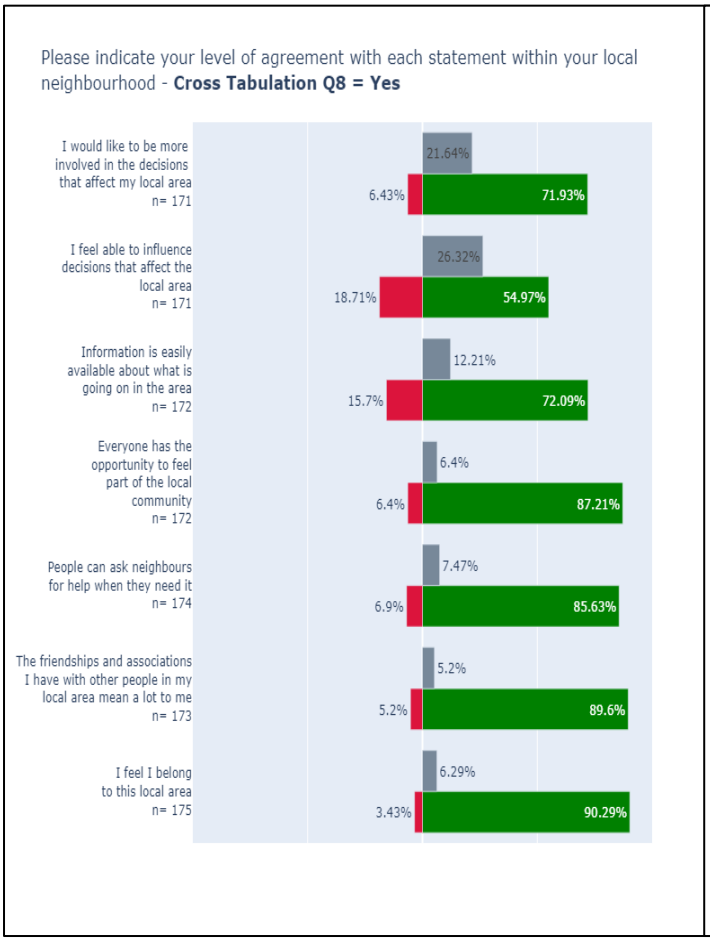


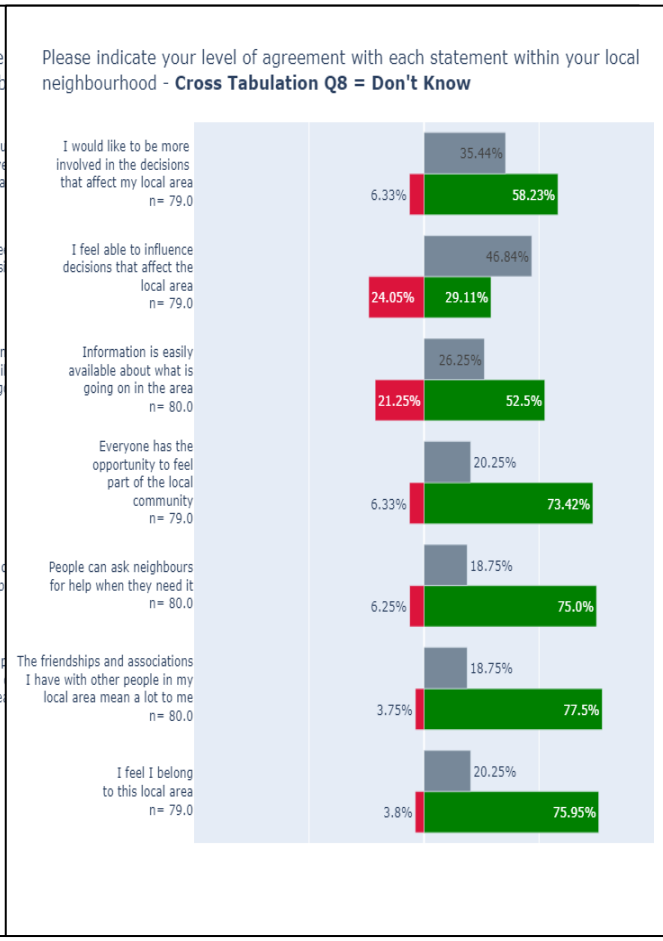




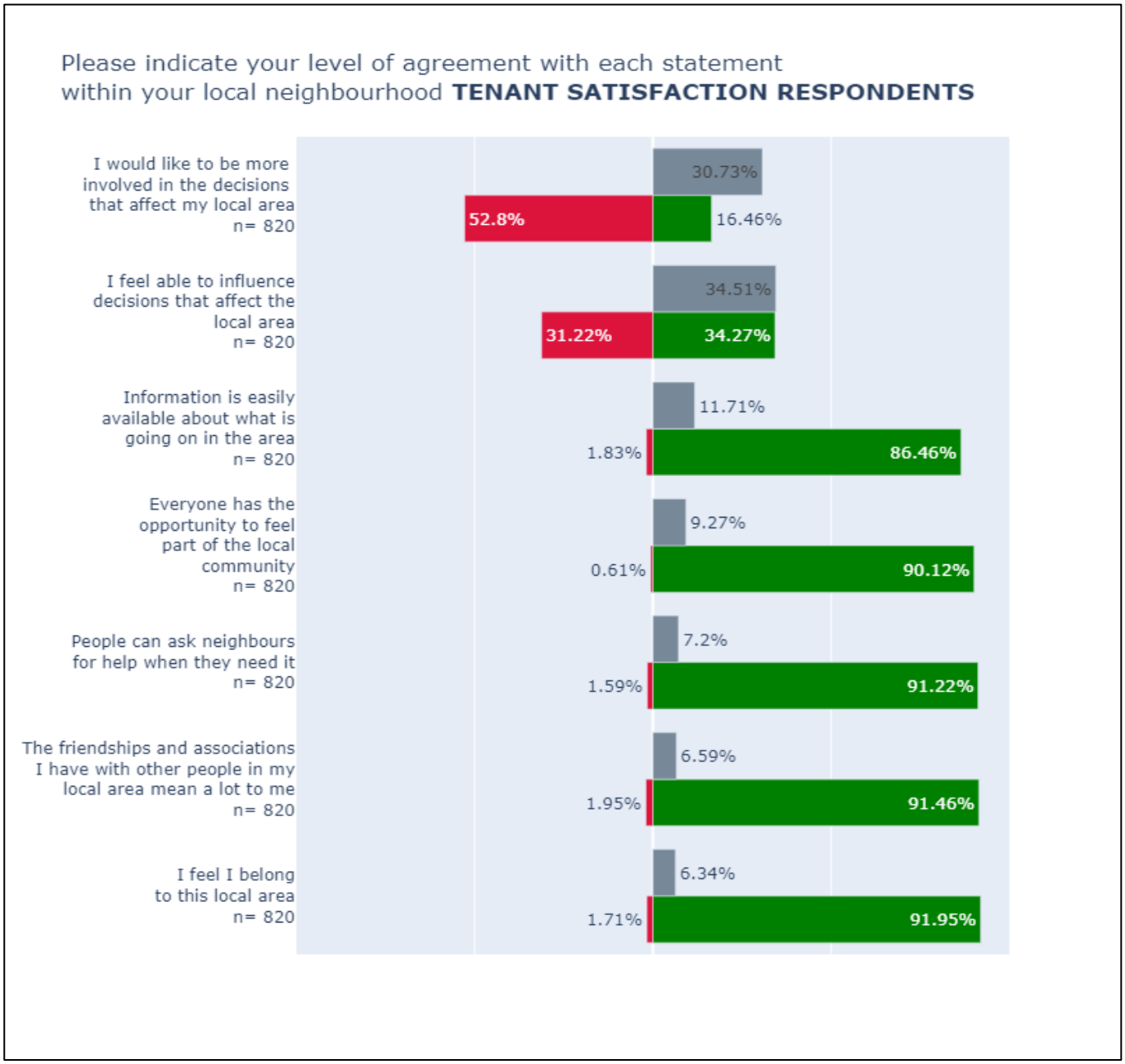


Appendix 2 - Castlemilk Resident Adults: Neighbourhood Statements – Cross Tabulation with answers to Question 8 Have You seen Positive Change in your Local Area in the last Three Years?





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