



Shaping Shettleston

**A Strategy and Place Plan for
the Shettleston Ward**

June 2025

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Appendices – Community Survey Material

Shaping Shettleston and the Giraffe

Our Shaping Shettleston giraffe celebrates the now famous gable-end mural at the junction of Shettleston Road and Old Shettleston Road, which welcomes visitors and local people alike to the heart of Shettleston. It is an appropriate identity for our plan in a number of ways. The giraffe, with its long neck reaching into the sky symbolises the ability to see into the future and to achieve things that may currently seem out of reach. It represents distinctiveness as no two giraffes have the same patterns of fur; the giraffe stands out and expresses its own unique identity with pride. Shettleston's giraffe was inspired by the ideas of our young people and was made real by partners working together with a common purpose and that is how we will deliver on the ideas set out in our plan.

1. Introduction

This document sets out a wide range of actions intended to improve the built environment, local services and the quality of life in Shettleston Ward, in line with the “Place Principle” that is intended to guide the development of Local Place Plans..

The document acts as the Local Place Plan for the Shettleston Ward, reflecting the legislative requirements set out within the Planning (Scotland) Act 2019 and addressing a number of spatial and physical priorities for the area. It goes beyond this, however, to address a wider range of themes that have emerged from the Place Plan process, that reflect the lived experience and aspirations of Shettleston’s people.

The Plan is an aspirational and long-term one. It aims to create a greener, fairer, healthier and more prosperous Shettleston, rather than simply sustain a current situation that too many local residents view negatively or, worse, see as a situation of “managed decline”.

There are a number of elements the strategy where additional resources will be required if actions are to be delivered, but also some elements where better joint working and communication, and better targeting of effort, or where growing the capacity and willingness of local people to effect change, can make a difference. There are also actions that would be an appropriate focus for the investment of already allocated resources such as the Neighbourhood Infrastructure Improvement Fund.

The plan is structured as follows:

- Section 2 summarises how we have gone about developing the plan.
- Section 3 summarises the legislative and planning context, reflecting the document’s role as the “Place Plan” for the Shettleston Ward.
- Section 4 provides background to the Shettleston Ward as it is now.
- Section 5 sets out the findings of the community and stakeholder engagement that we undertook in the development of the Plan.
- Section 6 sets out the actions that we propose as part of the plan, summarising what we want to happen, who will be involved, timescales and resource requirements.
- Section 7 addresses any implications for the Glasgow City Development Plan, again reflecting the document’s role as the Place Plan for the Shettleston Ward..

In Section 8 we summarise how we envisage the plan being taken forward, having regard to the emerging Shaping Shettleston network of local partners, who we see as having the key role in overseeing delivery of the plan.

2. Developing the Plan

This plan has been issued by Fuse Youth Café Glasgow, who have taken the lead in coordinating work for the development of the plan, working alongside an emerging coalition of voluntary, community and statutory service providers working in the area (referred to herein as the “Shaping Shettleston Network”).

Fuse is the designated “community body” as required by the legislation and guidance relating to Place Plans in Scotland. Fuse has been supported in the development of the plan by Nick Hopkins Consulting and IBP Strategy and Research, who were commissioned to undertake the necessary research and stakeholder and community engagement activities and to support the subsequent planning process.

The plan has been prepared through a two phase process, which included an initial “exploratory and engagement” phase in the latter part of 2024, and a subsequent “planning” phase that was delivered in the early part of 2025.



The initial exploratory and engagement phase involved the following:

- An initial scene setting workshops with Shaping Shettleston members.
- A review of the existing published information on the Ward and issues within it alongside a detailed review of the legislative and planning context.
- Initial scoping interviews with 12 local stakeholder organisations (including local elected members) to gather their insights as to issues impacting on the Ward and existing activity of relevance to the plan.
- Four intensive exploratory workshops with local residents, with participants recruited through local organisations (Fuse (ESOL class), Shettleston HA, Shettleston Men's Shed, Tollcross HA) focused on identifying the issues facing local people. Over 40 local residents were involved in these events, which sought to identify issues and themes of greatest importance to local people.
- Complementary to this, the dissemination and analysis of a community survey, adapted from the Place Standard tool. This sought quantitative and qualitative feedback across a number of themes as described later in this plan and was issued through a variety of hard copy and online methods. Overall, the survey secured 411 responses.



The subsequent planning phase involved:

- A second series of workshops held with the same groups as before, focused on identifying solutions to the issues they had previously raised.
- A final action planning session, involving members of the Shaping Shettleston network, people who expressed potential interest when completing the survey, and some participants from the local resident sessions. This session used suggestions from the second series of the workshops and evidence from the survey analysis to add to, flesh out and finesse those suggestions, this leading to the actions set out in this plan.



The content of the plan, as set out in subsequent sections, has been largely driven by the outcomes of the above process but has also taken into account subsequent informal discussions with Shaping Shettleston Network members and other contextual developments since the engagement activity was undertaken, ensuring that the plan is as current as possible.

3. Legislative and Planning Context

Place Plans

The Planning (Scotland) Act 2019 sets out requirements for the ‘preparation, submission and registration’ of Local Place Plans.

Local Place Plans are intended to involve a “community-led, collaborative approach to creating great local places” and “help communities make their contribution to meeting the social, environmental and economic challenges facing the country”, involving them in playing a “proactive role in defining the future of their place”.

They are defined as being proposals for the “development and use of land”, which set out a community’s aspiration for its future development, and which will be taken into account in the preparation of the relevant local development plan, for Shettleston the plan for Glasgow City.

The Place Principle, intended to guide the development of local place plans, aims to:

- Develop a shared understanding of space.
- Overcome organisational and sectoral boundaries.
- Encourage better collaboration and community involvement.
- Increase the impact of combined energy, resources and investment.

“All those responsible for providing services and looking after assets in a place need to work and plan together and with local communities to improve the lives of people, support inclusive and sustainable economic growth, and create more successful spaces.”

Working in this way is seen as essential to meeting the demographic and social economic challenges faced by Scotland and its communities.

Local Place Plans and local development plans are to be developed in response to the Scottish Government’s National Planning Framework 4 which sets 11 outcomes in relation to the themes set out over the page:

- Children and young people.
- Culture.
- Economy.
- Education.
- Environment.
- Fair work and business.
- Health.
- Human rights.
- International.
- Poverty.

Glasgow Planning Context

City Development Plan

Glasgow's 2017 City Development Plan sets out the following key issues:

- Social: including accommodating the rising population and number of households; and addressing health levels and levels of health inequality.
- Economic: including growing the city's considerable economic contribution and benefiting from the significant potential of the available employment pool and strong Further and Higher Education sector; and challenging the levels of worklessness and deprivation in the city.
- Environmental: including enhancing the city's compact and sustainable form by addressing the significant areas of vacant and derelict land; delivering access to better quality open spaces; addressing the significant number of car borne journeys and promoting active travel and reducing the need to travel; and ensuring that the city is in a resilient position to respond to environmental and water management challenges in coming years.

Its key aims are:

- Creating and maintaining a high quality healthy place.
- Developing a compact city that supports sustainable development.

In pursuit of these it seeks to deliver four strategic outcomes:

- A vibrant place with a growing economy.
- A thriving and sustainable place to live and work.
- A connected place to move around and do business in.
- A green place.

The plan is governed by two overarching policies:

- CDP 1: The place principle.
- CDP 2: Sustainable spatial strategy.

This is supported by ten further policies:

- CDP 3: Economic development.
- CDP 4: Network of centres.
- CDP 5: Resource management.
- CDP 6: Green belt and green network.
- CDP 7: Natural environment.
- CDP 8: Water environment.
- CDP 9: Historic environment.
- CDP 10: Meeting housing needs.
- CDP 11: Sustainable transport.
- CDP 12: Delivering development.

Shettleston Ward within the City Development Plan

Natural Environment

The ward is host to a number of sites of landscape importance; along the Clyde, to the east of Carmyle, Mount Vernon Park, Sandyhills Park, Sandyhills Golf Course, and in Tollcross Park.

The Clyde is identified as a city wide Site of Importance for Nature Conservation, Mount Vernon Park as a local site of importance for Nature Conservation.

Industrial Sites and Town Centres

The Glasgow City Plan identifies Shettleston and Tollcross as being local town centres. Parkhead, at the far West of the ward where Old Shettleston and Shettleston Roads meet, is identified as being a major town centre and a conservation area.

The City Plan identifies the following industrial sites as being of city-wide economic importance, alongside several smaller economic development areas:

- To the West of Clydeford Road at Carmyle.
- South of London Road at Dalbeth.
- South of London Road to the West of St Peter's Cemetery.
- Braidfauld- the old McVitie's site.

Housing Sites

The table below sets out the current (as of March 2024) and potential sites identified in the ward for significant housing development¹.

Area	Sector	Capacity
Current		
Altyre Street	Affordable	43 homes with 24 flats
Tollcross Park/ Tollcross House	Private	14 flats
Potential		
Kenmuir Farm (East of Carmyle)	Private	420 flats
South of Easterhill Street	Private	90 homes with 12 flats
Old Shettleston Road	Private	40 flats
Westmuir Street/ East Wellington Street	Affordable	24 flats
Wellshot Road, Telephone Exchange	Affordable	12 flats

Existing Local Plan: Inner East Strategic Development Framework

The Glasgow Development Plan identifies the Inner East area, which includes Shettleston, Tollcross and Parkhead areas within the ward as one of six strategic development areas within the city requiring a coordinated planning response.

The **Inner East Strategic Development Framework** is a statutory document that constitutes supplementary guidance to the City Development Plan. It states that these areas within the ward share the challenges experiences across the Inner East of the City including:

- Derelict and vacant land.
- Roads acting as barriers.
- Underperforming town centres.
- Historic buildings which are vacant or derelict and have an impact on the image of the area.

¹<https://glasgowgis.maps.arcgis.com/apps/instant/sidebar/index.html?appid=1d919da5166445958c86728dc3dbf6f5>

The Framework outlines a vision for the Inner East of becoming:

“A city district made up of distinct, vibrant, well connected and climate resilient neighbourhoods. This will be achieved through community engagement to ensure an inclusive, community-led design that represents local needs.”

It sets out the following key outcomes:

- A Vibrant Inner East: The Inner East will be a vibrant place and a key asset to the city’s economy.
- A Sustainable Inner East: The Inner East will be a repopulated and engaged urban area able to support a density of facilities and services.
- A Connected Inner East: The Inner East will be better connected with the focus on active travel and public transport.
- A Green and Resilient Inner East: The Inner East will have accessible multifunctional blue and green networks

These outcomes will be pursued through six ambitions:

- Reinforce Inner East’s network of centres as a key part of the 20 minute neighbourhood model.
- Repair, restore and enhance the urban fabric.
- Redevelop vacant sites and improve liveability.
- Reconnect Inner East and surrounding communities.
- Reduce traffic dominance.
- Green East End and make it climate resilient.

The Framework work sets out key issues impacting on Shettleston and Tollcross Town Centres; the former has issues with access to the station; and the latter has a lower vacancy rate than others areas and is near to vacant and derelict land.

The framework proposes to create Town Centre Plans that set out a 5-10 year programme. These will focus on local strengths and assets, improving sustainability, attractiveness, suitability and economic vitality of these centres.

Its priorities for Shettleston are to:

- Prepare a Town Centre Action Plan which embeds the principles of sustainable 20-minute neighbourhoods.
- Provide more urban family homes, across tenures.
- Invite mixed-use development and create new community facilities to help deliver a vibrant, activated, liveable place.
- Promote neighbourhood focal points that provide good quality shops, services and active travel.

- Look to create new, and strengthen existing, links with neighbouring districts.
- Encourage modal shift and place re-balancing in terms people over vehicular needs.

Its priorities for Tollcross are to:

- Look to reconnect and enhance social and active travel links with Parkhead and Shettleston.
- Look to realise the development of vacant and derelict land to the north and south of the Town Centre.
- Repair and enhance under-used historic assets.
- Improved access to and through Tollcross Park as a key to active travel.

The Framework also identifies the following:

- Tollcross Winter Gardens as a heritage asset.
- Opportunities for cycle routes linking Tollcross and Shettleston at Tollcross, Wellshot Road and Shettleston Road.
- A number of opportunities for new or enhanced connections for wildlife habitats and landscape environment.

The context described above highlights the importance of empowering communities like Shettleston to shape their future by influencing land use, improving collaboration, and addressing key challenges such as health, inequality, and environmental resilience. Glasgow's City Development Plan reinforces this by focusing on creating sustainable, connected, and vibrant neighbourhoods.

We note that, within Shettleston, priorities include regenerating town centres, improving transport and active travel links, tackling vacant land and underused buildings, and developing more family housing. The area sits within Glasgow's Inner East Strategic Development Framework, which targets long-term improvements to connectivity, environment, and economic performance across the Shettleston ward. Community engagement and sustained investment are both seen as essential to transforming the area into a more liveable, inclusive and resilient place.

4. The Shettleston Ward

Shettleston Ward

Shettleston is Ward 19 of Glasgow City Council. Located in the east of Glasgow and immediately north of the River Clyde which forms its southern boundary, the ward is centred around the long-established settlement of Shettleston, and additionally includes the neighbourhoods of Braidfauld (east of Maukinfauld Road), Tollcross, Fullarton/Auchenshuggle, Sandyhills, Mount Vernon, Carmyle and part of Parkhead (north of Tollcross Road). The northern boundary is the North Clyde Line railway.

Shettleston Ward within Glasgow



Shettleston Ward Map

Glasgow City Council
City Ward Factsheets 2017
Ward 19 - Shettleston

This factsheet provides information on a variety of subjects.
It has been prepared by Development & Regeneration Services,
231 George Street, Glasgow G1 1XX



See in detail
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Our Communities

Shettleston ward comprises several communities that have their own particular characteristics. We have provided some background and statistical information on the ward as a whole later in this section but it is important to be aware of the sometimes distinctive characteristics of these different communities.

Shettleston

Shettleston itself is a historic East End district, located along the A89 (Shettleston Road). It has a strong working-class heritage rooted in Glasgow's industrial past, especially coal mining and railway work. Today, it is a highly urbanised area that has a mix of older tenement housing, social housing, and some newer developments. Shettleston has a busy high street with a variety of shops and services, though it faces challenges such as deprivation, health inequalities, and underinvestment.

Tollcross

Tollcross is adjacent to Shettleston and is notable for Tollcross Park and the Tollcross International Swimming Centre, a key venue during the 2014 Commonwealth Games. Like Shettleston itself, the area is very urban, albeit with a mix of housing types,. Tollcross functions as a local town centre with a range of shops and services, though parts of it suffer from economic decline, empty buildings, and poor maintenance. Nonetheless, it remains an important community hub.

Auchenshuggle

Auchenshuggle is a small, semi-rural area at the eastern edge of Glasgow, bordering the River Clyde and near the Glasgow boundary with South Lanarkshire. It's a quiet, residential pocket with a village-like feel, known for its access to the Clyde Walkway and woodland trails. The area is largely residential, with few commercial services, and has a relatively peaceful atmosphere, despite being relatively close to busier districts like Tollcross and Shettleston.

Braidfauld

Braidfauld is situated just west of Tollcross and close to Parkhead. It includes residential areas as well as notable former industrial sites, especially the old McVitie's biscuit factory. The area has a mix of housing types and is near major roads, including London Road, offering good connectivity. Like other parts of the East End, broad regeneration needs are apparent.

Mount Vernon

Mount Vernon is a suburban, residential area located on the boundary with North Lanarkshire. Known for its quieter, village-like atmosphere, it features detached and semi-detached housing, leafy streets, and green spaces, including Mount Vernon Park and the nearby community woodland. The area has a reputation for being relatively affluent and peaceful compared to other parts of the East End, with a strong sense of community. Transport links include a local train station offering access to Glasgow city centre.

Sandyhills

Sandyhills sits between Shettleston and Mount Vernon and is primarily a residential neighbourhood with a mix of social and private housing, including tenements and mid-century homes. Sandyhills Park provides a valued green space for residents, though some parts of the area have suffered from underinvestment, leading to concerns about maintenance and antisocial behaviour. It is a relatively quiet area but does face challenges such as a desire for better public services and amenities.

Carmyle

Carmyle is a distinct, village-like community on the southeastern edge of the ward and the city, bordered by the River Clyde and close to the M74 motorway. It retains a distinctive identity, with a quieter, more suburban character compared to surrounding areas. Housing is a mix of traditional cottages, newer homes, and social housing. Carmyle has limited shops and services, and bus services are sometimes seen as inadequate, although it is served by Carmyle Train Station and has access to attractive walking and cycling routes along the Clyde. Current plans for new housing have led to concerns about overdevelopment and loss of green spaces..

Population

The table over the page sets out the ward population for Shettleston in 2021 and as projected for 2030 and compares Shettleston's demographics to those of Glasgow².

² Data in this section is sourced from: <https://www.glasgow.gov.uk/article/6031/Introduction>

Age Group	Shettleston Numbers of People 2021	Shettleston Proportion of Population Projection 2030	Shettleston Proportion of Population 2021	Glasgow Proportion of Population 2021
Young People 0-15	4,687	4,705	17.4%	17.5%
Working Age 16-64	17,236	16,030	64.7%	68.9%
Older People 65 Plus	4,754	5,447	17.9%	13.6%
TOTAL	26,677	26,182	100%	100%

The higher proportion of older people within the population is driven in part by the high percentage of older people in Mount Vernon and East Shettleston (24.6%).

Poverty and Disadvantage

There are 22 data zones which lie wholly, or significantly within Shettleston Ward which are within the most disadvantaged 15% of data zones in Scotland

9 of those districts lie within the most disadvantaged data zones in Scotland, 17 within the most disadvantaged 10% of data zones in Scotland.

There is a distinct geographical divide within the ward. All of the most districts lie in the centre and West of the ward within Braidfauld, Carmyle East and Mount Vernon South, Old Shettleston and Parkhead North, Parkhead East and Braidfauld North, Parkhead West and Barrowfield, Shettleston North, and Tollcross. Areas in the East of the ward are much less disadvantaged.

Connectivity

Areas in the centre and West of the ward are assessed as being at or above base level connectivity, reflecting their position on main arterial roads, the coming together of bus routes and the presence of train stations.

Part of Carmyle, further away from the train station, swathes of Sandyhills, and of Tollcross away from main bus routes, and the vast majority of Mount Vernon are assessed as being below base access level.

Previous Community Research

Whilst there has been limited recent community research within Shettleston of a general nature, one exception is a report undertaken by Assenti Research for Shettleston Housing Association and Fuse, completed in May 2023, which was about the kind of services that people said they would like to see in their local community and about attitudes and interest in the development of Shettleston Community Centre.

This research highlighted the following challenges facing Shettleston:

- High levels of poverty
- Digital exclusion
- Lack of affordable childcare and pre-school opportunities
- Lack of outdoor places for children's play
- Lack of opportunities generally for specific groups, including children and young people, and the elderly
- Poor health
- Lack of community spirit and cohesion
- A growing ethnic minority community that was sometimes seen as being isolated from the community as a whole.

This research identified strong agreement as to the importance of Shettleston Community Centre (86% of survey respondents believing this to be important and 87% overall indicating a willingness to use it). Whilst expressing some scepticism as to the feasibility of developing the facility (mainly for reasons of funding) most respondents felt that a failure to do so was a missed opportunity.

The above highlights the diverse neighbourhoods in the ward, with a mix of urban and semi-rural communities, with significant variation in affluence, access to services, and connectivity. However, the ward as a whole faces high levels of deprivation, especially in central and western areas, and has a relatively older population. Key challenges include poverty, poor health, limited childcare, lack of youth and elderly services, and digital exclusion, with the local community perceiving multiple challenges for the area.

5. Community and Stakeholder Engagement

Key Messages from the Community Survey

The community survey sought feedback from the community on a scale of 1 to 7 (mid-point of 4) for different elements, with 1 being “very little room for improvement” and 7 being “lots of room for improvement”. The survey questions were adapted and somewhat simplified from the Place Standard Tool.³ We summarise the quantitative findings from this in the remainder of this section. The chart over the page highlights that ratings across **all** of these dimensions were relatively poor with only safety at night, public transport and community and neighbourliness, being above the mid-point of 4 on this scale. Those areas most likely to be seen as requiring lots of improvement included leisure opportunities, safety at night and job opportunities but, in reality, there is clearly a desire from the local community for improvements across all of these themes.



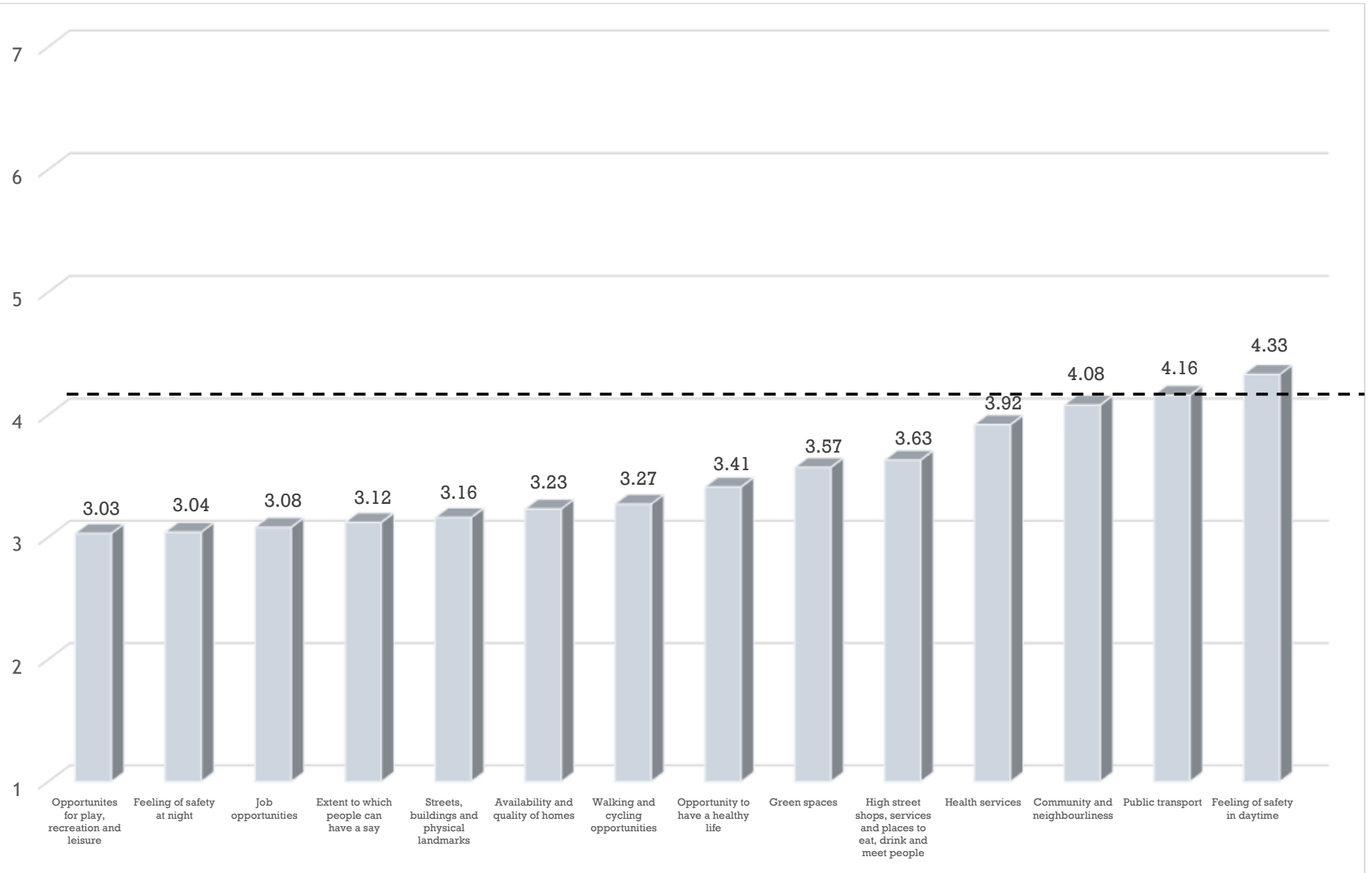
Despite this, local people still express a deep connection to the area, particularly long-time locals and people from specific communities such as Carmyle, who relate to the area's community spirit and history. However, there is also widespread disappointment over a perception of neglect, decay, and a lack of investment. Common concerns include litter, poor infrastructure, antisocial behaviour, and not enough youth and community provision. Despite this, many still see potential in the area and set out a desire for more places for people to come together, for environmental improvements, and for a variety of other local initiatives. A strong desire for renewal, inclusion, and pride in place comes through in many of the comments that residents make.

Details of the quantitative survey findings and broader comments are set out in this section. The comments are drawn both from the survey and the workshops carried out. Stakeholders also highlighted particular contextual issues pertaining to these themes and these points are also noted in the commentary.

³ <https://www.ourplace.scot/About-Place-Standard>



Very little
room for
improvement



Lots of room
for
improvement



Getting Around

An average rating of **3.27** was given for walking and cycling opportunities on the 7-point scale, with **54%** of respondents giving a rating of between 1 and 3 (meaning that they came down on the side of “lots of room for improvement”).

Residents expressed dissatisfaction with walking and cycling infrastructure in Shettleston and surrounding areas like Carmyle. Cycle paths were described as unsafe, poorly marked, and overgrown, although a number of respondents do not see this as a priority. Pavements are generally in poor condition - cracked, dirty, obstructed by parked cars or overgrown vegetation - which creates safety concerns, especially for elderly, disabled people, and those with prams or wheelchairs. Dog fouling, litter, and a lack of lighting contribute to an unpleasant walking environment. Tollcross Park was often mentioned as a valuable space, but one that is not safe after dark (reflecting more general concerns about walking at night). There is a common view that increases in journeys by walking feels more feasible than cycling.

An average rating of **4.16** was given for public transport on the 7-point scale, with **35%** of respondents giving a rating of between 1 and 3 (making this one of the areas where people were slightly less likely to perceive lots of room for improvement).

Public transport was, however, still a concern for some, especially in Carmyle. Many reported infrequent or unreliable bus services, with some routes stopping in the early evening, making it difficult to attend events, commute, or access essential services. The 364 and 64 bus services were mentioned repeatedly as inadequate, and there was criticism of buses not connecting key areas like Shettleston, Tollcross, and Carmyle effectively. Some people also expressed personal safety concerns about using the buses. Train services were seen more positively but some suggested they were expensive and infrequent, especially on weekends. Recurring themes in the comments were the lack of accessibility on public transport for elderly or disabled residents and the absence of night services.

Feeling Safe

An average rating of **4.33** was given for feeling of safety during the day on the 7-point scale, with **26%** of respondents giving a rating of between 1 and 3 (making this the least likely issue for people to see “lots of room for improvement”).

However, the survey comments still reveal some issues, with some respondents highlighting antisocial behaviour such as drug use, groups of schoolchildren causing disruption, and a lack of police presence. Streets were perceived as intimidating due to groups of people loitering. Poor street lighting and dirty environments (including graffiti and vandalism) compounded these concerns. A few residents expressed that while they personally felt safe, they could understand why others might not.

An average rating of **3.04** was given for feeling of safety at night on the 7-point scale, with **62%** of respondents giving a rating of between 1 and 3 (making this one of the areas where most people saw “lots of room for improvement”).

These concerns were very apparent in the survey comments. Many respondents cited poor or non-functioning street lighting, antisocial behaviour, loitering youths, public intoxication, and drug dealing as reasons they avoid going out after dark. Numerous people, especially women, mentioned not feeling safe walking alone. There were calls for more visible police presence and better lighting, particularly in parks and around public walkways. Some respondents shared disturbing personal experiences, reinforcing a general sense of fear and vulnerability at night in many parts of Shettleston. In part, a lack of activity and vibrancy at night within areas contributed to these feelings.

Some organisational stakeholders highlighted that resource constraints and changes in crime patterns had impacted on approaches to policing and indicated that these changes may not always have been well explained to communities.

Stakeholders also highlighted particular issues with antisocial behaviour locally, especially amongst young people, with there being potential pathways from this to more serious criminality amongst a small proportion of young people.

Stakeholders also highlighted poverty and mental health as significant drivers of the antisocial behaviour and crime, that led to people feeling less safe.

Streets and Green Spaces

An average rating of **3.16** was given for streets, buildings and physical landmarks on the 7-point scale, with **57%** of respondents giving a rating of between 1 and 3 (meaning that they came down on the side of “lots of room for improvement”).

Residents commonly described Shettleston’s streets and buildings as rundown, dirty, and poorly maintained. There was widespread frustration about litter, fly-tipping, dog fouling, cracked pavements, and potholes. While some admired older tenement buildings and features like the giraffe mural, these were often overshadowed by neglected public areas and unkempt greenery. Some concerns were expressed about the long term future of tenement buildings in the area.

Many suggested improving the look and feel of the area through better upkeep, introducing greenery (trees, flowers), and restoring historic landmarks. Several respondents noted that derelict buildings and unkempt streets contribute to a sense of decline and affect community pride.

Local landlords noted that they had felt obliged to deliver environmental upkeep services due to resource pressures and operational practices within other organisations; these services were, understandably, focused on their own housing stock.

An average rating of **3.57** was given for green spaces on the 7-point scale, with **54%** of respondents giving a rating of between 1 and 3 (meaning that they came down on the side of “lots of room for improvement”).

Tollcross Park was frequently mentioned as a key asset, but concerns were raised about safety, maintenance, and underuse (e.g., the closed Winter Gardens and limited operating hours of the children’s farm). Elsewhere, green spaces were often described as overgrown, dirty, or misused (e.g., fly-tipping or antisocial gatherings). Residents in Carmyle lamented the loss of green spaces to housing developments. Many called for better maintenance, lighting, more community-focused design, and enhanced facilities for children. There were suggestions to use green areas more creatively (e.g., for events, exercise equipment, or dog parks).

A number of stakeholders suggested that parks and green spaces (such as Mount Vernon Park and Orchard Park in Carmyle) were also in need of investment.

Community, Neighbours and Influence

An average rating of **4.08** was given for sense of community and neighbourliness on the 7-point scale, with **30%** of respondents giving a rating of between 1 and 3 (making this another area where people were less likely to perceive “lots of room for improvement”).

Survey comments revealed a more mixed picture, however. While some, particularly in Carmyle and smaller residential pockets, felt a strong sense of community and neighbourliness, many others noted a lack of community cohesion, with this being exacerbated by some perceived tensions between longstanding residents and new arrivals, sometimes from overseas. Factors contributing to this included the closure of community centres, lack of shared spaces, few social activities or events, and general disconnection between residents. Some praised local initiatives and Facebook groups, but overall there was a feeling that more needed to be done to foster unity, improve communication, and create spaces that encourage community involvement.

An average rating of **3.12** was given for the extent to which people could have a say and be listened to in decision making on the 7-point scale, with **59%** of respondents giving a rating of between 1 and 3 (making this an area where a majority saw “lots of room for improvement”).

Most respondents feel disconnected from decision-making processes in Shettleston, particularly in areas like Carmyle, where residents feel ignored and underrepresented. While some acknowledge recent surveys as a step forward, many express frustration at a lack of communication, visibility from elected officials, and tangible outcomes from consultations. Community Councils are often perceived as inaccessible or ineffective, and despite interest in contributing ideas (e.g., starting local businesses or improving services), many people don't know where or how to get involved. A prevailing sense of cynicism and disempowerment was apparent, highlighting a need for better outreach, transparency, and inclusive engagement.

Stakeholders highlighted some examples of communities coming together to help each other and provide activities but recognised that more was needed to support this; it had been easier to bring the community together in this way during times of crisis such as the pandemic.

Having Fun: Play and Leisure

An average rating of **3.03** was given for opportunities for play, recreation and leisure on the 7-point scale, with **62%** of respondents giving a rating of between 1 and 3 (making this the single most poorly rated theme in the community survey).

Play and leisure facilities were viewed as inadequate, especially in Carmyle, where residents repeatedly mentioned closed or rundown parks and community centres. There are very few options for children and young people, with some parents highlighting the dangers of derelict or outdated play areas. Youth clubs and after-school activities are not as widely available as people would like. The Tollcross Swimming Centre and Park were highlighted as positives, but most other spaces were described as inaccessible, unaffordable, or unsafe. Some called for more inclusive, affordable family-friendly spaces and better maintenance of existing facilities. People were keen to see more things available within their immediate locality, rather than having to travel into the city centre.

Stakeholders suggested that a range of support could be made available to support emerging community groups in areas such as organising, funding and governance but recognised that there may be limited awareness of such support and that such nascent community organisations faced significant capacity constraints.

Limited willingness to access activities outwith people's very immediate localities was recognised by stakeholders as a problem and one where better information as to what is available and how it can easily be accessed, would be of value.

Stakeholders also suggested that specific communities (Mount Vernon and Carmyle in particular) were less well served for leisure opportunities.

Homes

An average rating of **3.23** was given for availability and quality of homes on the 7-point scale, with **53%** of respondents giving a rating of between 1 and 3 (and thus coming down on the side of "lots of room for improvement").

There is a widespread perception that social housing is severely lacking, both in availability and quality. Many residents report long waiting times, unsuitable housing for families or disabled individuals, and frustration with the bidding system. Private rental costs are described as unaffordable and rising, with complaints about substandard maintenance, damp, rats, and neglected tenement buildings. Some praised new developments, but concerns persist that locals—especially those with longstanding ties to the area—are often overlooked in favour of others. Several respondents expressed anger that homes seem more available to newcomers than to those born in the community.

Stakeholders highlighted that there is significant pressure on housing availability locally, a housing emergency having been declared across the city. This high level of demand in relation to supply was reflected in the speed at which each of social rented, private rented and owner occupied housing was taken up.

Stakeholders also highlighted significant challenges in relation to tenemental housing stock in the area. This included the technical and financial challenges of meeting energy efficiency and net zero requirements, as well as long term maintenance costs generally.

The Local Economy

An average rating of **3.08** was given for job opportunities locally on the 7-point scale, with **57%** of respondents giving a rating of between 1 and 3 (again, coming down on the side of "lots of room for improvement").

Employment opportunities were seen as extremely limited, with frequent references to the closure of large employers like McVitie's. Most jobs are said to be in retail or care, often low-paid, insecure, and not family-friendly. Many residents travel outside the area for work, this facilitated by the reasonable transport links in parts of the area.

Young people and those without digital skills face significant barriers to employment. There is also a perceived lack of apprenticeships and job training initiatives. Some respondents feel the area has been neglected in terms of investment in employment infrastructure, with job centres criticised as ineffective or presenting a demoralising experience.

Stakeholders note that there is increasing pressure on their ability to provide services on an “outreach” basis in places such as Shettleston.

An average rating of **3.63** was given for high street shops, services and places to eat, drink and meet new people on the 7-point scale, with **48%** of respondents giving a rating of between 1 and 3 (again, coming down on the side of “lots of room for improvement”).

The comments on Shettleston’s high streets reflect a strong sense of dissatisfaction with the lack of variety, quality, and essential services. Many respondents criticised the overabundance of hairdressers, barbers, takeaways, beauty salons, and bookmakers, while noting a serious shortage of banks, cash machines, independent food shops (like greengrocers and bakeries), and inviting places to eat or meet others. While a few praised specific cafés or local supermarkets, there is a common call for more diverse, affordable, and family-friendly spaces—such as community cafés, healthy food outlets, and social hubs. Several mentioned that many shops open and close quickly, and some areas, especially Carmyle, were described as having minimal facilities. Overall, the high street is seen as unbalanced and in need of revitalisation to better meet the community’s needs.

Health and Wellbeing

An average rating of **3.92** was given for health services (such as doctors, dentists and pharmacies) on the 7-point scale, with **38%** of respondents giving a rating of between 1 and 3 (this was one of the areas where people were slightly less likely to perceive there to be “lots of room for improvement”).

Survey comments were mixed but did highlight some frustration with accessibility and quality of care. While some praise specific facilities (e.g., Tollcross Medical Practice or local pharmacies), many report difficulty securing GP or dental appointments, particularly since the pandemic. Carmyle residents are especially disadvantaged due to limited local services and poor public transport. Issues cited include long waiting times, limited surgery hours, dismissive staff, and inadequate mental health and physiotherapy support. Some note that although facilities exist, access - particularly for working individuals or those with mobility issues - is seen as a barrier.

An average rating of **3.41** was given for opportunities to lead a healthy life on the 7-point scale, with **53%** of respondents giving a rating of between 1 and 3 (again, coming down on the side of “lots of room for improvement”).

Opportunities for healthy living in Shettleston are seen as limited, especially for people on low incomes. Although amenities like Tollcross Park and Leisure Centre offer some recreational options, the high cost of healthy food, lack of fresh produce shops, and abundance of takeaways undermine efforts to live well. Access to exercise, mental health support, and green spaces is patchy, and many feel that local infrastructure (e.g., walking paths, cycling lanes) is inadequate. While some believe healthy living is a personal choice, others stress that financial hardship and poor local provision make it difficult to adopt or sustain healthy lifestyles.

The detailed community engagement findings, along with suggestions from the community workshops, were presented for discussion participants at our final action planning session and have thus driven the range of actions that are detailed in the following section.

6. Actions

Shaping Shettleston – The Action Plan



Getting Around



Feeling Safe



Streets and Green Spaces



**Community, Neighbours and
Influence**



Having Fun: Play and Leisure



Homes



The Local Economy



Health and Wellbeing

Promotion and Partnership



Introduction

The actions set out on the following pages should be seen as our initial agenda for action to shape the Shettleston Ward that we want to see in the future. These are set out under 8 action themes and one “enabling” theme: Promotion and Partnership.

We see this plan as having a timescale of at least 5 years, taking us through to 2030. Over this period we will maintain a watching brief on all of the things that might affect the plan – success or otherwise in delivering some of the actions, new ideas, new funding opportunities – and adapt the actions accordingly.

A total of 30 actions are set out here (excluding those under the heading of “Promotion and Partnership”). There is a lot to be done and we can’t do everything at once. However, we can at least make a start on all or most of these things now. In some cases, there is more work to be done to develop and specify the action. Others are ready to go now. Shaping Shettleston Network partners will identify a limited number of immediate priorities for us to take forward immediately.

We have suggested who the lead partners for each action will be. In some cases, this is set out in general terms (e.g. Housing Associations, Community Councils) and specific lead partners will be allocated in due course. The lead partners are usually members of the Shaping Shettleston Network who have a particular locus in the area identified and who have the establishment and developmental resource to lead on the action. However, the responsibility for delivery does not lie with them alone – in each case, they will bring different individuals and partners together to help deliver the action.

Some of the actions are about engaging with existing service providers to encourage them to focus their activities on specific identified needs in Shettleston or to deliver services in a different way that better meets people’s needs. However, there is no doubt that additional funding will be needed to deliver many of these actions, particularly where there is a significant element of capital expenditure. A specific funding plan will be put in place for each action. We expect that a range of funding sources will be drawn upon, examples of which could include: Glasgow City Council’s Neighbourhood Infrastructure Improvement Fund; Scottish Landfill Communities Fund; Other Specific Scottish Government Funding Schemes; “Levelling Up” and City-Region funding; Developer Contributions; National Lottery Funding; Charitable Trusts.

Finally, these actions are not the end point. Our agenda for action will continue to evolve and there will no doubt be other ideas that Shettleston people or organisations bring forward as part of this evolving agenda.

1. Getting Around



What do we want to achieve?

A Shettleston that is better linked to other areas in the city, whether by public transport, car or active travel.

Actions

Action 1.1: Enhance walking routes that link off-road parking or transport hubs to high street shopping areas

We will identify and develop opportunities for improved walking routes. These will have a particular focus on linking off-road parking and public transport to main high streets in Shettleston and Tollcross and would integrate with broader environmental improvements. Initial ideas have been identified that include: Tesco on Old Shettleston Road to the top of Kirknewton Street in Greenfield; Shettleston Railway station to Shettleston Road. Specific upgrading plans will be developed for these. Other opportunities will be reviewed and identified on an ongoing basis.

Lead partner

Housing Associations

Action 1.2: Seek enhancements to bus services
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Shaping Shettleston partners, including local elected members, will meet with Strathclyde Passenger Transport (SPT) to put forward possibilities for new bus routes offering local people greater flexibility than travel along east west routes into Glasgow. Partners will work on the case for such improvements in advance and will maintain a dialogue with SPT. There will be an immediate focus on the community of Carmyle, where such concerns are greatest.

Lead partner

Carmyle Community Council

2. Feeling Safe



What do we want to achieve?

A Shettleston that is safe for people to be out and about in.

Actions

Action 2.1: Improve street lighting

This action will involve:

- Current methods for reporting street light faults being more widely publicised.
- Working on ways of making it easier to report faults (e.g. QR codes on street lights).
- Discussion with service providers as to how responsiveness to reports of faults can be improved.
- Discussion of means of tracking progress on repairs, as a motivation for people to increase fault reporting.

Specific areas where additional, lighting is required will be identified and a case made to Glasgow City Council for improved lighting to be provided. Example areas mentioned within different parts of the consultation including Sandyhills Park and the "Venchy" within Tollcross Park.

Lead partner

Community Councils

Action 2.2: Enhance police presence

We will seek a consistent increased police presence on the ground within the ward, particularly in places where people feel unsafe. This will involve asking Police to reach out to local groups to work together and use local intelligence to help identify safety issue hotspots. In the short term, this would likely include a review of existing patrol strategy using relevant data and feedback from community engagement, leading to increased police presence, especially in identified "hot spot" areas.

Lead partner	Police Scotland
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Action 2.3: Increase CCTV coverage

A case will be made for additional CCTV cameras to be installed in parts of the ward with a high level of antisocial behaviour, vandalism and low level crime. Decisions on installation would be informed by incident statistics and consultation with local communities.

Lead partner	Police Scotland
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Action 2.4: Support the creation of Safe Spaces and Neighbourhood Watch schemes

We want to develop a Shettleston Safe Spaces scheme, which would aim to provide sanctuary to anybody feeling under threat whilst out and about within the community. It would involve local shops, hospitality venues and public / community spaces, with staff at all participant businesses and venues receiving training and appropriate checks. In the first instance, a scoping exercise would be carried out identifying good practice in this field within the UK from which learning could be taken.

Efforts will also be made to enhance Neighbourhood Watch schemes. This would involve identifying current gaps and finding ways of reaching out to local communities interested in establishing such schemes and providing them with the necessary support to establish and run the schemes.

Lead partner	Police Scotland
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3. Streets and Green Spaces



What do we want to achieve?

A Shettleston that has well-maintained and attractive parks, green spaces and streets.

Actions

Action 3.1: Improve current cleansing services

Partners will engage with Glasgow City Council cleansing services to address a range of potential improvements to cleansing, including:

- Addressing general cleanliness, including litter and dog waste.
- Improved promotion of ways to report fly tipping and other environmental issues.
- Improved speed of response to issues where they are reported.
- Enhanced policing of issues around littering and fly tipping, more effectively using existing powers to their fullest extent and recouping revenue through appropriate fines where possible.
- Partnership working with police, school staff and traders to reduce littering and other issues at hot spots and at key times (for example, Eastbank Academy at lunchtime, with presence of police and teachers as part of the solution_.
- Exploration of potential "design solutions" to some of the issues experienced at particular hotspots.

This will include further community engagement to identify "hot spots" that would form an initial focus of activity. The area around Eastbank Academy has been identified as an initial "hot spot" to be addressed.

Lead partner

Specific community groups to be agreed

Action 3.2: Improve the quality and usability of local parks

We will seek increased investment in local parks on the basis of clear plans on which there has been extensive consultation with local people and organisations.

Tollcross Park will be an initial priority given that it is a central asset for the ward. In this instance, enhanced activities within the park will be a particular focus.

Examples of specific improvements sought might include (but not be limited to):

- Improvements to the quality of lighting.
- Increased deployment of wardens and park keepers to encourage people to feel safe.
- Improvements to the quality and maintenance of play equipment.
- Installation of outdoor gym equipment.

Community engagement will be critical at every stage of the action plans, from consultation to implementation, and in the delivery of some of the practical tasks identified, ensuring both local ownership, and accountability for delivery, of plans, and increased capacity to deliver some elements.

Lead partner

Specific community groups to be agreed

Action 3.3: Enhance the amenity of small public spaces

This action will involve identification of typically small-scale open / green spaces across the area which are either currently poorly maintained or problematic in some way and / or have the potential to be an amenity for the community.

In each case, work would be carried out to firstly develop ideas for the space and to subsequently develop plans and raise funding for delivery of sustainable amenities within such spaces.

A number of potential sites have already been identified including: the grassed area opposite 9 Annick Street; the Gable End at 1392 Shettleston Road; the grassed area between numbers 80 and 114 Balintore Street; the gap site at 13 Etive Street; the triangle of land opposite Fuse on Shettleston Road; the site of the former Shettleston Halls at Wellshot Road.

Examples of the use to which such spaces may be put include: tree planting, flower beds, benches, planters, landscaping, nature zones, and public art, as well as things like small play areas and outdoor gyms.

Other sites and opportunities will be identified on an ongoing basis.

Lead partner

Housing Associations

Action 3.4: Improve local flood prevention and other infrastructure

We will work with service providers to ensure there is a coherent response to the issue of flooding locally, with a particular focus on hotspots within the ward. This will include encouragement to address some ongoing maintenance issues, particularly in the Autumn due to falling leaves, and potentially some landscaping / urban design responses. Partners have specifically identified regular flooding near Carntyne Station at Carntynehall road and other hotspots will also be identified.

We will also look at other areas where infrastructural works may be required and seek solutions to these (one specific action identified for consideration is the establishment of road safety measures at the exit from Fernan Gardens car park onto Old Shettleston Road).

Lead partner

Housing Associations

Action 3.5: Establish an “I Love Shettleston” campaign

The initial focus for this would be in central Shettleston and would include the development of a brand and regular promotional campaign to encourage civic pride and engagement with Shettleston’s shops. Services and organisations. The campaign would have a strong communications focus but would also be likely to include:

- Positive engagement with young people through schools, and with adults through community organisations.
- Engagement with local traders, pubs and takeaways.
- Building on and extending existing activities such as community litter picks/ council led litter-blitzing operations.

In the first instance, a detailed project plan would be developed, with funding then being sought for this, ahead of an implementation stage.

Lead partner

Fuse Youth Café

4. Community, Neighbours and Influence



What do we want to achieve?

A Shettleston that has places for people to meet for social purposes and opportunities for people to have an influence on what happens in their community.

Actions

Action 4.1: Secure the reopening of Shettleston Community Centre

We will pick up previous work that has been done to pursue the re-opening of Shettleston Community Centre. A condition survey has already been carried out, which has identified necessary works to bring the facility up to a good standard of repair and additional improvement works will be required. We will engage with Glasgow City Council to re-open the facility, making the necessary initial investment, and, in parallel, will develop options for funding the further development and enhancement of the facility. This will include consideration of community-led options for management and governance of the facility.

Lead partner

Housing Associations

Action 4.2: Maintain and extend the range of community facilities available across the ward

We want to work towards there being a range of community establishments available across the ward that can be used for organised activities, to hire for events, as informal / unstructured meeting places and as outreach locations for local services; all activities which build community spirit and cohesion. Our initial approach will be to conduct an audit of current facilities, identifying gaps and improvement requirements in a strategic way. Options for development would then be considered and individual plans developed, which would emphasise the potential for community management and / or ownership of such facilities.

Lead partner

Housing Associations

Action 4.3: Strengthen community representative bodies across the Shettleston ward

We would wish to ensure that effective Community Councils are in place across the ward. In areas where no active community council exists, we will work to establish one. We will also work alongside existing community councils to maximise participation and to make sure that they have the training, support and resources to deliver their role as well as possible. This will include promotion of that role and fostering of community engagement within their local communities.

We will also encourage regular outreach engagement with community groups by key statutory organisations to gather intelligence on issues affecting the community, including on a number of the issues identified within this plan. This will include identification of communities of interest that have been identified as being not well served (for example, people living in private rented or owner occupied homes, businesses).

Lead partner

Glasgow City Council

Action 4.4: Develop and disseminate “Living in Shettleston” materials

We want to produce and disseminate printed and online guides to various aspects of living in Shettleston. This would include information about the history of the area, its services, organisations operating in the area, and the various opportunities they offer.

This material will build on and link to existing resources and will be translated into key community languages and be actively promoted to newly arrived migrant populations, those newly arrived from elsewhere in Glasgow, Scotland or the UK, as well as to more established parts of the community.

Lead partner

Fuse Youth Cafe

Action 4.5: Develop an annual programme of community events

Over time, we want to build up and promote an annual programme of events and festivals that bring local communities together. We would like to develop two “new” events: a Summer Gala Day (likely in Tollcross Park) and a Christmas Festival of some sort (likely in Shettleston Road or adjacent to it). The specific nature of these events will be developed further but they are expected to be free, fun and engaging events, which also provide local businesses, groups and organisations the chance to promote themselves.

In addition, we would wish to ensure greater awareness of other (usually smaller scale) events that already take place, including things like open days and celebratory events, building this into an annual programme that can be communicated widely.

Lead partner

Glasgow Life

Action 4.6: Develop local area plans for the ward’s discrete communities

We recognise the importance of specific plans being developed to meet the aspirations of people in the specific local communities that make up the ward. These would be based on specific local engagement and would highlight priorities within those communities that may not register within this overall Place Plan.

As an immediate priority, we would propose that such an exercise be undertaken in Carmyle, identifying community priorities in the context of new housing developments taken place and how community aspirations in relation to things like retention of green space, provision of services and connectivity can best be addressed.

Lead partner

Glasgow City Council

5. Having Fun: Play and Leisure



What do we want to achieve?

A Shettleston that provides a good range of opportunities for people to live a rich cultural, sporting and social life.

Actions

Action 5.1: Provide support for community-led activities

We want to provide support to people with ideas for community led activities in a number of ways:

- By providing access to appropriate social media channels / platforms where they can seek engagement with like-minded individuals.
- Through basic advice and support from community development professionals.
- By directing people to sources of seed corn funding.
- By ensuring access to suitable premises / facilities.

We want to explore further the nature of this support and how it would be delivered with a range of partner organisations. In particular, we would like to make sure that people with an idea know where to go to get started. This may tie into some of the other promotional activities that we have identified.

Lead partner

Glasgow City Council

Action 5.2: Extend range of youth work activities available across the ward

We want to enhance the range of diversionary and developmental youth work that is available across the ward. We will firstly review in further detail what is available currently and identify where there are any significant gaps. We will then seek funding to put in place basic provision across the ward, building this up over time. This will have a strong developmental focus and will be based in communities, both at community facilities and on an in-street "outreach" basis.

Lead partner

Fuse Youth Cafe

Action 5.3: Develop the Winter Gardens in Tollcross as a community asset

We want to see a plan developed and implemented for the Winter Gardens at Tollcross Park, which ensures that it is sustained as a historically important asset available to the whole community. Further analysis and engagement will be undertaken but we expect that key issues to be explored will include:

- Investment in toilets and other necessary facilities.
- The potential for a café.
- Plans for income generation through the café and hiring by private individuals for events such as weddings, and by community groups.

A funding plan will be developed on the basis of this. The plan will particularly look at the potential for community ownership or control of the facility.

Lead partner

Housing Associations

6. Homes



What do we want to achieve?

A Shettleston that has a sufficient range of good quality and affordable housing options for its residents.

Actions

Action 6.1: Increase the number of new homes built in the area

We want to see more housing should be built on available suitable sites across the ward. There should be an emphasis on affordability of housing, whether in the social, private or owner occupied sector.

Housing should be a priority for available sites locally, and for the investment of resources in bringing land back into use. In particular, we want to see local social landlords continue to develop housing as resources and land constraints allow. Several housing sites have already been identified as noted elsewhere and we believe that consideration should be given in the future to former industrial sites being used, at least in part, for housing.

We will also encourage Glasgow City Council to use the powers available to it to remove blockages to the development of land for housing, where appropriate.

Lead partner

Housing Associations

Action 6.2: Ensure a sustainable future for the ward's sandstone tenements

We want to ensure that local social landlords and Glasgow city Council continue to work together to ensure that the business plans of local landlords relating to the asset management of the ward's sandstone tenements are robust and able to cope with the additional resource requirements brought about by energy efficiency and net zero requirements, ensuring that the tenements will be fit for purpose in the future, both internally and externally. This will include responding to immediate issues where they arise and ensuring appropriate long term planning, as well as addressing the significant challenges that can arise due to "pepper potted" ownership impacting on maintenance and upgrading work.

Lead partner

Housing Associations

Action 6.3: Improve support to tenants in the private rented sector

We want to improve the quality and security of tenancies in the private rented sector by ensuring that tenants in the private rented sector, including new arrivals in the area, have access to good quality, easily accessible advice about their rights and responsibilities as a tenant.

We also want to ensure that there is appropriate enforcement activity by the Council where this is required to ensure that tenants' rights in respect of their tenancy are respected.

Lead partner

Housing Associations

7. The Local Economy



What do we want to achieve?

A Shettleston that has a strong local economy, with vibrant and attractive high streets, good shops and services and access to high quality training, job and business opportunities.

Actions

Action 7.1: Enhance the attractiveness of the main retail areas of Shettleston

We propose to develop a programme of investments focused on the main retail areas of central Shettleston. This would include a number of aspects of work to improve the area including border and railing maintenance, shutter cleaning, street furniture, hanging baskets and planters, and branded signage (both at entry and exit points and "internal" to the area, including navigation signage to important local facilities, places of interest, walking routes, and public transport and parking facilities). Consideration could also be given to the creation of a local traders' market to draw people into the area.

Lead partner

Jobs and Business Glasgow

Action 7.2: Establish a local Business Association, focused on the main retail areas of Shettleston

We would like to establish a local Business Association within the ward. This would likely focus initially on retailers and service businesses in central Shettleston but could extend beyond that in due course and, indeed, has the potential to develop into a Business Improvement District for the area.

The Business Association would help local businesses to speak with a collective voice on matters affecting them and provide a conduit for two-way communication between local businesses and statutory and other organisations (including in relation to some of the promotional and environmental improvement actions that we propose). It can also provide a mechanism for specific projects that benefit businesses, such as use of their collective purchasing power or collective training and information sessions. Additional funding could also be sought for things like local loyalty schemes and shop front improvement programmes.

Lead partner

Jobs and Business Glasgow

Action 7.3: Enhance the local availability of training and employability support

This action will involve:

- Enhanced work between local schools, employability organisations, local colleges and local businesses to increase local work experience, training and apprenticeship opportunities.
- Increased outreach work by local employability providers, both geographically and targeting particular groups within the community.
- More effective promotion of opportunities through social media.

Opportunities to create social enterprises will be explored that could provide direct employment and employability and training opportunities. Ideas already identified include a reuse and recycle project, potentially as a "skills barn", which would offer young people the opportunity to come and learn practical / trades skills.

Lead partner

Jobs & Business Glasgow

Action 7.4: Enhance the local availability of business support

We want to encourage existing business support services to reach out and engage more proactively with people in Shettleston that may have an interest in starting new businesses (including social enterprises) helping them access tailored support in all areas of business formation. Particular consideration will be given to specialist support focused on business opportunities in field where immigrant communities have successfully developed businesses in the past.

This would be complemented by the provision of support and advice to existing local businesses, potentially through a new Business Association, focusing on identified areas of interest such as digital marketing.

Lead partner

Jobs & Business Glasgow

8. Health and Wellbeing



What do we want to achieve?

A Shettleston that has better health, reduced health inequalities and better access to health services than it has in the past.

Actions

Action 8.1: Improve access to healthcare appointments

We want to encourage a consistent offer across all primary care health providers in the area in terms of access to services, which meets the needs of a diverse population, including disabled and older people and people with English as an additional language. That offer should adopt best practice from elsewhere and should encompass a variety of channels for accessing appointments, including same day / immediate appointments, including all relevant channels: Online; "Intelligent" answer phone systems; Direct phone contact with surgeries / health centres; face-to-face contact.

We also want to ensure that frontline staff responsible for initial engagement with the public are fully trained in ensuring equity of access to services.

Shaping Shettleston Network partners will develop a "prospectus" to address these issues, based on further community engagement, and engage with relevant service providers for the delivery of this.

Lead partner

Specific community groups to be agreed

Action 8.2: Improve access to mental health services

Whilst recognising that better provision of access to many mental health services is difficult to influence at a ward level, we will encourage local partners to develop local peer support, self-help and diversionary activities to support people with mental health problems, or at risk of mental health problems. This will include both preventative and therapeutic interventions and draw on existing local experiences. Support for those trying to support a family member with mental health problems should also be offered.

Shaping Shettleston Network partners will develop a "prospectus" to address these issues, based on further community engagement, and engage with relevant service providers for the delivery of this.

Lead partner	Specific community groups to be agreed
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Action 8.3: Improve promotion of community-based health activities and public health interventions

We want to ensure better promotion of health promoting activities and services which are available locally, including screenings, vaccinations and other health promotion activities. We also want to encourage these services to be made as accessible as possible to people across the ward, which may include enhanced outreach activity with local community groups and at community facilities.

Inclusion of such activities will be an important focus of the more general promotional activities that we propose (including digital promotion) and Shaping Shettleston Network partners will engage with NHS colleagues both in support of these promotional efforts and the desired outreach activity.

Lead partner	Specific community groups to be agreed
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9. Promotion and Partnership



What do we want to achieve?

We want communities and organisations in Shettleston to work together to make the best use of their resources in addressing the outcomes and actions that we have set out. An important element of this will be working together to promote the things that go on in Shettleston, so that people are aware of the services and opportunities that are available to them.

Actions

Action 9.1: Enhance partnership working between community organisations, third sector and statutory organisations that deliver work in the Shettleston ward.

It is important that there is good communication and joint working between the different organisations delivering services in Shettleston and seeking to improve the area. This enables better communication and synergies between different projects and organisations, which can improve service delivery, create new opportunities and maximise value for money. The Shaping Shettleston Network will be at the heart of encouraging this partnership working while recognising that a range of informal and formal partnerships and networks will be necessary to deliver what we have set out in this plan and to improve things generally. Fuse Youth Café will continue to provide a secretariat function to the Shaping Shettleston Network in the short term and we anticipate that there will be further consideration as to how this partnership should develop in the future and whether or not it should be put on a more formal footing.

Lead partner

Fuse Youth Cafe

Action 9.2: Improve promotion of local activities, opportunities and services to people living in Shettleston Ward.

We have highlighted the importance of communication with Shettleston residents and believe this requires collective effort. There are already a number of official and unofficial phone and online platforms through which services can be promoted (including the ALISS information system, Glasgow Helps, the social media pages of individual organisations and community social media pages). However, people often don't know where to start in getting good information about things happening in their local community. To help address this, we want to put in place a promotional approach that includes:

- Using the Shaping Shettleston network to communicate with partners about services and plans.
- Keeping their information on platforms such as ALISS and Glasgow Helps up to date.
- Using social, print and broadcast media to promote their services to local people.
- Delivering individual promotional events and with other organisations to deliver collective promotional events, with the emphasis being on events targeting specific relevant demographics.

In the first instance, we will undertake further investigations as to how this should best work (taking account of content, communications channels, management challenges and so on) and will then seek to implement a sustainable communications strategy with appropriate tools and training.

Lead partner

Fuse Youth Cafe

Summary of Actions

Theme 1: Getting Around		Lead Partner
1.1	Enhance walking routes that link off-road parking or transport hubs to high street shopping areas	Housing Associations ⁴
1.2	Seek enhancements to bus services	Carmyle Community Council
Theme 2: Feeling Safe		Lead Partner
2.1	Improve street lighting	Community Councils
2.2	Enhance police presence	Police Scotland
2.3	Increase CCTV coverage	Police Scotland
2.4	Support the creation of Safe Spaces and Neighbourhood Watch schemes	Police Scotland
Theme 3: Streets and Green Spaces		Lead Partner
3.1	Improve current cleansing services	Specific community groups to be agreed
3.2	Improve the quality and usability of local parks	Specific community groups to be agreed
3.3	Enhance the amenity of small public spaces	Housing Associations
3.4	Improve local flood prevention and other infrastructure	Housing Associations
3.6	Establish an “I love Shettleston” programme	Fuse Youth Cafe
Theme 4: Community, Neighbours and Influence		Lead Partner
4.1	Secure the reopening of Shettleston Community Centre	Housing Associations
4.2	Maintain and extend the range of community facilities available across the ward	Fuse Youth Cafe
4.3	Strengthen community representative bodies across the Shettleston ward	Glasgow City Council
4.4	Develop and disseminate “Living in Shettleston” materials	Working group of Community Councils to be formed
4.5	Develop an annual programme of community events	Glasgow Life
4.6	Develop local area plans for the ward’s discrete communities	Glasgow City Council

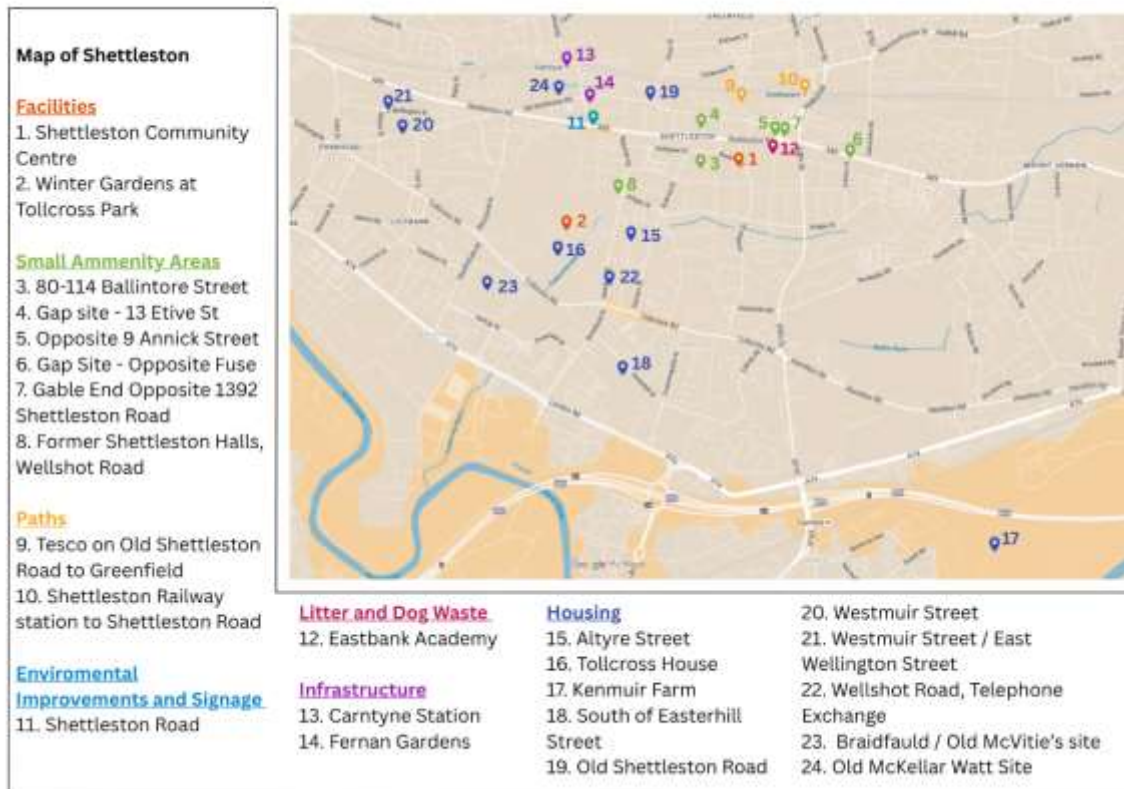
⁴ All lead partners are listed for indicative purposes in this draft of the plan. In some cases, specific organisations have been identified and in other areas categories of organisations have been set out, and specific responsibilities as lead partner will be agreed in due course. In some cases, the lead partner will be a designated department or function within the organisation specified.

Theme 5: Having Fun: Play and Leisure		Lead Partner
5.1	Provide support for community-led activities	Glasgow City Council
5.2	Extend range of youth work activities available across the ward	Fuse Youth Cafe
5.3	Develop the Winter Gardens in Tollcross as a community asset	Housing Associations
Theme 6: Homes		Lead Partner
6.1	Increase the number of new homes built in the area	Housing Associations
6.2	Ensure a sustainable future for the ward's sandstone tenements	Housing Associations
6.3	Improve support to tenants in the private rented sector	Housing Associations
Theme 7: The Local Economy		Lead Partner
7.1	Enhance the attractiveness of the main retail areas of Shettleston	Jobs and Business Glasgow
7.2	Establish a local Business Association, focused on the main retail areas of Shettleston	Jobs and Business Glasgow
7.3	Enhance the local availability of training and employability support	Jobs and Business Glasgow
7.4	Enhance the local availability of business support	Jobs and Business Glasgow
Theme 8: Health and Wellbeing		Lead Partner
8.1	Improve access to healthcare appointments	Specific community groups to be agreed
8.2	Improve access to mental health services	Specific community groups to be agreed
8.3	Improve promotion of community-based health activities and public health interventions	Specific community groups to be agreed
Theme 9: Promotion and Partnership		Lead Partner
9.1	Enhance partnership working between community organisations, third sector and statutory organisations that deliver work in the Shettleston ward.	Fuse Youth Café (as secretariat to Shaping Shettleston Network)
9.2	Improve promotion of local activities, opportunities and services to people living in Shettleston Ward.	Fuse Youth Café (as secretariat to Shaping Shettleston Network)

Overview of Locations for Identified Actions

We have illustrated below those sites where particular action is focused. This includes proposed actions across each of the following:

- Facilities
- Small Amenity Areas
- Paths
- Environmental Improvements and Signage
- Litter and Dog Waste
- Infrastructure
- Housing.



7. Implications for City Development Plan

Fit with City Development Plan

The ambitions set out in the City Development Plan align very closely with the aspirations for the communities of Shettleston Ward expressed by members of the community and other stakeholders in the development of this plan.

There is no contradiction between the City Development Plan and the aspirations of local people and organisations set out in this Plan, who want to see a Shettleston that:

- Is better linked to other areas in the city, whether by public transport, car or active travel.
- Is safe for people to be out and about in.
- Has well-maintained and attractive parks, green spaces and streets.
- Has places for people to meet for social purposes and opportunities for people to have an influence on what happens in their community.
- Provides a good range of opportunities for people to live a rich cultural, sporting and social life.
- Has a sufficient range of good quality and affordable housing options for its residents.
- Has a strong local economy, with vibrant high streets, good shops and services and access to high quality training, job and business opportunities.
- Has better health, reduced health inequalities and better access to health services than it has in the past.

However, this plan consciously goes beyond the City Development Plan and Inner East Strategic Development Framework, in the breadth of what it covers, and in terms of the detail it sets out under some actions, include land-use related actions as well as other themes that relate to people's lived experience of the area.

Assessment of Potential Amendments to the City Development Plan

There are no explicit elements of this plan requiring amendment of the City Development Plan. We would, however, note the significant pressures on housing locally, which may suggest a need in the future for some areas currently zoned for industrial development to be rezoned for housing for mixed use development (the former McVitie's and McKellar Watt sites being examples).

8. Taking the Plan Forward

Fuse Youth Café Glasgow has taken the lead in the development of this plan is the “designated body” for the purpose of the document’s role as the Place Plan for the Shettleston ward. Fuse is a Company Limited by Guarantee (SC294548) and a Scottish charity (SC037434).

It is important, however, that the delivery of the plan is seen as a partnership undertaking and so it is intended that ownership of the plan will sit with the emerging Shaping Shettleston Network. This is as yet an informal network and so it is envisaged that an overall Steering group will be established by the network to oversee delivery of the plan. This will be agreed by the members of the Network and is expected to include, at a minimum, those partners identified as having the lead in taking forward the actions we have set out in the plan.

It is expected that the Steering Group, and individual Steering group members, will provide updates to the network at its quarterly meetings and the group will liaise and meet informally ahead of such meetings. It is also expected that the network will consider, at regular intervals and at least annually, progress in delivery of the plan and whether it needs any updating or refreshment in the light of changed circumstances and progress

At this stage, the network will continue to operate as a loose affiliation of parties with an interest in Shettleston’s future, but members of the network will consider whether any more formal structures should be adopted as the network evolves.

Fuse Youth Café will provide an overall “secretariat” role as regards the network, organising meeting agenda and invitations and ensuring appropriate reporting back. Fuse’s contact details are set out at the foot of this page.

It is important that this is an open and inclusive process. The network will welcome additional participation and involvement in its Steering Group and delivery of specific activities from any individuals, groups or organisations that wish to work together to shape Shettleston in the future.

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Scottish Company No. SC294528; Scottish Charity No SC037434

Appendices – Community Survey Material

We have set out below the supporting information from the Community Survey we undertook, which has played a significant role in guiding the development of the plan.

Please note that these documents will only be accessible within the Word version of the plan. If you are reading a PDF version, or cannot access these documents for any other reason, then they can be sourced from Fuse Youth Café Glasgow at the contact details provided on the previous page.

Appendix 1 – Community Survey Questionnaire



Appendix 1 -
Community Survey C

Appendix 2 – Summary of Community Survey Findings



Appendix 2 -
Summary of Commu

Appendix 3 – Detailed Breakdown of Community Survey Findings



Appendix 3 -
Detailed Breakdown

Appendix 4 – Community Survey Open-Ended Responses



Appendix 4 -
Community Survey C