Item 5

5th February 2014

Glasgow Community Planning Partnership

Calton Area Partnership

Report by Executive Director of Corporate Services

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NEIGHBOURHOOD MANAGEMENT

Purpose of Report:

The purpose of this report is to update the Area Partnership on the Neighbourhood Management agenda; request feedback on the Draft Action Plan; and agree community engagement actions with regard to the issues of street cleansing, crime and public services.

Recommendations:

The Area Partnership is asked to:

(1) note this report;

(2) note and comment on the Draft Neighbourhood Management Action Plan, prioritise the 3 agreed priorities for Ward 9 and agree community engagement actions for this plan;

(3) agree that Neighbourhood Management becomes a standing agenda item at all Area Partnership meetings;

(4) consider having progress reporting on a different theme or issue at each meeting of the Area Partnership; and

(5) agree that action on Neighbourhood Management issues is treated as a priority when considering how the Area Budget is used in the future.

Ward No(s):

Local member(s) advised: Yes ☐ No ☐

Citywide:

consulted: Yes ☐ No ☐

1. Background

1.1 The Governance Framework for the Glasgow Community Planning Partnership structures sets out a key role for the Area Partnerships which includes the following:

- To co-ordinate the development and implementation of electoral ward level Neighbourhood Management action plans which respond to local needs and opportunities.

- To provide opportunities for communities to engage with the local community planning process.

1.2 In addition to developing Neighbourhood Management Action Plans, Area Partnerships will also be responsible for ensuring that local residents are consulted on the proposed priorities and, as far as possible, are actively engaged in delivering solutions for their local community.

1.3 In order to drive this agenda, the Calton Area Partnership considered reports at recent meetings. The report at the last meeting of the Area Partnership covered:

- Information on the existing operational structures
- Proposals for a reporting framework for the Area Partnership Neighbourhood Management Action plan
- Outline of key data – key statistical information and previous community consultation.
- Potential initial priorities for the Neighbourhood Management Action plan – to facilitate discussion at the meeting.

2. Calton Area Partnership Neighbourhood Management Action Plan

2.1 At the last meeting of the Area Partnership, a report on neighbourhood management issues was provided using intelligence from ward profiles; police and fire ward level surveys; secondary information sources such as Scottish Neighbourhood Statistics; and the Glasgow Household Survey. A summary of issues identified through previous Community consultation/engagement was also provided.

2.2 The priorities identified at the last meeting are included in the attached draft action plan for the consideration of Area Partnership members.

2.3 It is important to recognise that these draft plans will evolve over time and this plan should be considered as a starting point. For example, data is still awaited on some issues; current service provision on the priorities should be scoped out to identify what is already being done and wider community feedback may be required to ‘test’ the priorities. In other words, further community engagement needs to be carried out to establish whether there is an evidence base for these to be adopted as priorities for the Area

Partnership. By evidence we mean that a reasonable number of community residents have identified this as a problem, or that statistical evidence is available from partners to demonstrate the problem. All of this information will be used to inform and refine the action plan over time.

3. Community Consultation and Engagement

3.1 Background to this was also provided at the last meeting and examples of community engagement that could be undertaken were provided.

3.2 Special consideration should be given to the role of the community residents on the Area Partnerships. The community residents have a role in disseminating information coming from the Area Partnership and facilitating, with appropriate support, consultation. They may also have a role in gathering the views of other residents to establish priorities, via the constituencies that they represent. It is appreciated that support and resources may be required to facilitate this, however this is something that could perhaps be considered in the short term.

3.3 In the medium to longer term, further methodologies can be explored for community engagement that link to city wide approaches such as the use of social media, equalities focussed work and other focus groups, the Future Cities programme, Open Data programme and On Line survey tools.

3.4 In developing any local approach to community engagement, the demographic profile of the ward population will be used wherever possible to ensure that this takes into account the diversity of the population. Demographic details were also provided at the last meeting of the Area Partnership.

4. Delivering Neighbourhood Management

4.1 Members are reminded that the Local Operational Working Groups (LOWGs) have responsibility for ensuring effective GCC and partner delivery of neighbourhood management priorities that are identified by the Area Partnerships. The LOWGs continue to meet 4-6 weekly and are also the main vehicle for the delivery of Clean Glasgow at a local level. The LOWGs are chaired by GCC Land and Environmental Services (LES) and bring together local service representatives from GCC LES Parks, GCC LES Cleansing, Community Safety Glasgow, Police Scotland, Scottish Fire and Rescue; Housing Organisations and other local stakeholders. They identify area hotspots (fly tipping, litter, graffiti, dog fouling, drinking dens etc) and priorities and progress solutions using available partner's resources, support and intelligence.

4.2 In addition, Community Safety Glasgow and Glasgow Housing Association have resources that can support the Neighbourhood Management agenda, and have formally agreed that these can be used to deliver the Neighbourhood Management Action Plans where appropriate.

4.3 The Area Partnership Neighbourhood Management Action Plans will be a tool for dialogue and recording actions between the Area Partnerships, the LOWG and any other structures responsible for actions. They will be used to inform the larger plans for Clean Glasgow, Police Scotland etc.

5. Process

5.1 From April 2014 GCC LES will produce an annual report for the consideration of each Area Partnership. This 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. These 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.

5.2 The Local Operational Working Groups will be responsible for the delivery of actions identified within the report and LES will provide one further update on progress to each Area Partnership within the financial year. Other partners represented at the LOWGs will also provide updates to the Area Partnership throughout the year.

5.3 Where the issues identified are outwith the scope of the LOWGs, the Partnership and Development Team will advise the Area Partnership what the process will be for reporting back on progress.

5.4 As co-ordination of Neighbourhood Management activities is one of the main functions of Area Partnerships, members are asked to agree that action on Neighbourhood Management issues are treated as a priority when considering how the Area Budget is used in the future.

5.5 It is proposed that the Neighbourhood Management Action Plan becomes a standing agenda item at Area Partnership meetings from April 2014. The LOWGs will present their annual reports in April of each year and during the year, progress reports that demonstrate progress on the identified priorities will be provided by partners. These progress reports may also reflect information on more generic themes that may be issues at various times in the year, for example, fire hydrant vandalism in the summertime.

5.6 In addition, Police Scotland and Community Safety Glasgow are developing a strategic assessment on Community Safety which will be available from April. This will provide a comprehensive picture of community safety issues and inform the 21 multi member ward Police Plans as well as provide valuable information for the Neighbourhood Management Action Plan.

6. Next Steps

6.1 The new arrangements for Neighbourhood Management will be operational from April 2014. In order to maintain momentum between now and then, it is suggested that the Partnership and Development Team support the Area Partnership to prioritise the 3 identified priorities into short, medium or long term.

6.2 Members of the Partnership are also asked to identify the particular issues within these priorities and then agree how these can be evidenced as a priority issue for this Ward. This information will then be included within the draft action plan template.

6.3 Gathering the evidence: The role of the Area Partnership is to go beyond the data evidence and uncover the views of local residents on the subject. Community Council representatives should also go back to their own constituency and not only engage with members of their council, but use the support of the Community Council Resource team to consult more widely within their community. All of the information gathered across these strands should give a fuller picture of the views of a wide cross section of ward residents. Similarly, Area Partnership community residents from other organisations should also engage with members of their group and support to do this can be provided by the Partnership and Development Team.

6.4 It is acknowledged that the Third Sector plays an important role in service delivery and in community feedback. Discussions will be held with the Third Sector to agree how best to progress this. It is also worth noting that community engagement is a responsibility of all the partners and that Area Partnerships should use partner resources as far as possible to do this. The Partnership and Development team will co-ordinate community engagement activity on behalf of the Area Partnership.

6.5 In the longer term, other engagement methods could be that a simple questionnaire might be drawn up and circulated via the Neighbourhood Management web portal (currently being developed), or it might be agreed that a certain group of residents could be targeted via local service provision or within a geographic location e.g. an old people's home, or to a small group of streets. Support will be given from the central community engagement team and Safe team to develop these.

6.6 Youth representatives from the Area Partnership or from local youth projects could be engaged to carry out some work regarding the views and opinions of young people. Again, some of this information could be carried out online, using social media and the Young Scot resources.

7. Recommendations

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