

**Glasgow Community Planning Partnership****Calton Area Partnership****Report by Executive Director of Corporate Services****Contact: Andrew McMillan****Tel: 0141 276 9863**

Name

Neighbourhood Management**Purpose of Report:**

The purpose of this paper is to: update the Area Partnerships on progress in Neighbourhood Management, highlight some of the key issues within the ward and to agree *potential initial* priorities for the local Neighbourhood Management Action Plan, including community engagement processes.

Recommendations:

The Area Partnership is asked to:

- (1) consider and discuss the information within the report which includes:
 - Ward level data for Neighbourhood Management such as:
 - Key issues from the 2010/11 Neighbourhood Management survey
 - Basic ward population data
 - Information on Neighbourhood Management themed issues: e.g. Clean Glasgow
- (2) Agree potential priorities for the Calton Ward Neighbourhood Management Action Plan based on the above information, including community engagement processes to ensure that the Neighbourhood Management Action Plans reflect the concerns of the widest possible range of community residents within the Calton Ward.

Ward No(s): 9

Local member(s) advised: Yes No

Citywide: ✓

consulted: Yes No

1. Introduction

- 1.1 As outlined at the last Area Partnership meeting, the following responsibilities are included in the new Area Partnerships' terms of reference:
 - (a) To co-ordinate the development and implementation of electoral ward level Neighbourhood Management Action Plans which respond to local needs and opportunities.
 - (b) To provide opportunities for communities to engage with the local community planning process.
- 1.2 Neighbourhood Management is a process that enables local communities and service providers to work together to improve and join up services. It was introduced in Glasgow in 2007, and was underpinned by robust evidence gathered from a large resident's survey. The survey asked questions relating to overall satisfaction and feeling of safety within neighbourhoods focusing on themes such as cleansing, anti social behaviour, policing, youth disorder, the local environment and related matters. A subsequent survey was carried out in 2010/11 in partnership with Glasgow Housing Association (GHA).
- 1.3 At the previous round of Area Partnerships, it was agreed that a third 'wave' of Neighbourhood Management would be launched through the Area Partnerships, who would be fully involved in prioritisation of issues and the development and monitoring of ward level action plans. Most importantly, they will be responsible for ensuring that local residents are widely consulted on the proposed priorities and as far as possible, are actively engaged in delivering solutions for their local community.

2. Delivering Neighbourhood Management

- 2.1 Members are reminded that the main vehicle originally used for the delivery of Neighbourhood Management outcomes, were the Local Operational Working Groups (LOWGs). These groups met regularly on a six week cycle, were chaired by Land and Environmental Services (LES) and included operations managers from Community Safety Glasgow (CSG – formerly Glasgow Community Safety Services), Police, Fire and Rescue Service and Glasgow Housing Association (GHA) or other Housing Providers and could respond quickly to deliver outcomes set out in the Action Plans.
- 2.2 In 2013, the LOWGs continue to meet 4-6 weekly and are the main vehicle for the delivery of the Clean Glasgow programme at a local level. The LOWGs chaired by LES Cleansing bring together local service reps from LES Parks, LES Environmental Health, CSG,

housing organisations and other local stakeholders. To identify area hotspots (fly tipping, litter, graffiti, dog fouling, drinking dens etc), priorities and to progress solutions using the available partners resources, support and intelligence. In addition, CSG and GHA both have resources that can support the Neighbourhood Management agenda, and have agreed that these can be used to deliver the Neighbourhood Management Action Plans where appropriate.

Since late 2012, LES have the corporate responsibility for the delivery of Clean Glasgow. Clean Glasgow was formally launched in 2007 and is a partnership programme between LES, CSG, Education, DRS and Corporate Communications, who are involved to various degrees, with ongoing input from local schools, communities and businesses.

Clean Glasgow seeks to tackle a range of issues that link to cleansing and the environment, through a combination of Education, Service Improvement and Enforcement. It encompasses the work of a variety of teams such as LES: Rapid Response Team, City Centre Task Force, Commercial Waste Enforcement Team and CSG: Neighbourhood Improvement and Enforcement Team, Graffiti Removal Team, City Centre Response Team, Dog Fouling Enforcement Officers etc.

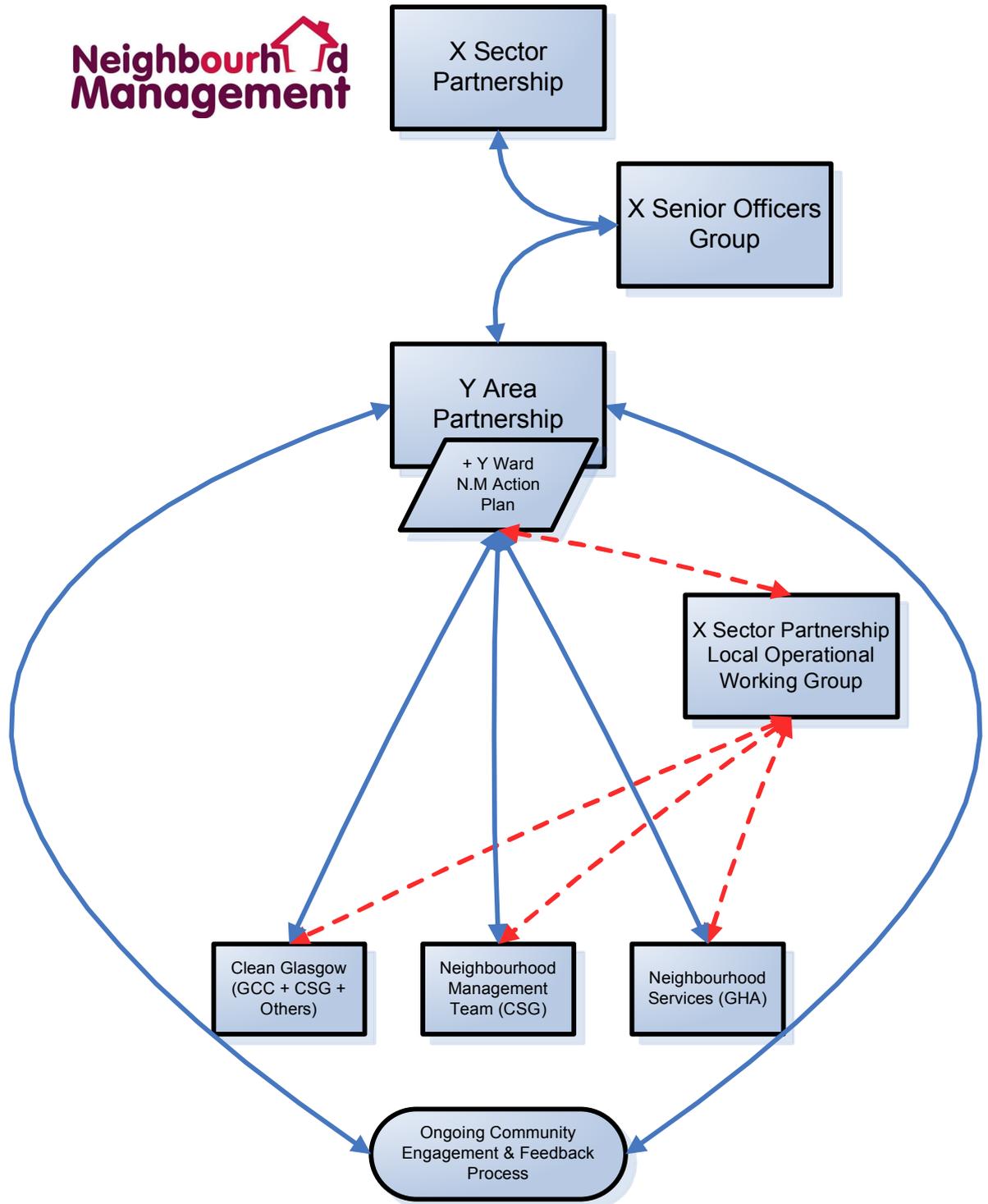
Currently Clean Glasgow's strategic direction is under review with a re-launch planned for 2014, which will allow for the delivery of an enhanced programme. This allows time for a proactive community engagement approach co-ordinated via the Area Partnerships.

- 2.3 From April 2014 LES will produce an annual report for the consideration of each Area Partnership (AP). The annual report will encompass data at ward level and a Clean Glasgow action plan for the coming year.

The Clean Glasgow action plan will detail priorities, desired outcomes and actions across four broad areas of Education, Engagement, Enhancement and Enforcement which seek to address at a local level issues of litter, graffiti, fly-posting, fly-tipping, gum litter and dog fouling through a multi-agency approach.

The LOWGs as a collective of partners will be responsible for the delivery of actions identified within the report and LES will provide one further update on progress to each AP within the Financial Year.

- 2.4 The format of action plans and outcome recording have still to be put in place, however, the broad principle that LOWGS (and other structures) will co-ordinate the information flow around delivery of aspects of the Neighbourhood Management Action Plans has been agreed and is demonstrated in the diagram below:



It is worth noting that the Neighbourhood Management Action Plans will sometimes identify pieces of work that are outwith the scope of the LOWG; in this case, the Area Partnership will determine the most appropriate delivery vehicle to take the work forward.

3. Neighbourhood Management in the Calton Area Partnership Ward

3.1 For the Calton Ward, the key priorities identified from the last Neighbourhood Management Survey were:

- street drinking
- drunk or rowdy behaviour
- disruptive children/teenagers
- vandalism/graffiti
- street litter
- dog fouling/roaming
- a lower satisfaction with both policing and youth/leisure services

In response to the survey results, some of the activity undertaken by partners to respond to the issues include:

- Joint Action on Alcohol Initiative (JAG) to tackle alcohol and Anti social behaviour.
- Play area and amenity upgrade in Tobago Street, play refurbishment in Helenvale and carpeting of kickabout area in MacBeth Street.
- Graffiti Removal Service.
- Rapid Response Teams to provide a flexible and multi-skilled response to a range of cleansing and environmental issues.
- Dog Fouling – New Initiative launched August 2011 – education, encouragement and enforcement.
- Development of a problem solving unit to identify emerging crime trends and direct patrols to tackle those issues providing improved productivity and accountability.

3.2 At this point, discussions are still underway regarding the delivery of a further Neighbourhood Management survey during 2014. An update on this will be provided to a future Area Partnership meeting. In the meantime, the Area Partnership needs to consider information from partners which will help identify the current priorities:

- Ward profiles (compiled by Development & Regeneration Services)
- Priorities identified in the last Neighbourhood Management survey
- Current community engagement views and intelligence (to be carried out in next few months).
- Intelligence gathered by Police and Fire and Rescue Services, including their own Ward level surveys.

In the last paper, a suggested ward profile format was proposed, which included health statistics and economic information; however, it is recognised that gathering of information is complex and time consuming and a full ward profile is a long term process. However, by focusing on recent information from partners as outlined above, an

initial snapshot of some of the most pressing neighbourhood issues can be provided, as shown below:

Police Scotland local priorities have been identified through community consultation:

Assault & Violent Crime - concerns within the local area and the impact these have had on how safe the local community feels.

Drug Dealing & Drug Use - concerns about people selling drugs from their homes and from streets within your community and the associated problems of drug users.

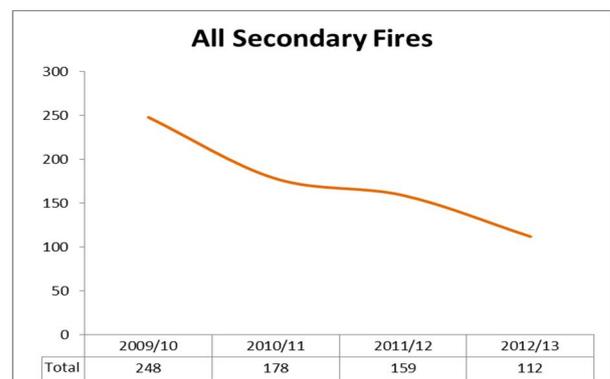
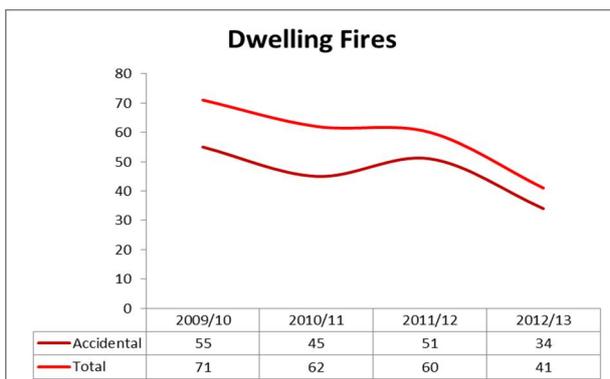
Drunk or Disorderly Behaviour – problems with public drinking, youth disorder and vandalism/graffiti.

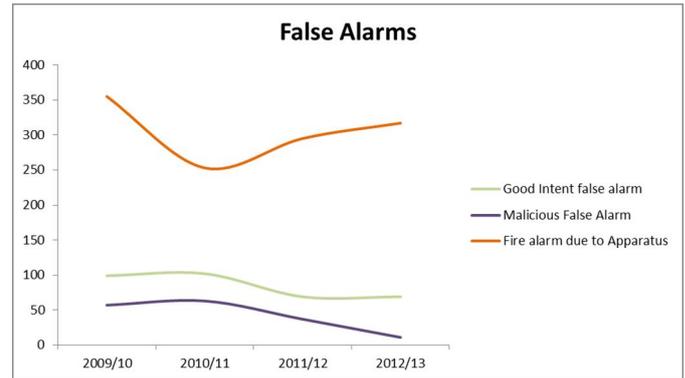
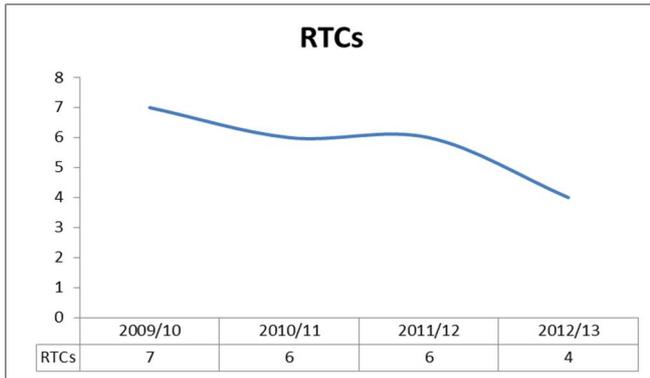
Housebreaking & Other Theft - concerns about housebreaking and other forms of theft including stealing from motor vehicles.

The priorities identified in the Glasgow Fire Safety Plan are:

- **Reduction of dwelling fires**
- **Reduction of fire casualties and deaths**
- **Reduction of deliberate fire setting**
- **Reduction of fire in non domestic properties**
- **Reduction in road traffic collisions**
- **Reduction in unwanted fire signals (alarms)**

For the Calton Ward the following issues and trends have been identified highlighting local demand on Scottish Fire and Rescue Services resources and the delivery of an appropriate response jointly with appropriate community planning partners.





4. Community engagement and Neighbourhood Management

- 4.1 As previously discussed, the Area Partnership (with the support of the Partnership and Development Officer) needs to be proactive in the gathering of ward level data, which will help prioritise issues for the Neighbourhood Management action plan. While the data above may highlight some clear priorities for the Ward, consideration needs to be given to a robust community engagement approach alongside this. Without a recent survey, Area Partnerships need to be particularly mindful of the need to gather views from the wider community.
- 4.2 Special consideration should be given to the role of community representatives on the Area Partnership, such as community councils. While it is clear that community representatives should have a role in disseminating information coming from the Area Partnership and facilitating consultation (with the appropriate support), they may also have a role in gathering the views of other residents to establish priorities via the constituencies they represent. For example, school representatives should be supported and encouraged to feedback within their Learning Communities and spread the word about any consultations to other young people.
- 4.3 Once the Area Partnership has identified specific areas that need further engagement, there are a number of methods that *could* be used and these were outlined in the previous Neighbourhood Management paper:
- Social media & interactive technology.
 - Future Cities Programme open data platform
 - Targeted focus groups with, especially with under represented groups
 - Engagement at local events and partner events
 - Citizen's Panels
 - Online survey tools
 - Staff feedback forums such as The Employee Voice
 - Equalities focused work, such as with special geographical communities or communities of interest.

- 4.4 Given that the Safe Glasgow Group also has a remit to ensure that Police and Fire are engaged with local communities to develop their local plans (which cover many of the Neighbourhood Management themes), there is the possibility of duplication. To avoid this, a small task group including Police, Fire, Safe Group officers and Community Engagement officers will meet in early November to look at developing these approaches for both Police and Fire scrutiny and for Neighbourhood Management purposes. Links will be made with the local Partnership and Development Teams to ensure that these community engagement approaches meet local needs effectively.

An update on this, with a draft community engagement work plan for discussion will be provided to a future Area Partnership meeting.

5. Demographic Profile of Ward

- 5.1 In developing a local approach to community engagement, the demographic profile of the ward population should be considered. For example, in some wards, there may be a high Black and Minority Ethnic (BME) population or a large number of single parents or elderly residents. It may be that the Area Partnership wants to seek out the view of these 'communities' using a targeted approach, with the support of the city wide team. This would not always necessarily have to be on issues specifically relating to them, but simply because they are local residents who are often not engaged in conversations about local services.

For example, in an area with a large BME population, the Area Partnership *may* want to know specifically about their experiences of Hate Crime, but they may also wish to know their views more generally about cleansing, anti-social behaviour etc because they make up a large proportion of the ward population.

- 5.2 To assist the Area Partnership in this process, the gender, age, ethnicity and basic household information for the Calton Ward has been provided as an appendix to this report.

6. Next steps in the Neighbourhood Management Action Plans

- 6.1 The Area Partnership is asked to suggest an *initial top three ward priorities for neighbourhood management*, using the information contained in this report. It may be helpful to use the following questions as a guide:
- What has changed in Calton Ward since the last Neighbourhood Management Survey?
 - What examples of good practice do members wish to highlight from previous experience?

- What does the currently available information from partners tell us about the key issues for the ward?
- Which issues would you like to engage more widely with the community on? How might this be achieved?
- Which groups do you think we need to consult with more specifically?
- How would you like to see this taken forward?

The answers to these questions will form the initial tasks in the draft ward level Action Plans. Your feedback will be provided to the LOWG and the Sector Senior Officer's Groups. It is important to recognise that these are draft plans and that they are likely to change and develop following consultation with the wider community. In the meantime, the LOWG can be kept informed of progress.

Following this, the Area Partnership will agree targets with partners via the LOWG and other structures. This reporting will take account of the shared responsibility of all partners, to ensure that each has the capacity to deliver services and liaise with the Area Partnership.

7. Council Strategic Plan Implications

Economic Impact: None

Sustainability: None

Financial: None.

Legal: None

Personnel: None

Sustainable Procurement and Article 19: None

8. Recommendations

8.1 The Area Partnership is asked to:

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