



Review of Community Engagement in Neighbourhood Management in Govanhill

**Report for the Govanhill Neighbourhood
Management Steering Group**

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1 Introduction

The purpose of this report is to review engagement between the Govanhill Neighbourhood Management (NM) Steering Group, local community groups and the voluntary sector in the Govanhill Area and to explore how to:

- improve communication with communities in Govanhill
- give voice to the broadest range of interests, perspectives and agendas
- increase the level of influence of the community/ voluntary sector on the Govanhill Neighbourhood Management process

1.1 Background

The Govanhill NM Steering Group was set up by the local community planning partnership in 2008 under the leadership of the South East Community Health & Care Partnership. The group brings together public agencies, further education and other providers to identify local priorities. Action plans have been developed through four sub groups focusing on community safety and security, children and young people, adults, employment, debt and financial inclusion and housing.

In January 2010 a Govanhill Neighbourhood Management Time Out session identified priorities including:

- a vision for the area that is shared by partners and community
- the need for greater connectivity and community engagement in all activities

In February 2010 a review of local engagement in the area was proposed. This report is the outcome of that review.

1.2 Method and scope

This review covers the key background papers and reports that relate to community engagement in Govanhill, from a European, national, city-wide and local perspective. The central section of the report covers feedback from semi-structured interviews. Twenty-three local organisations and agencies were interviewed over a four week period. The organisations interviewed included 9 public services and 14 community and voluntary organisations. For a full list of interviewees see Appendix A.

Time scales for this research were tight; therefore it was not possible to interview all stakeholders. Given more time it would have been useful to have greater input from the residents involved in local groups.

2 Context

2.1 European

Govanhill has a long history of communities settling in the area including Jewish, Irish and Bangladeshi people. In 2004 eight Central and Eastern European countries: Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia, and Slovenia, known collectively as the A8 countries, joined the EU. Romania and Bulgaria, known as the A2 countries, acceded in 2007. Different restrictions apply to each set of

countries in terms of the rights of their citizens to work in the UK. Migrants arriving in Govanhill have no recourse to public funds and have restrictions on their rights to work depending on their country of origin.

2.2 National

2.2.1 Equally Well

In June 2008, the Scottish Government's ministerial task force on health inequalities launched its report: *Equally Well*. A key part of implementing the *Equally Well* report is through test sites. Govanhill was approved as one of 8 core test sites with a focus on service re-design to meet key local priorities in relation to health inequalities and neighbourhood management. Within SE Glasgow, Govanhill as a neighbourhood has the highest levels of serious violent crime (159% above Scottish average); drug related hospitalisation (319% above the Scottish average) and reported drug offending (73% above the Scottish average). It also has the second highest levels of domestic abuse (45% above the Scottish average) and alcohol related hospitalisation (153% above the Scottish average).¹

The Govanhill *Equally Well* test site is linked to a number of *Equally Well* recommendations including "active involvement of the local community and third sector organisations in responding to key local priorities".²

2.2.2 Community Empowerment

In March 2009, The Scottish Government in partnership with COSLA and the third sector launched the *Community Empowerment Action Plan* to encourage local people to participate in running their neighbourhoods. The *Action Plan* describes *Community Empowerment* as a process whereby "people work together to make change happen in their communities by having more power and influence over what matters to them". The plan emphasises that community empowerment cannot be handed to local people. Local people must decide themselves the level of empowerment they want and how they will get there³.

2.3 Glasgow Context

2.3.1 Single Outcome Agreement

Glasgow Community Planning Partnership's *Single Outcome Agreement* with the Scottish Government (2009) sets out 24 local outcomes against which the partnership's performance will be measured. One of these outcomes relates directly to community empowerment: "Improve residents' aspirations, confidence, decision-making capacity and involvement in community life".⁴ Research published in February 2010 from the *Go Well* study into the impacts of neighbourhood change in Glasgow shows how a sense of community, inclusion, belonging and involvement in

¹ 1. Glasgow Centre for Population Health, February 2008, *A Community Health and Well-Being Profile for South East Glasgow*

² The Scottish Government, October 2008, *Equally Well Test Sites: 1 Page Overview Papers*

³ The Scottish Government, 2009, *Scottish Community Empowerment Action Plan, Celebrating Success: Inspiring Change*

⁴ Glasgow Community Planning Partnership, 2009, *Single Outcome Agreement for Glasgow*

community life can underpin how empowered people feel in local decision-making⁵. Improving performance in Govanhill in relation to the SOA outcome of involving of residents in community life should contribute towards a more empowered community.

2.4 Local Context

2.4.1 History of engagement

Prior to setting up the Govanhill NM Steering Group in 2008 there had been a number of emotional and confrontational public meetings reflecting the high state of anxiety from local residents regarding safety, street cleansing and the neighbourhood environment. The Govanhill NM Steering Group consisted mainly of public agencies that were perceived by local people as failing to meet the needs of communities. The group decided to try to change the relationship with communities and achieve more constructive dialogue. A community conference was planned and held in October 2008 and a draft action plan for Govanhill developed by Govanhill NM Steering Group was presented to local people. The lead agencies from the subgroups discussed their plans in workshops with local residents. Following the event the action plan was re-drafted to incorporate the views expressed on the day.

Another attempt to engage local people involved a derelict site in the Westmoreland Street which provided an opportunity to make a visible improvement to the area. The intention was to engage local people through an event which would attract a broad range of local residents. A street party was organised in October 2008 with a variety of stalls and activities and agencies involved in the NM Group attended. People were asked for their views on how to improve the site; however during and following the event there was anger from some residents who felt that the street party was insensitive to their complaints about public nuisance and noise and the group were ignoring more critical problems in the area.

3 Govanhill Statistics

3.1 Defining the Area

The neighbourhood referred to in this report as 'Govanhill' stretches from Butterbiggins Road in the north to Queen's Drive at the edge of the Queens Park in the South taking in the area of Crosshill. To the west Govanhill is bordered by Pollokshaws Road and to the east by Aikenhead Road.

3.2 Population

The population of Govanhill is estimated to be 15,253 although the increase in migrant workers to the area is unlikely to be accurately reflected in registered demographic data. Between 2001 and 2008, the population of Govanhill increased by 9.5%, compared to a city increase of 1%. The number of children and working age people increased over this period while the elderly population decreased.

The proportion of lone parents resident in Govanhill is higher than Scottish averages. The number of children living in workless households in Govanhill is 64% above the Scottish average, in contrast to neighbouring Cathcart where the figure is only 5%.⁶

⁵ Go Well, February 2010, *Progress for People and Places: Monitoring change in Glasgow's Communities*

It is estimated that there are around 3,000 Slovakian Roma people living in the Govanhill area, and 750+ people seeking asylum; these in addition to other migrants account for the population increase since 2001. A report produced by the Poverty Alliance (2002) estimated that 30% of the community as a whole come from BME communities (mainly Pakistani).⁷

3.3 Income Deprivation and SIMD

In Govanhill the population classified as income deprived are 85% above the Scottish average and the population classified as employment deprived are 75% above the Scottish average.⁸

Data from the 2009 Scottish Index of Multiple Deprivation (SIMD) shows that there has been no significant change in deprivation in the area between 2004 and 2009. There are 16 datazones covering the Govanhill area and there are now 6 datazones in the bottom 15% compared to 10 in 2004.⁹

3.4 Housing

Glasgow City Housing Stock Estimates on 1st April 2009 show the following breakdown by housing tenure:

Owner occupied	3,310
Private rented	2,039
Social rented - managed by Govanhill Housing Association	1,641
Social rented - managed by Glasgow Housing Association	741

Govanhill compared to SE Glasgow has the second highest number of tenements and is the highest in terms of overcrowding¹⁰. The housing in the area is mainly pre-1919 Victorian tenements and inter-war tenement stock. Twenty-five years ago Govanhill was designated a Repairs Area by the Glasgow District Council Housing Department. Following the repairs programme the buildings were not maintained and over time have deteriorated.

In the housing context community participation is statutory. The Housing Scotland Act (2001), Section 53, has created a statutory requirement for local authorities and registered social landlords (RSLs) to have tenant participation strategies in place as directed by Scottish Ministers. It places a duty on them to maintain a register of tenants groups meeting certain criteria. These strategies must include: 'arrangements for obtaining and taking account of the views of registered tenant organisations and tenants' and also require landlords to: 'notify registered tenant organisations and tenants of the matters on which the landlord expects to be making proposals.'¹¹

⁶ Glasgow City Council, *Population and Household Estimates for Glasgow's CHCP areas, LHF areas and Neighbourhoods Estimates for years 2001 to 2007*

⁷ M, Adamova, S.Jeffery and L.Zelmanova, *Roma Evaluation 2007: University of the West of Scotland, Situation of Roma in Govanhill*

⁸ Glasgow Centre for Population Health, February 2008, *A Community Health and Well-Being Profile for South East Glasgow*

⁹ SIMD 2009, <http://simd.scotland.gov.uk/>

¹⁰ Glasgow City Council, *Housing Stock by Tenure for Glasgow's CHCP areas, LHF areas and Neighbourhoods, Year 2009 Estimates*

¹¹ Scottish Executive, January 2007, *Better Community Engagement*,

4 Consultation Feedback

4.1 Introduction

An understanding of community engagement and empowerment and what it means in terms of local decision-making is central to this report.

Community engagement is defined as “developing and sustaining a working relationship between one or more public body and one or more community groups, to help them both understand and act on the needs and issues that the community experience”¹².

Community engagement has a number of broad aims in terms of area regeneration. The most obvious are:

- Good governance - inclusive and representative participation, democratic decision making and accountability
- Community empowerment - knowledge of decision-making processes and the influence of communities upon decisions
- Capacity building - the confidence of communities to seek wider changes
- Sustainable communities – the durability of plans and implemented changes
- Cohesive communities – engagement across social groups and increased social harmony
- Effective implementation – involvement of communities in realising plans
- Well-being - personal development and improving the mental health of individuals¹³

This report explores how community engagement currently works in Govanhill and whether there is potential to develop a more comprehensive strategy for community engagement.

The next section of the report summaries the feedback from interviews with twenty three local agencies.

4.2 Communities in Govanhill

Communities are made up of people who interact on the basis of common residence in an area or shared interest. The following breakdown describes the ‘communities’ in Govanhill identified by participants in the research.

- White (Scottish, Irish)
- Asian (Pakistani, Indian)
- European Union migrants (Czech, Slovakian, Polish)
- Romany people
 - Slovakian
 - Romanian/ Lithuanian

¹² Scottish Government 2005, *National Standards for Community Engagement*

¹³ 12. Lawson, L & Kearns, A, 2008, *Community engagement in regeneration: are we getting the point?* in J Hous and the Built Environ (2010) 25:19-36

Participants in this study also identified specific 'communities of interest' within Govanhill:

- Residents living in the unimproved and private rented housing area
- Asian women
- Asian men
- Young men (Asian, White and Roma)
- Young women (Asian and White)
- Older people (BME and White)
- Children and Families
- Carers (Young carers)
- Disabled people
- Local businesses
- Landlords

4.3 Unrepresented people and communities

The following groups were recognised by participants as unlikely to be represented by community groups in the Govanhill area:

Most participants identified the Roma communities as disconnected. In particular Romanian and Lithuanian Roma (there are approx 200/300 in Govanhill) and the Slovakian Roma.

Other 'hidden' communities identified include:

- Vulnerable people living in private lets: e.g. drug addicts and those with drug induced psychosis
- Asylum seekers and refugees
- Non Roma EU migrants (most are under 30 and seeking work)
 - Polish
 - Slovaks and Czechs
- Disabled people

There is a sense among some respondents that the needs of the settled populations of working age who do not get involved in residents groups are largely unknown and that these residents are possibly invisible to services.

There was also a consistent view that there is potential for greater engagement with families across ethnic groups through schools and greater involvement of parent groups such as school boards, PTAs, nursery and pre-school groups.

4.4 Communication methods

The local voluntary groups and public services interviewed described a range of strategies that they use to reach and communicate with local people. The most common were word of mouth and utilising existing structures.

4.4.1 *Word of Mouth*

Most voluntary services rely on word of mouth to publicise their service. Leaflets are translated into common languages such as Urdu and Slovak and passed on through existing clients and volunteers. This form of communication builds on the trust between local services and their clients.

4.4.2 *Utilising local structures*

Local organisations communicate through existing networks and partnerships such as the Govanhill and Pollokshields Integration Network. The Integration Network produces a newsletter and has a website that groups use to promote their services. Other partnerships that are used to pass on information include the EU Practitioners Network, ESOL (English for Speakers of other Languages), Govanhill Health Forum and Govanhill Youth Issues Network.

Officers and staff for local groups and agencies attend community group meetings, community events and public meetings. Leaflets are distributed to the Victoria Infirmary, Govanhill Health Centre, Daisy Street Neighbourhood Centre, the Larkfield Centre, places of worship, local schools and shops.

A number of approaches are used to reach people who are less likely to access services. Voluntary organisations and Culture & Sport Glasgow use street-work which involves staff making direct contact with people through speaking to them in the street. This was considered by some an effective approach for reaching Roma communities and young people.

Public services have face to face contact with vulnerable people and families through, for example, health visitors, practice nurses and GPs, Glasgow Community Safety Services and Strathclyde Police. Call centres, websites and membership cards (including Culture and Sport Glasgow's Young Scot – Kidz Card) are also used to communicate.

4.5 *Barriers to engagement*

4.5.1 *Language*

It is estimated that 51 languages are spoken in Govanhill. Verbal communication tends to be more effective than written material. The Govanhill Community Development Trust use a 'happy to translate' symbol to ensure people are aware that translation services are available.

Voluntary organisations employ workers or volunteers with language skills to get over any language barriers; for example The Well employ an Urdu/ Punjabi speaker and Crossroads employ Slovak and Czech workers. The Community Health & Care Partnership employs two workers who can communicate with Slovakian Roma people and Culture & Sport Glasgow also employ two Slovak youth workers, both services operate from the Daisy Street Neighbourhood Centre. Education Services employ bi-lingual staff to work in local schools.

The main translation services used by local agencies are the Glasgow Interpreting Service and Global Languages. Global Languages provide a 24 hour service, 7 days a week and an interpreter can attend within 20-30 minutes of making the call.

4.5.2 *Transience*

The issue of transience in Govanhill is a particular challenge in terms of community engagement. Roma people and other EU migrants tend not to settle in one residence but move frequently, searching employment or somewhere to stay. Many migrate back to Europe on a seasonal basis and migration is cyclical over time. Asylum seekers are also being moved to other locations in the city due to a change in the housing contract from Angel to YMCA. People are not stabilised within the area and therefore are unable to develop attachments to the neighbourhood. EU migrants engage with local services on the basis of support to meet their basic needs: legal advice, employment and housing.

4.5.3 *Racism*

The rapid population increases in Govanhill have increased community tensions and racism, particularly from the settled white and Asian communities towards new migrants. One service that traditionally serves the Asian community met with intense resistance from its clients when it tried to widen its services to support new migrants. Racism amongst young people is manifested in territorialism with different ethnic groups occupying specific territories within the area. Problems with ensuring safety have led to a reduction of services provided by a local youth group.

Some agencies feel that more needs to be done to acknowledge and address the high levels of anxiety and stress the population increase has caused long-standing communities. It was suggested that counselling services are needed to deal with psychological stress and conflict between neighbours.

There can also be barriers for integration services in engaging the white population. The diversity of some community groups can lead to assumptions from white residents that the group has a BME focus and therefore is not for them.

4.5.4 *Culture*

Cultural issues cause barriers to engagement in different ways. The Roma communities tend to mistrust uniformed officials based on their experience from their countries of origin. However some agencies said that this is starting to change as a result of efforts made by local officers. There are a number of services for Roma communities in Govanhill but it is often difficult to make referrals because people prefer to stay with the organisations they know and trust. It is still unclear who the influencers are within the Roma communities and how power and influence works and therefore how Roma communities could be encouraged to get involved. A few participants questioned whether Roma people would ever get involved in voluntary community activity.

Interviewees described how Asian women are less confident and are unsure about whether it is their role to voice opinions and get involved in community issues that do not relate directly to family or faith. Young women are particularly challenging to engage because parents are unlikely to trust people they do not know personally. Some local organisations questioned whether Asian residents are interested and motivated to get involved. Issues such as the shutting of the Govanhill Baths did mobilise people from the Asian community and so there is clearly potential to engage people in tangible projects. Local religious leaders of mosques and Sikh temples can also have an influence on whether Asian communities engage.

4.6 Sharing intelligence

There were few examples of intelligence from community engagement being shared widely between local groups and organisations. Notable exceptions are:

- findings from the Pollokshields & Southside Central Local CPP Residents Survey, 2007¹⁴
- the report from research into the impact of closure of the Govanhill Baths on the BME community, Govanhill Baths Community Trust, 2009¹⁵
- the report on the Community Based Health Needs of Older People Living in Govanhill commissioned by the Govanhill Health Forum, 2010¹⁶

4.7 Equalities

Most voluntary organisations gather equalities monitoring data which is required by funders. The data collected includes gender, age, disability and ethnicity. A form developed by Govanhill Housing Association asks if the service user considers themselves to be Roma.

The public services interviewed vary in their approach to equalities. Some have systematic approach to monitoring equalities data, others do not record any information on equalities and have no monitoring procedures in place. The Operational Hub could provide an opportunity to develop a more robust approach to equalities across services in terms of monitoring and planning.

4.8 The Community and Voluntary Sector

Twenty community groups and voluntary organisations were identified as active within Govanhill:

- Active Life Club
- Amina – The Muslim Women’s Resource Centre
- Crossroads Youth and Community Association
- Crosshill & Govanhill Community Council
- Dixon Community
- Govanhill Baths Community Trust
- Govanhill Free Church
- Govanhill Housing Association
- Govanhill Community Development Trust
- Govanhill Law Centre
- Govanhill Residents Group
- Govanhill Social Inclusion Project (GOSIP)
- Govanhill Youth Project
- The Hidden Gardens
- Karibu
- One Place Storytelling Workshop
- Positive Action in Housing

¹⁴ Glasgow Community Planning Partnership, December 2007, *Residents Survey Pollokshields & Southside Central, Final Report*

¹⁵ Govanhill Baths Community Trust, January 2009, *Healthy Living and the Impact of Closure: Reaction to the closure of Govanhill Baths by the Black and Minority Ethnic Community*

¹⁶ South East Glasgow Community Health & Care Partnership, January 2010, *Community Based Health Needs Assessment of Older People Living in Govanhill*

- REACH Community Health Project
- The Senior's Forum
- The Well Asian Information and Advice Centre
- WALD (Westmoreland, Allison, Langside and Dixon Residents Association)

There are a number of residents groups in the area, the largest of which is the Govanhill Residents Group.

Govanhill Residents Group, consists largely of residents living in the unimproved housing area and was established following a series of 'close meetings' organised by Glasgow Community Safety Services. The meetings identified a number of common concerns and issues in relation to security, safety, cleansing: in particular, reducing noise and anti-social behaviour. The CHCP's Community Engagement Team agreed to support the establishment of a residents group. At the inaugural meeting held last September, leaflets were distributed in Urdu and Punjabi as well as Czech and Romanian and Urdu, Punjabi, Romanian & Czech interpreters were available at the meeting. The Group aims to as be inclusive and representative as possible. There are now more than 160 individual members.

Other residents groups have been formed to represent the views of people living in specific housing blocks and streets. The WALD group covers the Westmoreland Street, Allison Street, Langside Avenue & Dixon Avenue area. There is a Craigie / Bowman Street Residents Group and an Albert Avenue Residents Group. Last September the Residents Groups held a joint meeting to discuss a Greenspace Strategy for Govanhill.

Other agencies/ groups that were identified by interviewees as active in the area include:

- CHCP Community Work
- Culture and Sport Glasgow
- Glasgow South East Regeneration Agency
- Langside College
- Oxfam Scotland
- West of Scotland Race Equality Council
- Youth Community Support Agency

Not all local organisations are engaged in partnerships and networks. Participants identified the following organisations as absent:

- Homeless shelters: Simon Community, Quarriers, Talbot, Inglefield Street
- Elderly services: Multi Cultural Elderly Care Centre
- Childcare Services
- PTAs and school boards

It is relatively easy for organisations with an interest in poverty and regeneration to set up shop in Govanhill. The area has received national political attention and additional funding and accommodation in the area is cheap. Organisations with an interest in regeneration will continue to be attracted to Govanhill. This exercise has not found any gap in skills, expertise or methodologies amongst organisations already active in the area.

4.9 The leading groups/ structures

Three groups and structures were identified consistently by interviewees as 'leaders' within Govanhill's community and voluntary sector:

Govanhill Housing Association and the Govanhill Community Development Trust

Crossroads and the Govanhill & Pollokshields Integration Network

Govanhill Baths Community Trust and The Centre for Community Practice

4.9.1 *Govanhill Community Development Trust*

The Govanhill Community Development Trust is a community owned subsidiary of Govanhill Housing Association based at Samaritan House. It was set up in 1992 to create opportunities for local people to improve and develop their own quality of life. The Trust is involved in workspace management and development and community regeneration through a variety of projects and initiatives such as GREAT Gardens which offers accredited training in horticulture, gardening and ground maintenance to young trainees.

Following discussion with the Govanhill Neighbourhood Management Group on the need to improve community engagement, the Govanhill Community Development Trust has been organising regular meetings with community groups in the area - described by some as the 'Community Groups Meeting'.

The idea of bringing together voluntary organisations with an expertise in supporting BME communities and community groups was well received by participants in this review. This forum was seen by most people as a way of bringing the diverse groups and interests in together and providing a 'voice' for Govanhill. The structure is in the very early stages of development and as it evolves will need to develop its focus and participation by widening the involvement of residents from across communities and interest groups.

4.9.2 *The Govanhill and Pollokshields Integration Network*

The Govanhill and Pollokshields Integration Network is a local network of agencies mainly from the voluntary sector with a focus on race equality and integration. There is involvement in this network of approximately twenty voluntary sector organisations.

The Network has been running a series of consultation events with different segments of the local community including long-standing Asian, Migrants, Roma, white indigenous, refugee and asylum seeker, overseas students and others. The focus of the consultation is to establish understandings of integration, knowledge and barriers in using services, aspirations and issues. After the round of consultations is completed, a regularly meeting Dialogue Group is to be formed consisting of volunteers from each group.

4.9.3 *Centre for Community Practice*

Govanhill Baths was closed in 2001 despite a high profile campaign by local residents to save the swimming pool. A trust was established to campaign for preservation and redevelopment and reopening of the Baths. The Trust has recently set up a new Centre for Community Practice in collaboration with Strathclyde University and is seeking to support and promote new community led initiatives in the area. It is currently delivering Streetland, a programme of events, artworks, performances and family activities in and around Westmoreland Street.

The Centre is using an asset mapping approach to move away from a focus on 'needs' and 'deficit' to building on the strengths and capacity of communities in Govanhill. A report on the outcome of this work is due in May 2010.

These organisations and structures have well established and positive working relationships and between them engage a broad range of communities, interests and agendas. They all have important roles to play in developing community engagement in Govanhill and have the potential to provide a comprehensive approach to community engagement using a range of methods.

4.10 Public Services

4.10.1 Approach to engagement

Most public services recognise their duty in relation to community engagement in planning and are committed to applying the national standards. However, in practice services tend to be reactive in their approach, responding to complaints and issues raised by the public but lacking a strategy for engaging local people on how their service is delivered on the ground. There is a desire from public services to improve dialogue with communities and develop a more holistic understanding of the issues in Govanhill.

4.10.2 Strathclyde Police – Key Individual Networks (KINs)

A Key Individuals Network (KIN) has been set up in Govanhill of around 20 key people who live or work in a neighbourhood. These individuals provide local intelligence on a quarterly basis by completing a standard questionnaire. This enables Strathclyde Police to gauge local opinion regularly and identify emerging problems quickly.

There is a perception among some residents that the Police are not responsive enough to representative community groups and are too tolerant towards Roma culture such as gatherings on street corners. The Police no longer attend community groups and this seems to have led to a sense that they have withdrawn from engagement with the settled communities. The reasons for this change in strategy do not appear to be understood by local groups.

4.10.3 Glasgow Community Safety Services

Glasgow Community Safety Services engage communities through Community Relations Officers, Community Safety Patrol Officers, Community Enforcement Officers, and Environmental Community Action Teams. They focus on community reassurance in relation to antisocial behaviour, 'crime and grime' and reducing violence against women. Their prevention and diversion offending (PDO) programmes challenge offending behaviour and provide opportunities to become involved in team building and employability. GCSS apply a problem solving approach and work in partnership by receiving and signposting referrals to appropriate agencies.

4.10.4 Land and Environmental Services

Glasgow City Council's Land and Environmental Services have set up new Community Action Teams across the city. The CAT outreach programme includes Road Safety, Health, Recycling and Environmental Awareness. It targets young

people, and residents through educational establishments, community groups and events.

4.11 Engagement with the voluntary sector

Some voluntary services interviewed said that they have positive working relationships with particular public services in relation to supporting EU migrants and Asian communities. However, most organisations felt that the relationship is a one-way street with public services using voluntary organisations as a way of accessing the 'harder to reach'. One interviewee described the relationship in these terms: "It's like the family friend who only calls when they want something." In terms of their relationship to public services the voluntary organisations interviewed are looking for recognition and sharing of expertise with opportunities to work in partnership. Some people felt that there is a need to manage expectations and start partnership working through small actions and projects; others would like to see more direct voluntary and community involvement in decision-making and strategic planning.

The Govanhill and Pollokshields Integration Network has the potential to strengthen relationships between public services and voluntary sector. Interviewees saw it as a useful forum for networking and partnership working and it is now a well established structure. Improved partnership will involve learning on both sides: voluntary organisations and community groups would benefit from a more sophisticated understanding of the complexities and limitations of public agency; the public sector could do more to acknowledge and respect the expertise in the voluntary and community sector and seek shared agendas.

Strathclyde Police appear to have good working relationships with the voluntary agencies that support Roma and EU migrants (such as Govanhill Law Centre) and Asian communities (The Well). The officer responsible is well regarded for his knowledge of the Roma communities. A few voluntary agencies said they would like to see more involvement from the Police in the local Integration Network and better engagement with young people.

Participants suggested that there is a need to improve coordination between Social Work, Health Visitors and the voluntary organisations, especially around EU migrant support and services for vulnerable individuals and families. The Equally Well Coordinator will be working with the Operational Hub to improve pathways between local organisations.

There is a need (according to one agency) for the local Job Centre to gain expertise on the complicated legal restrictions on migrants from A2 as distinct from A8 countries. Clients apparently have received the wrong information and this impacts on their confidence in local services

4.12 Improving local engagement

Interviewees said that 'the Council' is currently viewed very negatively by residents who are active in local groups. Their experience has been of a top down approach to solving problems. Trust is weak and changes, they feel, are 'driven through'. Public services are feeling overwhelmed by the scale and complexity of the problems. Any new ideas, strategies for the area need to involve dialogue at the earliest point and invest in good communication rather than finding quick solutions. Residents will need to see that their concerns are heard and understood and that communication back to them has a high priority. Respondents pointed out that voluntary groups

have taken ten to twenty years to build trust in Govanhill and it is unlikely to be quicker for public services.

When asked how to broaden engagement most interviewees acknowledged that this is difficult but a few suggested that active involvement is the most effective means. The Govanhill Baths Community Trust recruited community members as local researchers for their study into the impact of closing the Baths. Through the research project they were able to engage BME communities. The One Place storytelling workshop also felt that small energetic efforts are important, especially those that intentionally bring different cultures and faiths together.

Respondents questioned whether the Govanhill NM Steering Group is a structure that can evolve into a genuine partnership with communities and whether this was desirable. It was suggested that the focus of this group and the work of the Operational Hub is to coordinate the work of public agencies; and other structures such as the Community Groups Meeting have the potential to feed the views of communities into the process.

5 Main findings

- Govanhill has a wealth of community groups and voluntary organisations with significant experience of community engagement. There are no gaps in skills, expertise or methodologies amongst the organisations already active in the area.
- Community cohesion could be strengthened in the area by focusing on the needs of children and young people and envisioning a 'child friendly' Govanhill.
- There is potential for improvement in partnership working between public and voluntary agencies through the Govanhill & Pollokshields Integration Network and the Operational Hub.
- Some organisations are not engaged in local networks, in particular homeless shelters, elderly services, childcare services, PTAs and school boards.
- The leading groups/structures in the community and voluntary sector are: Govanhill Community Development Trust (GCDT), Govanhill & Pollokshields Integration Network (GPIN) and Govanhill Baths Community Trust.
- The leading groups/structures have engagement mechanisms which could contribute to a comprehensive strategy for community engagement. The Community Groups Meeting supported by GCDT, the Dialogue engagement conducted by GPIN and the Asset Mapping being currently undertaken by the Centre for Community Practice (Govanhill Baths Community Trust).
- There needs to be improved coordination and sharing of intelligence from community engagement to develop a shared understanding of community needs and assets.

- All organisations interviewed that are currently involved in the Govanhill NM Steering Group recognise a need for greater community influence on decision-making.
- There is an aspiration amongst the residents groups and active organisations in Govanhill for greater community empowerment and influence on local decisions.
- Public agencies are concerned about the sustainability of current initiatives and believe that long-term solutions can only be achieved through greater community leadership.
- Asian and EU migrant communities show less interest in involvement. Tangible and immediate projects are likely to be most effective and voluntary organisations could strengthen engagement by focusing on integration and wider community issues. Religious and community leaders are also important catalysts.
- There are particular barriers to engaging Roma communities who do not tend to get involved in community activity; however there are signs that the initial mistrust of Roma communities towards officials is starting to decrease through the efforts of frontline officers in the area.
- People who do not tend to get involved in local groups also include: vulnerable people living in private lets, asylum seekers and refugees, non Roma EU migrants and disabled people.

6 Recommendations

1. Improve partnership working and communication through the Govanhill & Pollokshields Integration Network and the Operational Hub. An immediate action is to organise a networking event to identify key link people in local agencies and connect them with frontline staff.
2. Develop a coordinated approach to equalities monitoring and service planning through the Operational Hub.
3. Strengthen the role of the Community Groups Meeting as a forum that brings the range of interests and perspectives of communities together. Ensure that all views and interests are given equal value and that the focus of the meeting is on the views of local residents.
4. Join up the approaches of the Community Groups Meeting, the Dialogue groups and the work of the Centre for Community Practice to provide a comprehensive approach to community engagement in the area.
5. Underpin and strengthen community engagement by interventions on other levels:
 - a. Stabilising new migrants – using the powers public services have as effectively as possible to meet the basic needs of new migrants

- b. Supporting vulnerable families and individuals – personal development and confidence building to motivate people to make positive changes
- c. Improving customer service – reducing the stress of engaging with public services through a ‘one stop shop’ approach
- d. Engaging neighbours - improving relations between neighbours and engaging residents in developing longer-term plans for improvements to physical building conditions, back courts and cleansing
- e. Enhancing learning and skills - developing programmes of life-long learning, skills development and training
- f. Community involvement - increasing activity, integration and cohesion

These interventions would all contribute towards enabling and empowering local people to engage in neighbourhood issues.

There are unlikely to be any quick fixes in Govanhill. It will take time to build confidence and trust in new approaches. Investment in dialogue and involvement from the broadest range of community interests will be critical to any sustainable change.

6.1 *Issues for further discussion*

- What will be the focus for community engagement in the future?
- In the current financial climate, what approaches and interventions will be sustainable?

7 Appendix A: List of Interviewees

Organisation	Name
Active Life Club	Raza Sadiq
Crossroads Youth & Community Association	Anna Griffiths/ Rasa Lutyze
One Place Storytelling Workshop	Rachel Smillie
Govanhill Baths Community Trust	Heather Lynch/ Rani Dhanda
Govanhill Housing Association/ Govanhill Community Development Trust	Anne Lear
Govanhill Social Inclusion Project (GOSIP)	Amra Nazim
Govanhill Youth Project	Jamie Tracey
Positive Action in Housing	Seonad Forbes/ Lia Dmitrieva
The Well Asian Information & Advice Centre	Rhoda Yarmahmoudi
Govanhill Law Centre	Lorraine Barrie
REACH Community Health Project	Shabir Banday
Dixon Community	Sheila Halley/ Michelle McGuigan
Govanhill Residents Group	Hugh Watson
SE CHCP	Duncan Goldie
GCC DRS Housing Investment	Brian Parr
GCC LES Environmental Health	Nigel Kerr
GCCS Landlord Registration	Brian Carroll
GCSS	Derek Brown/ Andrena Stamper
Strathclyde Police	Blair Henderson/ Gerry Rafferty/ Stevie Scott
Strathclyde Fire and Rescue	Douglas Boyd
Culture & Sport Glasgow	Matt Henderson
GSERA	Fraser Kelly

8 Appendix B: Govanhill Contacts

Organisation/ Contact name	Contact details	Networks/ partnerships
Active Life Club Raza Sadiq	Govanhill Workspace 69 Dixon Road Glasgow G42 8AS Tel: 07791 896634 E-mail: activelifeclub@hotmail.com	GPIN
Amina – The Muslim Women’s Resource Centre Asma Abdulla	Network House 311 Calder Street Glasgow G42 7NQ Tel: 0141 585 8026 E-mail: info@mwrc.org.uk asma@mwrc.org.uk	GPIN
Crossroads Youth & Community Association Anna Griffiths	19a Belleisle Street Glasgow G42 8HL Tel: 0141 423 5955 E-mail: AnnaG@cyca.org.uk	GPIN
One Place Storytelling Workshop Rachel Smillie	Unit 2 Victoria Court Workspace Hollybrook Street, Govanhill G42 7HB 0141 423 2909 rachel@one-place.org www.one-place.org	GPIN
Govanhill Baths Community Trust Heather Lynch/ Rani Dhanda	Centre for Community Practice 126 Calder Street Glasgow G42 Tel: 0141 423 8705 E-mail: inga@govanhillbaths.com	GPIN
Govanhill Housing Association Anne Lear/ Alan McDonald	Samaritan House 79 Coplaw Street Glasgow G42 7JG Tel: 0141 3620/3621 E-mail: alear@govanhillha.org	Also involved in the GNM
Govanhill Community Development Trust Anne Lear Amra Nazim (GOSIP)	Samaritan House 79 Coplaw Street Glasgow G42 7JG Tel: 0141 3620/3621 (Anne) Tel: 0141 636 3628 (Amra) E-mail: anazim@govanhillha.org	GPIN
Govanhill Youth Project Jamie Tracey	172 Butterbiggins Road Glasgow G42 7AL Tel: 0141 423 8793 E-mail: Jamie.gyp@btconnect.com	GPIN
Positive Action in Housing Seonad Forbes	98 West George Street Glasgow G2 1PJ Tel: 0141 353 2220 E-mail: Seonad@paih.org	GPIN

The Well Asian Information & Advice Centre Rhoda Yarmahmoudi	48-50 Albert Road Govanhill Glasgow G42 8DN Tel: 0141 424 4523 E-mail: asianwell@gmail.com	GPIN
Govanhill Law Centre Lorraine Barrie	168 Butterbiggins Rd Glasgow G42 7AL Telephone: 0141 433 2665 admin@govanhilllc.com	GPIN
REACH Community Health Project Shabir Banday	Network House 311 Calder Street G42 7NQ 0141 585 8022 admin@reachhealth.org.uk shabir@reachhealth.org.uk	GPIN
Dixon Community Sheila Halley Michelle McGuigan	656 Cathcart Road G42 8AA 0141 423 2481 dixon.carers@btconnect.com	GPIN
Multi Cultural Elderly Care Centre	Network House, 311 Calder Street, G42 7NQ Tel: 585 8026 Email: islam@taleemtrust.org	
GAP Childcare Services Jacqueline Gray	Room 14A, Govanhill Neighbourhood Centre, 6 Daisy Street G42 8JL Tel: 424 0448 Email: gapchildcare@btconnect.com	
WALD Group (Westmoreland Street, Allison Street, Langside Avenue & Dixon Avenue)	Tom Warren via the Community Baths Trust	
Framework for Dialogue Group Rasa Lutyze	19a Belleisle Street Glasgow G42 8HL Tel: 0141 423 5955	GPIN
Crosshill/Govanhill Community Council CRG member: Joyce McNae	Contact via Community Councils Resource Centre Community Council Resource Centre City Chambers George Square Glasgow G2 1DU ccrc@glasgow.gov.uk	Do not attend the GNM but have a place on the Steering Group
Govanhill Residents Group Hugh Watson - Community Development & Engagement Officer	govanhillresidentsgroup@googlemail.com 0141 276 5010 hugh.watson@sw.glasgow.gov.uk	
Seniors Forum	Contact via the Dixon Community	

Organisation/ Contact name	Contact details	Involvement
SE CHCP Duncan Goldie	Forsyth House 151 Coplaw Street G42 7DE Tel : 0141 276 6712 E-mail: Hamish.Battye@glasgow.gov.uk Duncan.Goldie@glasgow.gov.uk	GNM
GCC DRS Housing Investment Brian Parr	Exchange House 229 George Street G1 1QU Tel: 0141 287 8541 E-mail: Brian.Parr@glasgow.gov.uk	GNM
GCC LES Alan Sinclair	425 Polmadie Road G42 0PJ Tel: 0141 423 9322	GNM
GCC LES Environmental Health Nigel Kerr	Land & Environmental Services 231 George Street Glasgow G1 1RX tel: 0141 287 6528 email: nigel.kerr@glasgow.gov.uk	GNM
GCCS Landlord Registration Brian Carroll	Westergate 11 Hope Street G2 6AB Tel: 0141 276 7426 Email: brian.carroll2@drs.glasgow.gov.uk	
GCSS Derek Brown/ Andrena Stamper	Westergate 11 Hope Street G2 6AB Tel: 0141 276 7633 E-mail: Darren.Lambie@glasgow.gov.uk John.Hynes@glasgow.gov.uk	GNM
Strathclyde Police Gillian MacDonald/ Blair Henderson/ Gerry Rafferty	Cathcart Police Office 744 Aikenhead Road G42 0NS Tel: 532 4994 Email: Gillian.MacDonald@strathclyde.pnn.police.uk Gerry.Rafferty@strathclyde.pnn.police.uk Blair.Henderson@strathclyde.pnn.police.uk	GNM
Strathclyde Fire and Rescue Garry Milne/ Douglas Boyd/ Paul Stewart	123 Port Dundas Road G4 0ES Tel: 0141 302 3135 garry.milne@strathclydefire.org paul.stewart@strathclydefire.org douglas.boyd@strathclydefire.org	GNM
Langside College Govanhill Campus Robin Ashton Frances Thom Liz Farrell	50 Prospecthill Road Glasgow G42 9LB Tel: 0141 272 3615 (Robin) 3735 (Frances) 3835 (Liz) E-mail: rashton@langside.ac.uk fthom@langside.ac.uk lfarrell@langside.ac.uk	GNM/ GPIN
Culture & Sport Glasgow Matt Henderson	Adelphi Centre 12 Commercial Road	GNM

	G5 0PQ Tel: 0141 276 1826 E-mail: Matt.Henderson@csglasgow.org	
GSERA Fraser Kelly	Glenwood Business Centre Glenwood Business Park 21 Glenwood Place G45 9UH Tel: 0141 634 1024 E-mail: fraser.kelly@gsera.org.uk	GNM

OTHER STAKEHOLDERS/ CONTACTS

Organisation/Contact name	Contact details	Involvement/ Role
Glasgow City Council Locally Elected Members	annemarie.millar@councillors.glasgow.gov.uk Cllr Danny Alderslowe – 0141 287 4405 danny.alderslowe@councillors.glasgow.gov.uk Baillie James Scanlon – 0141 287 7034; james.scanlon@councillors.glasgow.gov.uk Cllr Jahanger Hanif – 0141 287 4610; jahanger.hanif@councillors.glasgow.gov.uk Cllr Anne Marie Millar – 0141 287 5625;	Cllr Millar chairs the local community planning partnership board
CHCP Equally Well Bridget Gallagher	Forsyth House 151 Coplaw Street G42 7DE Tel : 0141 420 0016 E-mail: Bridget.Gallagher@glasgow.gov.uk	Equally Well Coordinator
Glasgow Centre for Population Health Chris Harkins	1 st Floor, House 6 94 Elmbank Street G2 4DL Tel:0141 287 6959	Researcher with Equally Well
OXFAM Jim Boyle/ Jason Bergen	207 Bath Street Glasgow G2 4HZ Tel: 0141 285 8880 E-mail: jbergen@oxfam.org.uk	Involved in both the GNM and the GPIN in a support role providing expertise on Roma communities
Glasgow City Council Public Relations Ione Campsie	Press Officer , GCC Room 4, 78 Cochrane Street G2 1DU Tel: 0141 287 0910 E-mail: ione.campsie@glasgow.goc.uk	Communications Role

GPIN Govanhill & Pollokshields Integration Network
GNM Govanhill Neighbourhood Management Steering Group