



# Community Capacity Building

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## Calton Glasgow

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# The new Housing Association

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- 30 years old this year
- 2600 rented properties including sheltered & supported accommodation , and also owners & sharing owners
- Communities in Glasgow
  - Blackhill Bridgeton Baillieston
  - Calton Castlemilk Cranhill
  - Most deprived communities in Scotland
- Voluntary committee - tenants in majority

# Why Thenew got involved

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- Wider Role Strategy
- Tenant Participation Policy
- Commitment to National Standards In Community Engagement
- Took part in 2007 Strengthening Scotland's Communities Programme
- Community Engagement Training Programme 2007-8
- Working with GERA and Calton Area Association

# The new Project - Calton

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- East End of Glasgow
- Tucked between:
  - Barras - St Mary Abercromby St
  - London Road and Gallowgate
- New developments all around:
  - 2014 Commonwealth Games site
  - Clyde Gateway project
  - College Lands and Merchant City

# The new Project

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- Calton Area Association
  - Long standing group
  - New committee
  - Some long standing & some new members
  - Issues of capacity - TNA carried out in January 09 with group
  - No clear focus for what their priorities should be

# The new Project

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- Hope that pilot would achieve *'a fully functioning effective representative body which can help set standards for its community, and assist in developing a positive image of the Calton area'*.

# Purpose of pilot

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- Three fold
  - Capacity building for group
  - Public consultation
  - How does the guidance work for staff?  
September 2009 - national launch of the "Toolkit"

# The participants

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Community Engagement Team



# What were we working towards?

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- Calton Community **Consultation** Event 6 June 09
- **Delivery** of Calton Area Association **Training** as per Training Needs Analysis -ongoing
- **Prioritisation** of Community Needs June 2009
- **Calton Action Plan** agreed September 2009
- Partners **Agreement** on way forward
- **Publication** of Plan at Calton Area Association November 26th

# How we used the guidance

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- Saved thinking & planning time! - hyperlinks are a great idea!
- Used to help plan focus of sessions overall
- Used to plan individual sessions
  - Links to useful material we'd not seen before
  - Went looking with one idea and came back with a different approach!

# The sessions

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- Initial session run by ODS
  - What did group want to achieve?
  - Ground rules for how work will be done
  - Timescales & participants
- Thenew staff with assistance from ODS & GERA
- Sessions held weekly- for 10 weeks
- Sessions designed using guidance material
- Ongoing feedback provided to ODS on effectiveness of material

# The Main Consultation Event

- Short timescale to organise
- Never been done before in Calton
- Lot of hard work put in by everyone
- Day was a huge success



# Lessons learned from the guidance

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- There are always other ways of approaching a session
- Making same points but in different ways using exercises available via guidance
- Easy to adapt material for local group sessions

# Outcomes - for CAA

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- Group development
- Individual capacity building
- Extended knowledge of partner agencies
- Building good working relationships
- Successful consultation event(s)
- Clearer focus for way forward

# Outcomes - for Thenew

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- Extensive time commitment from staff **BUT**
  - Improved already good working relationship
  - Gained knowledge of how to organise a public event (key partner agencies) - we didn't know it all!
  - Used expertise from other agencies (youth groups & arts company too!)
  - Toolkit saves a lot of time in preparation
  - Now : Can we extend the pilot to other groups we work with?

# Outcomes - for Community

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- Stronger community :
  - **Active** - more people tackling problems /volunteers
  - **Organised** - focussed activities /sustaining the organisation; action plan developed
  - **Participative** - 3 events - consulting and priority setting; publish the action plan for community & present to agencies
  - **Accepting** - variety of backgrounds and opinions ; deal with conflict ; stakeholders analysis held
  - **Connected** - strong sense of belonging ; joint working- networks and links to agencies stronger ; identity key issue
  - **Fair** - equal access - all households involved - new networks to inter faith groups