



## **Using the Place Standard to demonstrate how the GoWell Panel explored research about regeneration and how they established an empowering group dynamic**

This snapshot captures the Place Standard exercise that the GoWell Panel organised during their first event to share learning with their local groups.

### **1. Introduction**

The Place Standard was applied as a learning tool in a GoWell workshop 29 July 2016 at the Nan McKay Community Hall in Pollokshields, Glasgow. This report focuses on the application of the Place Standard tool within this workshop. See the GoWell Panel Approaches and Achievements snapshot about the whole workshop.

### **2. Background**

GoWell is a longitudinal research and learning programme that has been investigating the impact of investment in housing, regeneration and neighbourhood renewal in Glasgow on the health and wellbeing of individuals, families and communities.

A Panel of citizens from GoWell study areas was established to develop a two-way knowledge exchange about the ways in which regeneration is experienced, researched and practiced. The Panel designed seven workshops in which it investigated GoWell research findings and visited study areas to meet a range of housing associations and community groups involved in regeneration. This process produced mutual learning about regeneration evidence and practice. The Panel reported a range of empowerment outcomes as a result of using their learning to: achieve qualifications; vote in elections; increase their influence over social regeneration; launch a school uniform bank; creating a new event; leading on change; mentoring local community members to embark on learning journeys.

### **3. The Place Standard as an engagement and learning tool**

The Panel chose to report back to their community organisations about their achievements with GoWell by hosting a learning workshop. The Panel did not just want to disseminate their learning to their community organisations; Panel members wanted their community organisations to have first-hand experience of the collaborative way in which they had worked and the insights they had gained about regeneration as it is practiced and evidenced.

To provide workshop participants with this kind of first-hand experience, a practical activity was designed in collaboration with NHS Health Scotland. This activity used the Place Standard<sup>1</sup> as the means to give participants experience of the Panel's

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<sup>1</sup> For more information about the Place Standard tool, go to: [www.placestandard.scot](http://www.placestandard.scot)

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collaboration and insights. The Place Standard was chosen for its framework and the values it promotes. It provides a framework for exploring diverse views, experiences and aspirations for a place with a group of people. This inclusive approach resonated with the Panel's acceptance of diverse views. Moreover, the Place Standard's emphasis on the social and physical aspects of places chimed with GoWell's research findings which illustrate the importance of social regeneration alongside physical regeneration.

#### **4. A Place Standard activity to share the GoWell Panel's learning**

The GoWell Panel decided to base this learning workshop at the Nan McKay Community Hall in Pollokshields for two main reasons. Firstly, the Panel had previously visited the area and had seen a breadth of community activity taking place which they thought lent itself well to a workshop about the diversity of regeneration. Secondly, the GoWell Panel thought that many participants would not have visited this area and hypothesised that a workshop in this neighbourhood might help strengthen general knowledge about the range of regeneration in the city.

The Panel used the Place Standard to show participants how they had explored the GoWell study areas and what they had discovered in their Panel sessions. The workshop followed the Place Standard process which started with a tour of the local area. Participants were facilitated to score the area based on their first impressions – during this part of the workshop, Panel members recounted their visits to GoWell areas and reflected how these visits challenged or strengthened their existing knowledge of regeneration across the city. This was followed by dialogue in small groups, and later as a collective whole, which aimed to understand the range of views among participants. This part of the workshop was structured to give participants insight into how the Panel's work with GoWell was designed to celebrate existing knowledge and reach new understandings about the impact of regeneration on health and wellbeing.

The activity workshop was designed with and co-facilitated by NHS Health Scotland, Glasgow City Council and GCPH colleagues.

#### **5. Facilitators and participants**

Louise Rennick, NHS Health Scotland, and Cat Tabbner, GoWell/Glasgow Centre for Population Health facilitated the workshop. GoWell Panel members and GCPH staff members co-facilitated the Place Standard activity.

This workshop was supported by NHS Health Scotland, Glasgow City Council and GCPH colleagues.

The full list of participants, who comprised Panel member's groups and stakeholders, can be found in Appendix One.

#### **6. Working together**

Participants and the Panel firstly identified how they would work together throughout the workshop, which is fully detailed in the GoWell Panel Approaches and Achievements snapshot. The purpose of this part of the workshop was to provide practical insights into how the Panel and GoWell had embarked on co-producing their knowledge exchange and to also enable participants to apply this way of working.

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## 7. Place Standard activity

The fourteen themes of the Place Standard tool were divided into four sub-groups (see Figure 1 below) and participants were allocated to one of these four groups. Each sub-group group comprised of participants from different areas of Glasgow. At least one GoWell Panel member and one GCPH staff member were assigned to each group. The GoWell Panel member's role was to facilitate discussion around the assigned Place Standard themes. GCPH staff members used prompt questions to help the groups broaden or deepen the topic of conversation where appropriate – see Appendix One.

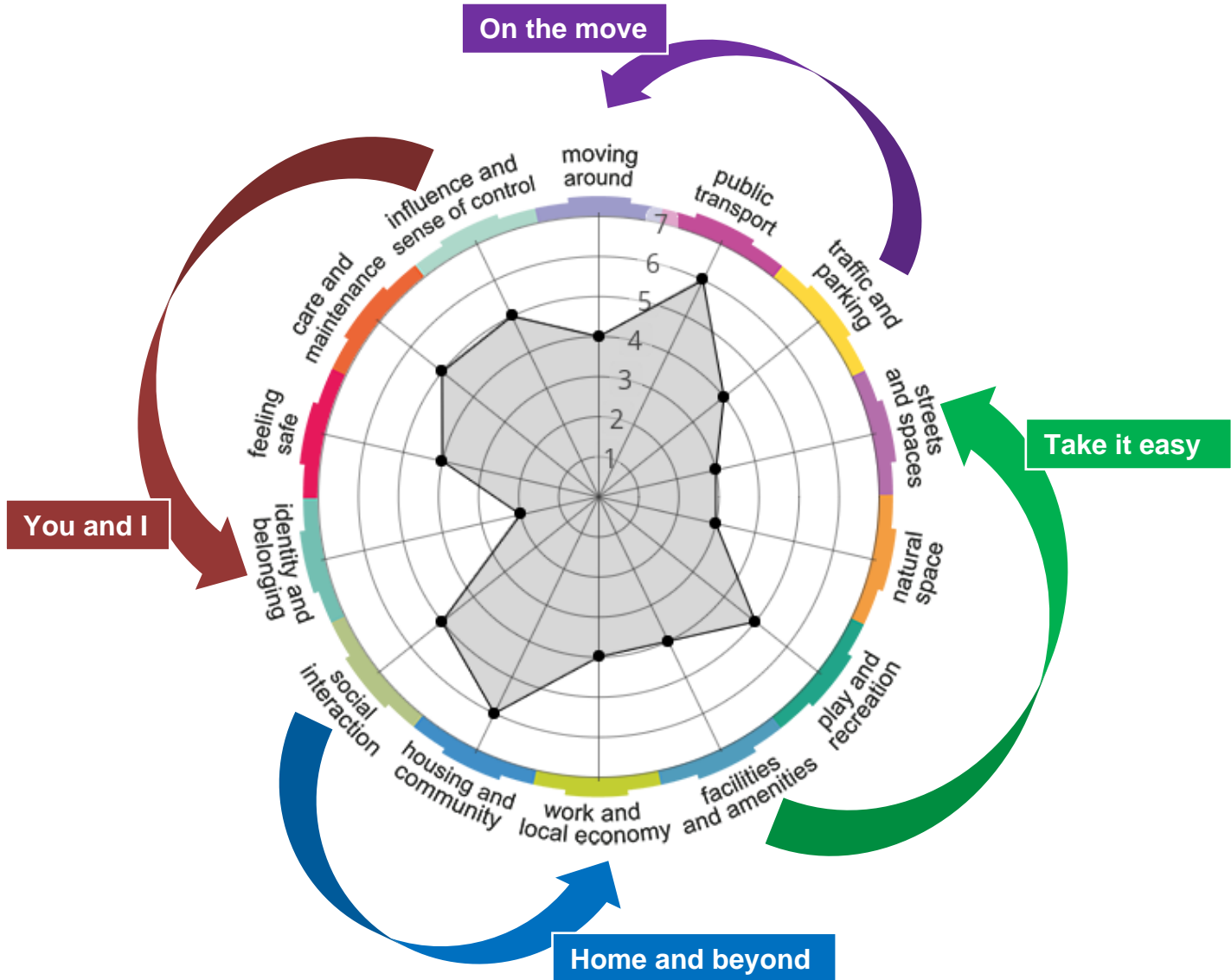


Figure 1: Sorting participants into activity groups

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## 8. Facilitation roles

Participants were allocated in such a way that each group comprised of individuals from different areas of Glasgow and a combination of staff and volunteers. At least one GoWell Panel member and one GCPH staff member were assigned to each group. The GoWell Panel member's role was to get their group discussing their assigned Place Standard themes. It was agreed with GoWell Panel members that they would each be supported to facilitate their groups. GCPH staff members had prompt questions for each of the Place Standard themes which they used to help participants broaden or deepen the topic of conversation where appropriate – see Appendix One.

## 9. Tour of Pollokshields

All four groups went outside and were guided to one of four stations in the neighbourhood, see Figure 2 on the next page. These locations were chosen by GoWell Panel members during a site visit to prepare the workshop because they were close enough to the Nan McKay Hall. This meant that all participants of all mobility levels would be able to reach them and complete the exercise within the specified timeframe while also enabling participants to see a variety of amenities/characteristics in the area. Each group was given 30 minutes to go discuss their Place Standard themes. For each theme they discussed their individual scores of the area and then agreed a group score. Scoring was 1-7, with 1 meaning a lot of improvement was needed and 7 meaning no improvement was necessary. Panel members and GCPH staff stayed at these stations as participants circulated anti-clockwise to the next station. Participants were told what the previous comments and scores had been. They were then facilitated by the Panel and GCPH staff members to build on the conversation initiated by the previous group. This exercise was repeated until participants had been to each of the 4 stations.



“It was putting a different perspective on things and making me challenge a lot of the stuff I’d thought, “Oh, I’d never thought of that.”

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Figure 2: Place Standard outdoors activity



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After a tea break, the scores of each group were averaged by GCPH facilitators. While score averages were used for this workshop, it is recommended to stick to Place Standard guidance that scores are not averaged so that large groups can see how scores compare as part of constructive dialogue.

Louise Rennick gave participants an overview of the scores which provided the basis for each of the four groups to discuss what the scoring might mean about how participants viewed the space.

### 10. Imagining a place to support a thriving community hub

Participants worked in their groups, to identify what they would like to see happen in the area to support a thriving community hub, See Figure 3 below. They based these discussions on the dialogue and discussion generated in commenting on and scoring the area against the Place Standard themes.

**Figure 3: future aspirations**



### 11. Workshop outcomes

GoWell Panel members' aim of this workshop was to give their local community organisations first-hand experience of the collaborative way in which they had worked and the insights they had gained about regeneration as it is practiced and evidenced. Using the Place Standard as the basis for this workshop achieved this aim in the following ways:

#### Discovering common experiences across the city

According to participants, the Place Standard brought out common experiences of regeneration and issues across Glasgow. Participants found that the Place Standard importantly also provided a platform for dialogue about what could change and how regeneration could be improved.

**“I loved that people were challenging each other and saying ‘well, why do you think it’s unsafe?’ or ‘why do you think this is a good bus service?’ ”**

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### **Promoting curiosity to gain understanding**

The tour of the area in combination with the Place Stand prompt questions promoted curiosity and participants gently challenged each other to think in-depth about topics. In particular, participants reported noticing that they were encouraged to ask “why”, which opened up dialogue to explore current contexts before then talking about regeneration.

### **Learning as a means to building relationships**

Workshop participants found that it was a “deep” learning experience. By this, they meant that through engaging with Panel members and participating in the Place Standard activity they worked constructively together. Specifically, participants found that the workshop exercises enabled views to be constructed in positive ways.

### **Challenging assumptions and understanding diverse views**

The Place Standard workshop enabled participants reconsider their view of regeneration because it allowed them to observe aspects of a neighbourhood and assessing what was good about the place from different perspectives, what needed to change and why. That the Place Standard revealed people’s subjectivity was considered a strength of the workshop because it enabled facilitators to promote dialogue which challenged each other’s points of view.

An example of this was participants’ visit to the local play area. When they discussed the amenity, participants gave their individual opinions and listened to each other’s views. These views comprised opinions from local community members and housing association staff from across Glasgow with experience in designing play facilities.



“It was putting a different perspective n things and making me challenge a lot of the stuff I’d thought, ‘Oh, I’d never thought of that.’ ”

What initially seemed a good quality amenity at a first glance was revealed, after a constructive dialogue, to need changes in various aspects: there was no safe pedestrian crossing to reach the play area; trees overshadowed the space which might be an obstacle to parental supervision of their children; there needed to be more seating for parents and those with mobility issues; and while the play equipment was suitable for young children, the amenity also needed to cater for teenagers in the neighbourhood. As a result of visiting the space and being open to seeing the facility from different point of views, many participants changed their minds towards accepting that some improvements needed to be made.

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## 12. Appendix one: participants

Bill	Fraser	Pollokshields Community Council
Bill	Lawns	Nan McKay Hall
Carine	Gordon	Kingsway Court Health and Wellbeing Centre
Charlotte	Boyce	Kingsway Court Health and Wellbeing Centre
Clair	Malpas	Cassiltoun Housing Association Glasgow Kelvin College - Community Achievement Awards
Craig	Green	
Davie	Douglas	Panel member. Townhead Village Hall
Deborah	Hamilton	Links Programme, Green GP Practice Govan
Donna	Henderson	Panel member
Donna	McKenzie	Panel member
Elaine		Ardenglen Housing Association/ Revive
Fiona		Ardenglen Housing Association/ Revive
Gillian	Gilmartin	Bead and Blether
Helen	Scott	Wheatley Group
Jackie	King	Ardenglen Housing Association/ Revive
Jean	Donnachie	Kingsway Court Health and Wellbeing Centre
Karen		Ardenglen Housing Association/ Revive
Katie	Elliott	Bead and Blether
Lesley	Sweeney	Panel member. Nan McKay Hall
Madge		Ardenglen Housing Association/ Revive Panel member. Ardenglen Housing Association/ Revive
Maggie		Panel member. Ardenglen Housing Association/ Revive
Marie		
Paul	Irwin	Townhead Village Hall
Pauline	Fletcher	Southside Housing Association

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### 13. Appendix two: Place Standard comments

#### Moving Around

##### Can I easily walk and cycle around using good quality routes?

- Quite good
- Very poor
- Not for elderly
- Not pedestrian friendly
- No cycle paths
- Paths a bit rough with tree roots
- Some won't go as soon as it's dark
- Trip hazards
- Don't pick up leaves – makes it difficult
- Bikes on pavements – especially dangerous for elderly
- Even if there were cycle paths, would they use them or still cycle on the pavements
- Roads are too dangerous
- It's a bug bear
- Once you unpick these things your first impression often changes
- Cycle lanes aren't wide enough – need separate cycle lane from traffic
- Discussion veered into Govan – Fastlink – how council have messed it all up
- You wonder who comes up with these ideas
- Out-of-towners making decisions for areas they know nothing about
- Things are level
- Need more lights
- Need more dropped kerbs
- Big long road, not enough crossings
- Dropped kerbs don't match up
- Car seems to be 'king'
- Not proper crossing across from play area
- More safety issues than anything else
- Definitely not good for old people
- Street lighting not great
- No crossing to play park
- First garden street in Europe
- Not pedestrian friendly
- Trip hazards
- No cycle paths
- Nowhere to lock your bike
- Long way to shops
- Good wide pathways
- No crossing

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- No lights
- No street lighting

## **Streets & Spaces**

**Do buildings, streets and public spaces create an attractive place that is easy to get around?**

- Not very good
- Quite nice cosmetically
- Lack of amenities
- Very dark and dull – looks tired
- Lack of amenities – shops, doctors etc
- Kids aren't allowed out alone
- No obvious place to gather
- Curious what answers you'd get from young people if you took them around
- Discussion on integration of white and BME communities
- Gurdwara quite active in the community
- Long way to shops
- Long way to supermarket
- Rubble been there for months
- Buildings look quite nice
- Lots of trees and grass
- Not a lot of graffiti
- Road with houses on it, not houses with a road
- No shops
- Looks nice – trees, green, open space
- Not permeable
- Scary at night
- No centre where people can come together to meet
- No litter (at least not a lot)
- Worse for car owners
- There's nothing there
- Road is there but long, dark and poorly lit
- Feeling of isolation
- Like the trees

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## **Facilities & Amenities**

### **Do facilities and amenities meet my needs?**

- Couple of shops – Nan McKay services the whole community
- Can't build shops here – no jobs in the area
- One GP in the area – have to have access to it
- Lack of a supermarket
- Transport options limited if no car
- Community transport needed
- Are there youth facilities?
- No facilities at all
- Long way to get anywhere
- Nan McKay meets the needs of the community
- Lack of buses
- Feeling of being cut off – feels deserted
- Lack of buses, lack of shops
- An island, closed off due to railway on three sides
- Town feels a long way away
- New hall will help – old hall overly used at the moment
- Very few shops and costly
- No transport, no supermarkets

## **Natural Space**

### **Can I regularly experience good quality natural space?**

- Not well maintained – weeds – very poor
- Imaginative natural play lacking
- Needs to be more adaptable
- Lack of bins in the park and street
- Lots of trees but need to be cut back
- Lack of lights
- Not much greenspace in the area and what there is, is not useable
- Stalled space – could be put to better use
- Lots of natural space but not maximised potential
- Trees but not useable space
- Too far to get to useable space
- No natural space
- Not accessible
- Doesn't need to be a big space
- Does lend itself to Community Day – street closure – quiet area
- Could be used better – vacant spaces could be better used
- More adaptable space
- Outdoor gym – used in some places, not all

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- Gardening, football, creation of a meadow
- Divided by railway
- Not all land needs to be managed
- Do away with the bushes
- More adventure play options – natural play options lacking

## **Feeling Safe**

### **Do I feel safe?**

- What is it like at night?
- No shops – dark and quiet
- Play park empty – no kids – quiet
- Flats – lifts but no concierge – dangerous
- Concrete jungle
- Desolate with big flats and wide and daunting road
- Road safety – fast – lollipop man for school?
- Perception worse than threat
- Perception of derelict flats very bad
- People look out for each other so much safer
- Mostly elderly population – very safe
- Yes, feel safe – nothing threatening
- Access a problem
- Nowhere to meet and talk to people – no feeling of community
- Lacking more informal spaces for elderly people
- Feeling of safety depends on the time of day – lack of street lighting
- Don't feel safe – where is the nearest Police Station?
- Feeling of isolation
- Lots of trees – if you're out on your own it's a bit dodgy
- Flowers are warm and make you feel safe
- Cars and people about – make you feel safe
- Main road is not very safe as it is fast
- Elderly population – unsafe – can't defend themselves
- Not many folk around
- Trees covering lights so not safe
- Lack of amenities – less safe
- More bus stops needed (spaced regularly) and improved lighting important
- Dark at night – no lights – not safe
- Walking from the bus stop – not far
- Parking regulations and slow speed limit would help
- Terrible street lighting – at night-time very bad
- Trees wreck the pavements and tree resin makes the pavements slippery and very unsafe

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- Access to hospitals – need non-emergency transport from here
- More pedestrian lights for crossing busy road
- Cut trees down to allow people to see
- Access to new Hub is accessible – flat access, no steps
- Transport for older and disabled people to get to the Hub – community transport – minibus that stops right outside the door
- More local facilities
- Make sure the Hub is well signposted and visible
- Better street lighting – feel safer at night
- People get to know each other at new Hub and could offer one another a lift
- Community transport from the Hub to larger shops at Shawlands or supermarkets
- Access to Hall uphill – not good for disabled & elderly especially in the winter
- Not safe – no Police Station nearby – desolate – unsafe for elderly at night
- Pavements dangerous – unsafe for walking in the evenings

## **Play & Recreation**

### **Do I have access to a range of space and opportunities for play and recreation?**

- MUGA at new school
- Poorest greenspace in the city
- Good park – decent facilities and not ruined, still in one piece
- It's the summer holidays – where are the kids?
- Greenspace here is below the Glasgow average
- Other greenspace/play areas are better used
- Other play facilities are a long way away
- Lack of pedestrian crossing, no gates – busy road
- It's been forgotten about – empty, not looked after
- Lack of benches and no crossings
- Lack of toilet facilities
- Space not overlooked
- Signage not inviting
- Well-used on a good day
- Ask the kids what they would like
- Who is it meant to be servicing? What about the teenagers? Demographics of the area?
- What are the community needs?
- Trees need cut back
- Out of sight – not overlooked
- In good condition / facilities
- Where are the young people? Not being used enough
- Signage really poor
- Not well maintained – tired looking
- Is it safe? Is it inspected regularly?

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- Exercise – outdoor gym?
- Overgrown – not well used
- Demographics? It's an older population here
- Seating would help
- Can access the railway – not used but still not good to teach kids to play on railways
- Cut the bushes away – what's lurking in there?
- Not much for young kids
- Not well maintained – no bins
- Better than in other areas
- Could be created for something else? No kids here. Adaptable space
- Lack of vandalism
- Are people using it?
- Lack of options across age groups (older kids)
- Decisions taken by people who don't live in the area – ask the people who stay in the area
- Multi-use area
- Engage with kids better – go into schools – ask parents

### **Traffic & Parking**

**Do traffic and parking arrangements allow people to move around safely and meet the community's needs?**

- Traffic is a major issue
- Good parking but only 30% of residents own a car
- Speed of cars too fast
- No 20mph at schools
- Lack of traffic lights
- Can't move around safely, cars move too fast
- Pollokshields East parking is a nightmare
- Danger is parents dropping kids off
- No crossing at play park
- Cars more important
- No double yellow lines
- Lots of traffic
- Needs a pedestrian crossing
- No street signs
- Traffic needs to be managed more
- Poor road safety and no crossings

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## **Public Transport**

### **Does public transport meet my needs?**

- Very, very poor service
- Buses: 121 – one an hour; 90 – two an hour
- After 7pm not a good bus service - very poor
- Long way to subway and train station
- No direct links to places you want to go
- Dial-a-bus – have to be disabled or over 80!
- Buses are late, not regular
- Not able to get to where you need to go i.e. closest Health Centre

## **Work & Local Economy**

### **Is there an active local economy and the opportunity to access good quality work?**

- No shops, post office, amenities, nursery etc
- Little access for local people – school, few shops, railway
- Opportunities for volunteering
- No training opportunities for young people
- Training from Nan McKay Centre – volunteering
- Volunteering worth £500,000 a year
- No apprenticeship schemes
- Big site to be developed but will take about 5 years
- Most work in the city
- Nothing for teenagers
- No local business
- Hub will create space
- Hard to access work due to transport
- Colleges far away
- Does the depot employ locals?
- Doctors nearby, railway, school
- No shops
- No-one works in the depot
- Subway and train station are too far away
- No nursery/childcare
- Older people might not be accessing jobs

### **Notes from facilitator:**

- Quite similar scores
- People agreed
- Groups with someone local scored 2
- Perspective and reality
- Saw depot etc but they can't work there
- Needed the local opinion to make a choice

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- Tool is useful to begin using GoWell data

## **Care & Maintenance**

### **Are buildings and spaces well cared for?**

- Play parks neglected
- Trees need to be cut back
- No dogs, no litter, no graffiti – little bit of litter in play park – no bins
- Grass needs cutting
- Pathways could be clearer
- Buildings are cared for but the spaces are not
- No recycling facilities within sight
- What do GHA do? Don't know
- Road, walk up not good – uneven especially for wheels
- Flowers good and take a lot of care – an oasis around Nan McKay Hall
- Grounds look maintained
- Neighbours flowers are great
- No graffiti, dog fouling, spray paint
- Lots of community surveillance so very little danger / litter (despite lack of bins)
- Pavements are a mess – uneven – can't walk to shops
- Community building needs work
- Private properties not well maintained
- Houses look lovely and people take pride
- Hub needs to have: lighting, flat access, visibility
- Houses nice from the outside but have problems inside – will be knocked down
- No litter – excellent – because of the Housing Association – concierge very conscientious; lower population densities; good bulk uplift
- Housing Association maintains housing
- Poor care, especially a problem at night so new Hub will really improve this
- Big rubble piles give a bad feeling – sense of poor care and dereliction
- Road leading up is difficult to walk
- Building needs a bit of TLC
- Ground well-maintained – no litter
- Trees need to be cut back and rubble removed
- Need recycling bins
- Litter in park but no dog litter
- Pavements are not cared for – a problem for anyone with a pram, wheelchair, etc
- Houses look lovely and well taken care of

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## **Identity & Belonging**

### **Does this place have a positive identity and do I feel I belong?**

- Not very vibrant in the street – few people in the street – no community
- Nan McKay Centre is busy and good access from the flats so that helps
- Other half of the estate (west) doesn't have as many amenities – less identity and belonging
- Doing lots of work at the Centre – bring people to deliver its work
- Yes, people love the Centre – they feel very welcome, could stay all day!
- The Centre - welcoming atmosphere; people coming together; activities welcomed
- People have been here a long time – very strong
- Strong sense of identity in Pollokshields
- Everyone passing in the street waves to Bill – well known – still a sense of community
- Affluence around but people don't realise social housing is here – so isolated
- No shops, no heart of the community
- Building gives connection
- New facility pressure
- People from the outside can't see the Hall is here – gives the sense there is little community but it's not true
- The Centre welcomes people from other parts of the city
- People know each other's faces here and are friendly
- The Centre is the real focus of the community so it's really important
- Fruit and veg boxes for sale because grown here but limitations on competing with shops – silly – could provide more of what people need like bread / milk / corner shop
- Organised activities mean people get to know each other's names and say hello in the street
- Great community
- Made to feel welcome at the Centre
- There is still a sense of community
- Very isolated

## **Social Interaction**

### **Is there a range of spaces and opportunities to meet people?**

- Only Nan McKay Hall and you wouldn't know it was there
- No shops, cafes or informal meeting places
- Buses limited
- Spaces limited
- No big public spaces
- Lack of opportunity
- Small park - not inviting
- Lack of amenities
- How does the Sikh community get involved?
- Lots of wee clubs but no-one knows about them

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- No Youth Clubs or football for kids
- Park could have a picnic table, benches or skating area
- No churches in Pollokshields
- Can see why development is happening

## **Housing & Community**

### **Does housing support the needs of the community and contribute to a positive environment?**

- Mostly pensioners
- No vibrancy – isolation
- Dark and claustrophobic
- Safety concerns
- Isolated
- Large families – no three-bedroom flats
- Stats show need new social housing
- Private landlords – a huge problem
- Escalating costs – tenements privately owned
- “Wouldn’t attract me”
- Needs a lot of work
- No warden
- Something lacking
- Not enough family housing
- Not vibrant
- Dark and unsafe
- Flat roofs
- Fine for pensioners, pleasant enough
- Looks nice and quite mixed which is nice
- No benches, loads of trees
- Sense of community
- Properties refurbished
- Larger than average families
- Very different up the road
- Private, big houses, pensioners
- Scottish Asian community with 6 people in two-bedroom flats etc
- Fighting to not become like Govanhill
- Housing looks OK but they have issues inside
- New housing should bring new people
- ‘Deck access’ coming down
- Big families can’t get social housing as too small

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## **Influence & Control**

### **Do I feel able to participate in decisions and help change things for the better?**

- Yes, able to influence in groups
- Working on it – more people joining in last few years – work in progress
- Characteristics don't contribute
- People need confidence – still building that – that's where groups / halls are important because it's not just one voice but many together
- Confidence to talk to those in power
- Progression
- Hall provides support and activities
- Lots of links in the Centre to other organisations like NHS, Housing Association and Council – this provides power but takes a lot of work – has to be fought for – needs passionate individuals and volunteers – formula hard to write – coming together now - jigsaw puzzle!
- No traffic lights: no zebra crossing – need speed bumps – still trying to get these things!
- Groups give people confidence
- External perception different from internal
- People look at physical and assume people don't have control, but they do
- Important to look at other areas for: what to do; what's possible; how to achieve it; what the benefits are
- People who live here know what's going on but need to communicate more to get people more involved
- Website in development
- Need to share more to give more people a voice and help to get organised
- Need to break down cliques and increase power
- Govan – yes we have a say in what happens in our groups

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#### 14. Appendix three: Place Standard comments

##### You & I

<b>Lisa</b>	<b>Feeling Safe</b> Group Score 1-7	<b>Care &amp; Maintenance</b> Group Score 1-7	<b>Identity &amp; Belonging</b> Group Score 1-7	<b>Influence &amp; Sense of Control</b> Group Score 1-7
Group A	4	2	7	5
Group B	3	5	6	6
Group C	5	5	Don't know	Don't know
Group D	4	5	4 ( <i>but not from area</i> )	2 ( <i>but not from area</i> )
<i>Total average score</i>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>

##### Home & Beyond

<b>Lizzie</b>	<b>Social Interaction</b> Group Score 1-7	<b>Work &amp; Local Economy</b> Group Score 1-7	<b>Housing &amp; Community</b> Group Score 1-7	
Group A	3	2	4	
Group B	3	3	4	
Group C	2	3	3	
Group D	3	2	4	
<i>Total average score</i>	<b>3</b>	<b>2.5</b>	<b>4</b>	

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### On The Move

<b>Russell</b>	<b>Moving around</b> Group Score 1-7	<b>Public Transport</b> Group Score 1-7	<b>Traffic &amp; Parking</b> Group Score 1-7	<b>Streets &amp; Spaces</b> Group Score 1-7
Group A	5	1	3	3
Group B	1.5	1	3.5	4
Group C	3	1	3	3
Group D	3	1	4	5.5
<i>Total average score</i>	<b>3</b>	<b>1</b>	<b>3.5</b>	<b>4</b>

### Take It Easy

<b>Gregor</b>	<b>Natural Space</b> Group Score 1-7	<b>Play &amp; Recreation</b> Group Score 1-7	<b>Facilities &amp; Amenities</b> Group Score 1-7	
Group A	2	2	2	
Group B	3	2	1	
Group C	3	1	2	
Group D	3.5	2	1	
<i>Total average score</i>	<b>3</b>	<b>2</b>	<b>1.5</b>	

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## 15. Appendix four: what we would like to see

<b>You and I</b>			
<b>Care and maintenance</b>	<b>Feeling safe</b>	<b>Influence and control</b>	<b>Identity and belonging</b>
Improved road surfaces	Less speeding traffic	Well empowered local community	Listen to local people – build on what works well
Traffic lights	Speed bumps etc	Scrutiny panel for professionals run by local people	Say 'hello' to everyone
Pedestrians / people first	Improved lighting	Training programmes for local people – how to complain – advocacy group(s)	Community Hub – very important in bringing everyone together
Walking / cycling = better experience	More public transport	Professions need to be retrained as well – shift mind-sets	More Community Trusts, or similar – make the process easier
Greenspace – more accessible	More buses – every 10 mins		

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<b>Home and beyond</b>		
<b>Housing and Community</b>	<b>Social interaction</b>	<b>Work and economy</b>
Family housing & larger flats - affordable	More open space / parks	Local employers to link better with locals for training opportunities
Amenities - affordable	Possible shop in Hub – meeting space	New building works should involve locals
Use space better – trees are enclosing and dark	Leisure facilities	Opportunities through Hub – jobs/training wall
Better lighting – safety issue	More free space – safe space	Hub needs to offer childcare
Needs to be more vibrant	People free to pop into community centre	School could offer after school care
Play areas	No space for ball games	Computer facilities to find work
Lack of variety	MUGA at Gaelic School – open until 10pm?	Start-up programme at Hub for people who want to start a business
Mixed tenure		Better transport
		A supermarket or would this attract too much traffic?

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<b>Take it easy</b>		
<b>Play</b>	<b>Facilities</b>	<b>Natural spaces</b>
Something for people of all ages	Currently not much apart from Nan McKay Hall – over-stretched resource	Safe access to natural spaces
A decent crossing that is safe	The Hall can't deliver everything – missed opportunity to draw in the community	Community empowerment – asset transfer
Outdoor and indoor spaces	Lack of medical facilities / pharmacy	Community garden
Benches / places to sit	Bring schools on board and Sikh temple across the road	Who owns the land?
Places that are overlooked so parents can feel safe leaving kids to play outside	Access to services, including the hospital	Use councillors properly – softly approach
Creating a more imaginative space – wild spaces, meadows	Better, more regular transport services	Encourage use of natural spaces
Places where play options are not dictated to kids	Community-led shops	Scottish Land Fund – stalled spaces
Grass – cut it or grow wildflowers	Meeting spaces	Better maintained areas
Shorten railway line to give natural space	Opportunity to develop community-friendly space through design of new community facilities	Better street lighting
Nan McKay Hall used for community benefit	Cafes	Trees – are they a positive or a negative – cut them back
Action group to decide on what to do	Job Centres, employment opportunities	Glasgow City Council's Land and Environmental services is stretched – issues for maintenance
Cycle facilities for cycle parking	Commercial properties for entrepreneurial activities, artists, etc.	Benches, places to meet, community events
Safe routes for cycling	Local shops that are affordable and provide what people need – healthy food	

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<b>On the move</b>			
<b>General</b>			
Go Ape at disused railway	Sort the pavements	Change the bylaws so shops allowed	Better lighting
More traffic lights	Somewhere for teenagers	Speed bumps at school	Better bus service
New community hall – without increasing charges	Lose accountabilities	Somewhere where people can go and get signposted on where they may need to go	Who do you contact if you have a local issue? Housing Association?

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