

Appendix 3: Cowlairs

A Growing, Green and Healthy Neighbourhood – Consultation Report

August 2019

1. Introduction

This report outlines the steps taken in the consultation and community engagement process to inform Glasgow City Council's Masterplan for the Cowlairs site. The report will firstly explain the methods employed throughout the consultation, then the report outlines and provides a summary of the consultation feedback. A timeline activities is provided at the end of the report.

The Project Team would like to thank the people of Possilpark and Springburn for making the Consultation work possible. The Project Team would also like to thank the pupils and teachers of St Theresa's and Saracens Primary Schools who took part in two consultation workshops. Lastly, the Project Team would like to thank the various community workers for providing guidance which enabled the Project Team to engage with relevant individuals and groups.

2. Methodology:

The Project Team attended a range of meetings and events where it was possible to engage with various community stakeholders including members of the public and some professionals. These events allowed the team create a local consciousness regarding Cowlairs and provided opportunities to inform the public about the potential for the site. At the early stages of the Consultation process a Place Standard Workshop took place in which the Placestandard Tool exercise was carried out by group of Glasgow City Council colleagues, alongside representative of Friends of Possilpark Greenspace and a local resident of Possilpark. The Project Team also developed a questionnaire intended as a simplified version of the Place Standard tool. This was done by merging some of the questions incorporated in the tool, and adopting some more simplified language. The use of these questionnaires at various events allowed the Project Team to carry out shorter interviews with members of the public, something which was helpful since there was often not sufficient time to engage in a full Place Standard Tool exercise.

3. Analysis of Feedback

This section of the report will firstly give an outline of the results from the Place Standard Stakeholder Workshop that took place on the 6/11/2018. Then we outline the responses gathered from the various interviews carried out with Possilpark residents.

The Place Standard Stakeholder Workshop

Beginning at Possilpoint Community Centre, the group were taken along Saracen Street and the surrounding area, to the West of Cowlairs Park. The group then arrived at the Whisky Bond and had a discussion on the Place Standard Themes. The discussion is summarised below: -

Moving around:

- It was relatively easy for us to walk around but it might not be for others, such as someone with a pram
- The roads are wide and would not be that easy to cross

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- There was a man cycling on the pavement, it didn't seem safe on the road
- The elderly often report that they are struggling with certain roads
- The width of the roads seems a challenge but also an opportunity, there seems to be room for cycle lanes
- It's good that there are local shops in walking distance
- The cycling provision is generally poor and Saracen Street seemed very busy
- There tends to be a build-up of litter and waste that maybe puts people off using the streets so much

Public Transport

- There is no issue with bus provision from north to south of the city, however there is a lack of east to west services
- Saracen Street seemed to be the focal point and of the area while other streets were quiet
- The street didn't seem safe enough to be the transport hub
- Saracen Street has a different character at night when most of the shops are shut and there are less people around
- People also might have to walk uphill to their home
- The connection/ route to nearby train stations isn't obvious maybe a bit too far to walk in order to be considered an option getting to places
- The services available aren't adequate to serve the local community and there isn't much of a demand from local residents for routes to the city for jobs. Locals want more East-West routes to supermarkets and Springburn Job Centre
- There are a lot of buses to the centre because Saracen Street is more like a thoroughfare for people from further North commuting into the centre.

Traffic and Parking

- There is a need for signposted parking. The current parking area (the old co-op car park), is rundown and people wouldn't feel safe leaving their car there
- There are a few streets that are closed off from Saracen Street so residents have to take a detour and drive longer to get to their home. The reason for this is that there was joy riding in the residential areas 10-20 years ago
- The streets are very broad so there is sufficient room for parking
- Local people know where to park, but those just passing through wouldn't know where to park so are less likely to stop here
- Saracen Street appeared to be very car dominated.
- The air quality is bad.
- Traffic is a problem and cars have to sit waiting behind buses, adding to pollution
- There could be more traffic calming measures which, if implemented would allow for through routes. Those presently in place are outdated.
- 65% of people in the area don't have a car
- A new residential development that attracts people with higher incomes will then increase the number of cars. Therefore road/parking infrastructure needs to be made suitable.

Streets and Spaces

- There are some nice features but you don't really notice them

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- The potential is there to make the area much more attractive
- The pavements are wide and this helps pedestrians get around the area

Natural Space

- There is a lack of natural space in the area
- Millennium Square is not fit for purpose and not welcoming. It has issues of broken glass and cobbles that are difficult to walk on. It was intended as temporary but since it's still here it needs to be improved
- There is potential to better use claypits and canals as assets for communities
- There's issues that the fencing around the areas catches litter and isn't getting cleaned
- The area has assets but maintenance is an issue
- The natural space is on the edge of the community and at the heart. People in the centre are closer to vacant/derelict land than they are to greenspace
- There is a lack of tree lined streets despite their width
- Problems of antisocial behaviour in Cowlairs Park puts people off using the area.

Play and Recreation

- Some land in the area has been transformed by the community using planters and having a 5 aside football pitch. It is entirely maintained by locals and very popular
- There are no playing fields, therefore no opportunity to play formal sports within the local area
- Although the group didn't see any play parks on our tour, there is one near Hawthorn House that is well used

Facilities and Amenities

- The facilities in the area partially meet local needs
- There are some great facilities such as the new health centre
- These are quite big investments
- There's no gym - Springburn Glasgow Life is the closest but is not walking distance. There are no playing fields or areas for informal play
- Possilpoint Community Centre is a good asset and compared to similar areas in Glasgow; however the condition of the building has deteriorated
- There is a multi-purpose games court and amenity park near to GCC SWS Hawthorn House
- There aren't any cafés on Saracen Street. We do have grassroots cafes like in The Den (a community centre) but not many commercial chain or independent cafes
- The area does appear to have a lot of positive assets and it could be a matter of joining the dots and also improving/ repairing the built fabric to provide better quality facilities and amenities to the community.

Work and Local Economy

- The range of jobs in the area are predominantly blue collar
- There are quite a few industrial units on Hawthorn Street with employers like Allied Vehicles
- There is a lack of apprenticeships and there needs to be need a more routes from secondary school to mainstream employment

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- The area's economy is made up mainly of small businesses that can't afford to take on staff
- Allied Vehicles do run training schemes
- Building developers have apprenticeships but it's all 'piecemeal' and fairly informal
- There is no reason for young people to look for work in the area as they are aware there are no opportunities for them
- There may be an opportunity for some of the Third Sector Organisations to hire young people
- There is Craighall Business Park and developments along the canal that boost the area's economic profile and are within walking distance from residential areas
- Many of these organisations are perhaps seen as inward-looking and not interested in reaching out to the local resident community
- The Possilpark resident in the group noted that they had worked in the area and his employer had advertised in the local Job Centre but didn't receive a single application from a local. The resident suggested that locals in the area probably didn't feel suitable for the post advertised and that this was due to people in the area lacking self-esteem. This in itself is something that requires work within the community to build people's confidence and prepare them for attaining meaningful employment
- Travelling into the City Centre or other business locations in the city for work is also an option for employment and should be considered in road/transport infrastructure planning
- We need a mix of employers with more skilled roles instead of just basic service jobs.

Housing and Community

- The existing Social Housing stock is probably of a better quality than some of the privately owned housing in the area
- In terms of tenure breakdown, around 90% of the area's stock is socially rented
- There is a need for more owner-occupied housing to create a more balanced tenure mix
- More private housing would bring more disposable income to the area and would generate a knock-on increase in shops trade/expenditure levels and lead to demand for more cafes etc
- A few of the buildings bring the area down e.g. derelict tenement buildings at Saracen Cross and Stonyhurst St (across from Saracen House)
- The GCC SWS Hawthorn House Care Home provides an opportunity for the elderly to stay in the area.
- Work needs to be done to ensure that social and private tenure housing are integrated. One possibility would be for new buildings to be designed in the same way so that people are unable to distinguish Social Housing from private.

Social Contact

- The area lacks formal sports provision
- There is no secondary school in the local area - for example, for non-denominational education, local children must travel to Springburn Academy or Cleveden Secondary School which are both some distance from Possilpark
- On Saracen St there are a few facilities
- The appearance of current facilities and amenities is an issue, such as the nursery on Ardoch Street which has barbed wire around it. Saracen Medical Centre is also protected by a barbed wire-topped fence

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- Possilpark People's Trust (PPT) is progressing plans to create a new-build family and community centre on the site of the existing Possilpoint Community Centre at Denmark St. The current centre is used for a lot of activities by many local people, but it is in poor physical condition. Friends of Possilpark Greenspace aim to replace the current building with a state of the art community facility and are progressing through the stages of making this happen.
- Saracen House is also very well used
- There is a lack of informal meeting spaces. Millennium Park doesn't get used, neither does the church
- It was mentioned that the local butcher had 300 customers in one day, which is excellent footfall and shows members of the local community are gathering.
- Many buildings are not fit for purpose
- There is nowhere on the high street to meet someone for a coffee.

Identity and Belonging

- The mural was popular with the community but is now hidden
- There are still a number of original tenements – the building fabric is still there and future developments should enhance that
- The fountain is the only reminder of the heritage of the area but there remains nothing to tell its story. There should be some features which do this, like with Govan where they have the past industries engraved in the floor. There needs to be more to represent some of the positive aspects of the area's past
- Locals haven't really connected with Millennium Park as intended
- There is a sense that some people are proud to from Possilpark but this feeling is not ubiquitous.

Feeling Safe

- There a significant amount of vacant and derelict land which has a negative impact on the sense of security and safeness of the area
- The streets are littered with broken glass
- The derelict buildings in the area are detrimental create a feeling of being unsafe and not wanting to hang around, especially if you're not familiar with the area. This is due more to the physical environment rather than the people of the area
- There is poor street lighting
- It's definitely less safe at night

Care and Maintenance

- There is room for major improvement
- The main issues are off of Saracen Street
- NG Homes are proactive in looking after tenants
- The new health centre and library are also well maintained
- There is a lack of ownership and problem of taking responsibility for the litter in vacant land as it is not being cleaned and it's unclear who owns it and as a result, individuals don't know where to go to resolve things
- There are some positive things happening but still a lot of room for improvement.

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Influence and Sense of Control

- The Community Connector role carried about by an NG Homes employee, has been vital in putting different groups in touch with each other and facilitating collaboration. However, the funding comes to an end next year and this could lead to regression
- The Thriving places programme has helped
- Communities haven't been used to taking charge so empowering them will be a learning process
- More needs to be done to invite participation and make people realise they can make a difference to their community
- It is important to target individuals who can appropriately represent a certain group
- It does seem that community empowerment is higher now than it ever has been
- Community empowerment could be improved if logistics are better considered such as time and location of meetings and events, e.g saturday afternoons as opposed to mid-week
- There should be more consideration of why people are not attending the events
- The Place Standard Tool exercise is quite an intensive activity and this is something that might put people off from getting involved
- Other options should be considered that allow more direct, accessible approaches such as having a big Place Standard model circle in the street and asking people passing by to contribute.
- It would be useful to do a mixture of causal events with the more in depth workshops

Interview responses

The qualitative responses gathered from the interviews showed a significant amount of crossover between each of the questions. To simplify the presentation of the analysis, the themes were clustered into five groupings:

1. Influence and Sense of Control, Social Interaction, Identity and Belonging
2. Work and Local Economy
3. Moving Around, Public Transport, Traffic and Parking
4. Streets and Spaces, Natural Space, Play and Recreation, Care and Maintenance
5. Housing and Community, Feeling Safe, Facilities and Amenities.

The following summarises the results by theme

1) Influence and Sense of Control, Social Interaction, Identity and Belonging

The responses were generally negative when it came to the question of having an influence of their community but there was some suggestion of recent improvements in this respect. The overall consensus was that the local community could occasionally have the opportunity to voice their opinions, but that ultimately it wouldn't make any difference to their lives. There were a minority of positive responses that expressed a belief that it was possible to make a difference, but that people in the community were unaware of the opportunities available to do so, or simply weren't proactive in taking advantage of them.

Opportunity for Social Interaction was something that divided residents. Many felt that the various community hubs like Possilpoint, The Grove (a small church run space that hosts things such as a weekly free breakfast), various church denominations, and The Courtyard Community Centre in

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Hamiltonhill/Westercommon, were underutilised by locals as a means of socialising and interacting with others in the community. Overwhelmingly however, the responses stressed a lack of community facilities, such as outdoor places to sit, cafes and restaurants, and a larger Possilpark Community Centre to replace the Millenium Centre which had closed down. Complaints most typically centred on a lack of exercise facilities such as a gym and a swimming pool, or football/rugby pitches. People of Possilpark complained of the difficulty in reaching these facilities in Sprinburn or Milton, with the cost of buses being an issue, as well as the prices charged to use the facilities themselves.

Identity and Belonging were themes which prompted some ambivalence among residents. There was a degree of positivity expressed about the sense of community the residents felt, but an acknowledgement that this was something that was somewhat nullified by certain factors, such as a lack of things to do in the area which resulted in loitering and anti-social behaviour, or even just staying at home “playing computer games”. Another resident complained of a lack of effort made by community workers to capitalise on the multi-culturalism of their area and use it as a positive instrument for integration and social interaction. This person suggested more training being given to community workers to achieve this. It was also felt that there was a negative image of the area portrayed by the media, while it was also noted that the attitudes of police officers towards residents were also detrimental to residents feeling positive about their own community’s identity.

2) Work and Local Economy

The responses clearly indicated that there was a distinct lack of opportunity for work in the areas surrounding Cowlairs. Unemployment was observed as being a major problem with there being a lack of local businesses like pubs and shops to provide jobs for locals. There was a strong sense that young people were suffering from a lack of opportunity to get apprenticeships and Training Schemes. It was acknowledged that proximity to the City Centre offered some relief in terms of locals finding employment.

Those interviewed were unanimous in their consensus that there was a major lack of good quality shops in their area. Some people expressed positivity about the selection of local cafes but common responses complained of too many hairdressers and take-away businesses on Saracen St. Springburn Shopping Centre was also viewed as being unsatisfactory, with a second phase of the shopping centre having been promised but not delivered.

3) Moving Around, Public Transport

The responses stressed a degree of positivity with regards to transport, connectivity and permeability. The Bus service was generally seen as being above satisfactory for getting to different parts of the city though the cost was something that people, particularly those with children, felt was expensive. Some responses did suggest there was room to improve the bus service by making buses more frequent (particularly the number 3 and number 90) and better for connecting to the north and west areas of the city. Possilpark Bus Depot was mentioned as having been out of use for a long time and being something that represented a barrier to local access. The availability of trains was viewed less positively, while those with disabilities complained that the pavements were too

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high for wheelchairs and some parents complained this was the case for prams too. A Partially Sighted person also stressed that they found Saracen St unsafe to cross.

4) Streets and Spaces, Natural Space, Play and Recreation, Care and Maintenance

A typical complaint from interviewees was that there was a lack of upkeep of pavements and a lack of street lighting. It was frequently stressed that the pavements and roads on Saracen Street and the surrounding area were covered in potholes. Flytipping was another issue that frequently surfaced, along with 'dogs dirt' with a general lack of cleansing being carried out by the Council. It was strongly expressed that there was a lack of good quality park and recreation space.

5) Housing, Community and Feeling Safe

Some respondents to the interviews complained of a local HA taking a long time to carry out repairs to homes and issues of dampness. Others were more positive and highlighted incidences where they had various repairs made to their house, although it might have taken some time before this happened. The cost of Social Rent in the area was highlighted by one resident as being 'extortionate' while a lack of availability of the right type of housing was also a complaint, with a lengthy time on a waiting list having to be endured by those requiring a home that was suited to their disability needs or family size.

Many people interviewed insisted that they felt safe within their community but that there was a perception among outsiders that the area was unsafe. Streetlighting and potholes were identified as hazards to safety, and this, along with loitering and drug use, were identified as factors that led to the perceived lack of safety.

Summary:

The key points that arose from the Place Standard Tool workshop and the responses from the interviews are summarised as follows:

- There is a need for more availability of good quality community facilities for socialising and exercising as well as places for informal activity
- There is demand for better quality shops and local businesses in the area
- Residents, especially young people, are in need of more opportunities for local jobs, including apprenticeships and training programmes.
- There needs to be increased availability of affordable, high quality housing to meet a range of needs and family sizes
- Street lighting along with the condition of roads and pavements needs to be improved
- A higher standard of cleansing by the Local Authority is required to clean up the area, with an improved strategy for tackling the flytipping problem
- More frequent bus/train services are required to improve connectivity to other parts of the city

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- Traffic and Cycling infrastructure must be improved
- The Local Authority must dedicate more attention to the voices of local people to make sure that they are able to have a say about the changes within their community.
- Collaboration between groups within the community is essential. The role of Community Connector requires further funding to ensure the good work is maintained
- Vacant and derelict land has a negative impact on the area and a lack of maintenance of it is further exacerbating the problem. Better awareness of ownership could improve this aspect of the problem
- A more diverse tenure mix could improve the area and improve the local economy
- There should be more celebration of positive aspects of the community's history and things that represent it

4. Consultation Timeline

The following timeline is in reverse chronological order. As well as a record some comments on events and stages is provided for certain key events.

Date	Event/Meeting	Notes
18/07/19	Hawthorne HA Gala Day, Bardowie Playground, Possilpark	The Project Team attended the afternoon event which hosted a mixture of locals enjoying food, live music, a bouncy castle, and a chance to socialise. The team had a stall which displayed a copy of the masterplan enabling, locals to look and ask questions about it. The information brought about positive responses from the locals and a display of enthusiasm for the development of Cowlairs, along with a recognition of what this could do for the wider Ruchill and Possilpark area.
04/06/19	DRS Transport/Outdoor Access	The meeting provided an opportunity for the Project Team to get views on active travel.
04/06/19	Elected Members Briefing	DRS staff met with the locally elected members to inform them of recent developments related to the Cowlairs Masterplan.
22/05/19	DRS/ N+S Masterplan Progress Briefing	The Project Team presented the progress of the Masterplan with their fellow DRS employees and representatives of Neighbourhoods and Sustainability.
10/05/19	Open Space Strategy review with Alan Duff	Internal meeting to discuss the incorporating the reviewed principles of the Open Space Strategy in the masterplan.
10/04/19	Cowlairs/North Glasgow to Masterplan Group	The masterplan group met with ng Homes to discuss the development of the masterplan
04/04/19	NG Homes Community Festival AT Eastfield Park	DRS attended the community festival held at Eastfield Park in Springburn to carryout consultation in the form of interviews with those present. The coaches of

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		Ashfield Juniors F.C also offered to participate in interviews and provided valuable information about the lack of provision for sport in the area.
01/04/19	Breakfast at the Grove, Possilpoint	DRS attended the weekly Community Breakfast in The Grove, a community run café in Possilpark. A representative of NHS Health was also there to assist. Using the questionnaires, more interviews were carried out with the nine Possilpark residents that were in attendance. There was further discussion about their thoughts with regards to their area.
27/03/19	St Theresa's/Saracen Primary Workshop No. 2	The Project Team made a return visit which was structured to inform the kids of what information had been taken from the previous visit, but also to get further input from them. The Project Team began by encouraging the pupils to think about their local Town Centre, and what purpose a Town Centre serves within a community. This then led to some brainstorming amongst the children about what new additions would improve their Town centre. The pupils were able to think objectively, identifying some of the principles of good Place-making. Following this, the Project Team explained how some of their ideas had been taken on board to influence the masterplan, with healthy living at the forefront of discussion. The idea of the children and their families growing their own food and enjoying outdoor activity was suggested. This was something that prompted an enthusiastic response amongst the kids with suggestion of the types of fruit and vegetables they'd like to grow and the types of outdoor space that appealed to them, such as ziplines, slides, obstacle/wipeout courses, treehouses, ponds, and much more. The enthusiasm for these additions to their community was obvious in their desire to see these things happen as soon as possible.
08/03/19	Community Breakfast, Saracen House	DRS attended the monthly community breakfast event at Saracen House, Possilpark. NC gave a presentation which informed the audience of the

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		development of a Cowlairs Masterplan and highlighted some of the key ideas informing it. The presentation was well received, with members from other groups approaching NC to discuss their thoughts on it and ask questions. A useful contact was made with a representative of an NHS Health Scotland. This individual works with communities to improve Health Inequality by helping them to realise their 'needs and desires' through the use of the Place Standard tool. The representative was enthusiastic to get involved with Community Consultation for the Cowlairs project and passed on his email.
06/03/2019	Visit to St Theresa's/Saracen Primary Schools	The Project Team attended the Saracen Centre to carry out the first workshop with Primary 7 pupils from both schools. The children enthusiastically offered their ideas for the masterplan by placing Lego pieces on large printed maps along with miniature model trees. The children were encouraged to think about transport to school via cycling and walking. The children were asked to tell their friends and families about their experience today.
06/03/2019	Meeting with ng Homes Community Connector	The ng Homes representative highlighted some useful events to attend and relevant groups to contact which could further the consultation process.
28/02/2019	Welcome to the Community Lunch – Open Event, Saracen House	The open event at Saracen House offered a relaxed atmosphere that allowed for some meaningful engagement with members of the community and offered the chance to carryout lengthy interviews using the questionnaires. There was a diverse demographic which represented a range of different age groups and ethnicities from Possilpark and the surrounding areas.
20/02/2019	Ruchill & Possilpark Thriving Places – Project Update	A meeting with representatives of Thriving Places allowed for a discussion of the latest masterplan developments as well as the consultation process.
20/02/2019	Meeting with Deputy Head of St Theresa's Primary	A meeting with the deputy head of St Theresa's primary school took place to organise a consultation workshop with the primary 7 class Council along those

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		pupils from the neighbouring Saracen Primary.
29/01/2019	SMT Masterplan Progress Update	DRS reviewed initial proposals of masterplan vision
17/01/19	Cowlairs Project Update to DRS HoS Masterplanning Group	
6/11/2018	Internal Cowlairs Stakeholder Workshop, Possilpoint/The Whisky Bond	Those in attendance were split into two groups. Both utilised the Place Standard tool. The first began with a walking tour along Saracen St, to the West of Cowlairs Park. The second group went along Carlisle St and the eastern edges of Cowlairs Park. Group members were each given one or two themes from the Place Standard Toolkit to focus on. Following their walks, the groups then sat down for a discussion on the Place Standard themes.
19/06/18	Place Standard tool discussion on Cowlairs and other PMD masterplans	
13/06/18	Ruchill & Possilpark Thriving Places – Place Thematic Event	
29/05/2018	Passivaus Event – Launch of Cowlairs Passive	
10/05/2018	What’s right for Cowlairs? Event at Saracen Primary	
10/01/2018	Cowlairs – Cycling infrastructure possibilities	NC met with representatives of Glasgow Life to discuss incorporating cycling infrastructure within the masterplan
14/12/2017	Ruchill & Possilpark Thriving Places – Place Thematic Event	
07/11/2017	Masterplan – Outdoor access and active travel provision	The meeting provided a discussion of travel provision relevant to the Cowlairs masterplan
01/11/2017	Cowlairs – Lessons Learned from Sighthill	Preparatory Work before consultation
26/10/2017	Masterplan Strategy - First Thoughts	Preparatory Work before consultation
09/08/2017	Site Visit	Preparatory Work before consultation
02/08/2017	Preliminary Discussion with DRS Transport	Preparatory Work before consultation

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02/08/17	Preliminary Planning Strategy	Preparatory Work before consultation
02/08/17	Preliminary Outdoor Access Strategy	Preparatory Work before consultation
06/06/2017	DRS Site Visit	Preparatory Work before consultation
27/04/2017	Initial Introductory Discussion	Preparatory Work before consultation

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