

Co-Creating Public Services New Learning Networks in The Gorbals - A Social Capital Approach



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“I would like to pass on my thanks to you and your team for an excellent event. I have to say that I thoroughly enjoyed the event, learned from it and made many new contacts - all in all very worthwhile.”

“Rolls and bacon – that was cruel especially when on a diet!!!!!!”

The VAF-ASC *Investing in Social Capital* partnership received funding to carry out the Gorbals Learning Project through the Scottish Government’s Learning Networks Challenge Fund.

About Us -

This project has been a joint initiative by the **strategic partnership** of the **Voluntary Action Fund (VAF)** and **Assist Social Capital (ASC)** – *Investing in Social Capital*.

The Voluntary Action Fund's vision is *"that people and communities are thriving, active, self-organising, resourceful and connected"*. The development of social capital lies at the heart of everything VAF does. To progress this work VAF has entered into a strategic partnership with ASC which works at *"putting social capital into practice"* and therefore promotes the importance of social capital as a critical resource for community resilience and long-term sustainable development.

Voluntary Action Fund
Head Office
Suite 3, Forth House
Burnside Business Court
North Road
INVERKEITHING
Fife KY11 1NZ

T: 0138 362 0780
E: info@vaf.org.uk
www.voluntaryactionfund.org.uk

Assist Social Capital
CIC
43 West Cairn Cres
Penicuk
EH26 0AP

T: 0772 521 1834
E: info@social-capital.net
www.social-capital.net

"People's ability to associate with each other, is critical not only to economic life but to virtually every other aspect of social existence as well. The ability to associate depends, in turn, on the degree to which communities share norms and values and are able to subordinate individual interests to those of larger groups. Out of such shared values comes trust, and trust has a large and measurable economic value."

Francis Fukuyama, 1996

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Executive Summary

The New Learning Network Initiative in the Gorbals, facilitated by the VAF-ASC partnership, provided a platform to identify and cultivate local social assets as a model of community-led regeneration. VAF's history and knowledge of investing in community organisations together with ASC's expertise in putting social capital into practice enabled the partnership to tap into the relationships, connections and networks across all sectors in the Gorbals and demonstrate how, if used strategically, they could deliver better outcomes for all.

The outcome of these events was a new appreciation for the already existing community strengths and how those assets and networks can be further supported and extended as a dynamic and replicable approach to Community planning for public service delivery where;

- The community and its members are empowered, confident and part of the decision making process
- The best use is made of resources that are currently available through collaboration and sharing – shared values and shared value!
- Positive outcomes and local success stories resonate with the community
- The assets important to local people in this case The Gorbals are identified;
 - Friendly with a community Spirit
 - Safe Low Crime
 - Close to Glasgow City Centre
 - Good public services (health centre), library, leisure centre, etc.)
 - Public Art Works
- The self-organising elements of the social capital approach can provide the basis of long-term resilience and participation that, in turn, increase a community's capacity to respond better to current and future challenges.

The outcomes of this approach are real, multiple and will have long-term benefits and if invested in, are not dependent on the individual leadership of those who initiated them.

In the case of the leadership taking place in a local school, St Francis RC Primary School;

- Children are more settled at school
- Children are better able to access the curriculum
- More children are involved in local clubs and groups
- Parents are more confident and have improved parent skills
- There has been an improved take up of unclaimed eligible state benefits
- Reduced concern about children's welfare during the long holiday periods
- Improved sustainability - families are better able to help themselves
- Families are much more confident in their own abilities and much better connected
- Increased trust with families, so issues are identified quicker allowing prompt and more effective referrals to Social Work and NHS

In the case of the RAFT rehabilitation project, where "recovery" an asset based approach has been adopted rather than "treatment", a deficit model;

- 27 social housing providers across Glasgow and Housing Associations are requested to do a "Recovery Check" with Addiction Services.
- These tenancies in areas conducive to recovery are successful.
- People in recovery live every day of their recovery in the community

In addition to demonstrating local successes the events created;

- New relationships including between Children 1st and the Housing Association and between RAFT Advisors and Children 1st
- Police Scotland and New Gorbals HA are now in dialogue with SERAG and the Addiction Services to support the recovery approach
- Local Police know about SERAG and how to refer those at the early stages of drug use to it
- The whole project enabled new ideas to be developed and relationships established to address shared challenges, helping address the demand failure issues highlighted by Christie (2011)

1. Introduction

1.1. Background

The New Learning Network initiative in the Gorbals (Glasgow) provided a platform to identify and further develop new models of community-led regeneration⁵ focusing on health and wellbeing. The process was hosted by the Voluntary Action Fund (VAF), in partnership with Assist Social Capital CIC (ASC). In September 2014, the partnership applied to the Scottish Government's New Learning Network Challenge Fund to bring together a cluster of individuals and agencies interested in taking an asset-based approach.

In the wider context, this project supports the Scottish Government's Housing and Regeneration Outcomes, specifically, the promotion of wellbeing as well as sustainable communities. The vision of those outcomes is specified in the Government's Regeneration Strategy (2011). Furthermore, it is also in accordance with the key principles of the Commission on the Future Delivery of Public Services ("The Christie Commission", 2011) as it also includes recommendation on empowering individuals and communities in service design and delivery to increase their effectiveness and positive outcomes.

The social capital approach introduced by VAF and ASC brought together cluster of individuals and agencies interested in identifying and developing new models of community-led regeneration in the Gorbals. Social capital was used as a framework to find a common focus to strengthen community initiatives in the Gorbals area of Glasgow, in a way that could inform future actions. The location of the project was identified through our relationship with the New Gorbals Housing Association⁶, who had already shown an interest in using a social capital approach in the Gorbals to invest in socio-economic change.

Since its inception in 1989, New Gorbals Housing Association (New Gorbals HA) has invested over £180 million and built 1,000 new homes together with the modernisation of 1,500 homes alongside a wide range of major environmental and capital improvement projects. Over these 25 years, in addition to high quality physical regeneration, the organisation has worked to provide top quality services for its tenants, local home owners and housing applicants. In regards to investing in Social Regeneration: New Gorbals wishes to invest further in social regeneration over the next 10 years, in ways that can maximise opportunities for its residents and deliver an ambitious plan for the area that would see a new, shared vision for the Gorbals emerge.

The Gorbals is also one of the sites for 'Thriving Places', which was felt to be an appropriate context for the asset-based approach used in this initiative.

⁵ The fund focuses on the need for regeneration of communities across Scotland facilitated through

⁶ More information on the New Gorbals Housing Association can be found on their website: www.newgorbalsha.org.uk.

1.2. Why use Social Capital and Asset-based approach

The OECD defines social capital as “*networks together with shared norms, values and understanding that facilitate co-operation within and among groups*”. Therefore, a social capital approach builds on the already existing strengths (assets) within a community facilitated by participatory and emergent processes.

Those social capital elements knowledge and principles have been used to better identify and understand the relationships, connections and networks across all sectors in the Gorbals and how this might be used strategically to deliver better outcomes. It provides an innovative approach to enable the creation of a space and processes to bring communities and public services together to support the creation of a platform for a new learning network in the Gorbals;

“A learning network is a place where you can interact with others to share common concerns, problems and passions, whilst deepening your knowledge and expertise in the process.”

The Scottish Government

1.3. Anticipated Outcomes and Social Capital Approach

Our intention with this initiative was to identify local community organisations and local support agencies already working on this agenda. We also wanted to clarify what an asset based approach looks like and how it could be used more effectively to deliver local services to the community and reduce failure demand.

- Increased understanding of community networks, how they work and models of collaboration which bridge public and third sectors;
- Increased knowledge of an asset-based approach for community planning and engagement with public services;
- Better understanding how the service needs of the community can be met using communities assets;
- Improved understanding of how the ecosystem of services works locally and how this can be nurtured; and
- Better appreciation of how creating space for investing in social capital provides the platform for identification/creation of services which meet the demands of the local community.

To achieve the above, two events based on a social capital, asset-based approach were organised geographically focussed on the wider Gorbals area (Glasgow) to facilitate two conversations with local organisations and the wider community.

Our first task was to identify pockets of dynamic community activity, bring them together and nurture positive momentum towards a self-organised infrastructure. The self-organising element of this approach was the basis of long term resilience and participation and therefore the community's capacity to respond to current and future challenges is increased.

2. Event 1 – New Gorbals Parish Church

For the first event, the main focus of attention was on identifying and inviting local organisations, our aim being to tap into their immediate knowledge of and connections in the community. Attendees were asked to sit in small groups of up to five people. An ‘Appreciative Inquiry’ approach was used with the activity delivered in a World Café format. The event was promoted through the New Gorbals Housing Association’s networks, Gorbals Parish Church, local poster and leafleting, previous or current recipients of VAF grants and through VAF’s social media (Twitter and Facebook).

The participants worked on three questions in table groups - swapping tables for each question to allow a further exchange of ideas. This also gave participants the opportunity to get to know the other people attending the event. The results from the conversations were then grouped into emerging “asset” themes.



2.1. Grouping the Main Themes

Question 1 – What is good about living in the Gorbals?



Question 2 – What good thing are community organisation doing here?

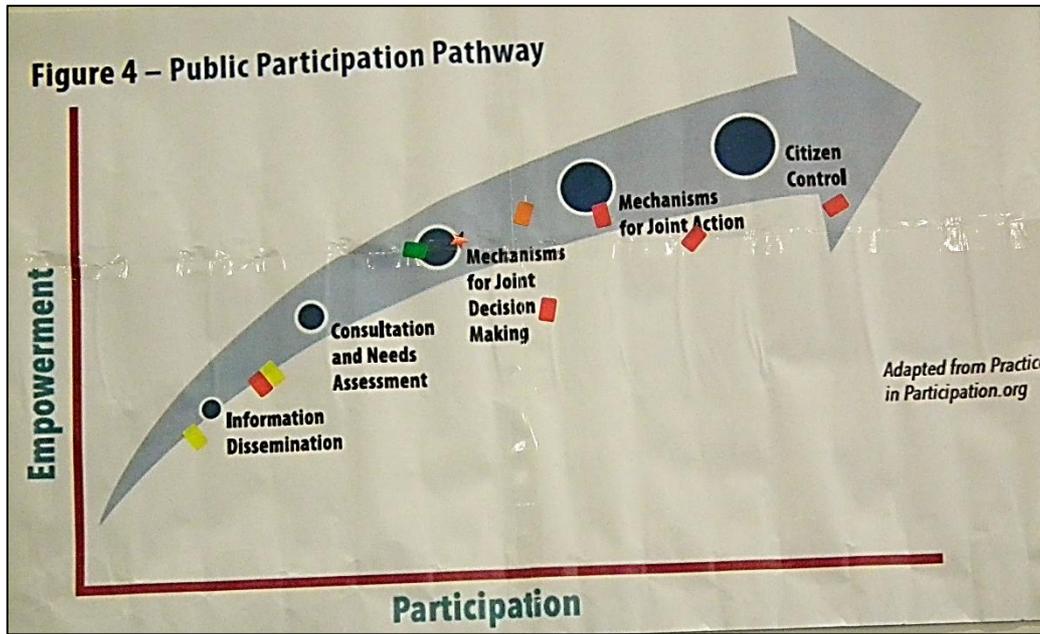


Question 3 – What is your vision of the future of community groups and their working with public services in the area?



2.2. Public Participation and the Shaping Public Services

People were then asked to reflect on how they felt they were currently represented in decisions shaping public services in the Gorbals. There was a range of responses as undernoted (see red, green and yellow squares) which, in part, reflected the amount of public sector investment in the area and the work of the Housing Association in the local area (Appendix 1 gives details of attendees).



3. Event 2 – New Gorbals Parish Church

The second event built on the assets and positive strengths identified at the first meeting. It brought together local residents and community workers with the wider third and public sector agencies which have an interest in the Gorbals. We also took the opportunity to extent the promotion of this event directly into the community including the networks of the people who attended the first event; this included:

- asking the attendees from the first event to spread the word locally and invite someone along
- distributing posters and leaflets locally in partnership with the New Gorbals Housing Association
- involving a volunteer from the first event, working with VAF and ASC to help organise and promote the event via her social networks
- using Eventbrite and other social media channels to promote more widely in the run up

Appendix 2 gives details of attendees at the second meeting. Like the first meeting, the activities were delivered in a World Café format and the aim was to tap into the immediate local knowledge, experiences and connections of the attendees. After an initial introduction to social capital and asset-based approaches, two local public-third sector collaborative partnerships were invited to share their stories. Those stories provided the platform for further discussion and reflection on community-based regeneration and learning in the Gorbals.

3.1. Storytelling – Public and Third Sector Collaborations

Using an asset-based approach, the initiative invited two local collaborative public-third sector partnerships. Sharon McGeever, Head Teacher at St Francis' RC Primary School in partnership with Michelle Ross, Family Support Worker at Children 1st; and John McCann, a recovery advisor together with John Goldie, Head of Addiction Services in South-West Sector of the City, to share their stories which set the scene for discussions at the second event. Both had attended the first event and identified their work as being at the higher end of the participation pathway.

After each 'story' the other attendees at the meeting were encouraged to reflect and discuss what they had heard, and to relate it back to five key themes: local leadership, collaboration and co-production, asset-based approaches, emergence and the creation of new connection/networks.

3.1.1. Sharon & Michelle's Story

Sharon McGeever, head teacher at St Francis RC Primary School, and Michelle Ross, family support worker at Children 1st



The Story

As a head teacher at St Francis' RC Primary School⁷, Sharon oversees and is responsible for over 450 children coming from a great variety of background and families. The school aims at enabling all their pupils and provide them with the best curriculum possible. Some children, however, start off already being more disadvantaged due to their background and personal circumstances. . Sharon's aim, as Head Teacher, is to ensure that all children can access an effective curriculum. Some of the children at the school for a number of reasons including behaviour, attendance and home circumstances, are unable to access this curriculum. At times, it can be difficult for the schools to gain the trust of the parents of those children. This can make it more challenging to support those families.

Given, the constraints on financial resources at Council level to do this, she had to think differently on how to address the challenges she faced. Sharon had met Michelle Ross, Children 1st through the One Glasgow Initiative.

Michelle, working at Childrens 1st⁸, can help to overcome those barriers as it might be easier for parents to open up to her. Additionally, she can go to the families establishing connections in a different way. She provides a more impartial contact point for parents and can provide information and access to social groups etc. for parents and their children during school term as well as during holidays.

⁷ The schools website is available here: <http://www.st-francis-pri.glasgow.sch.uk/default.aspx>

⁸ For Childrens 1st website please follow this link: <http://www.children1st.org.uk/>

Sharon and Michelle started working together through a pilot initiative in the nursery facilities of the school trying to bring together schooling and family support services. This provided them with the opportunity to combine their strengths, experiences and increased their combined access to a variety of complimentary services and connections in order to enable children and parents who face challenges to access the necessary support. For example, as part of the project a family room with drop-in sessions has been created.

Since, the initiative has been rolled out over the whole primary school and the partnership has increased the effectiveness and responsiveness through lowering access barriers and increasing the availability of different services for children and parents leading to more confident and informed parents as well as more settled children better prepared to learn. There are also multiple routes for referral including self-referral. Here, Sharon and Michelle emphasise the importance of enabling the families through their support services. The outcomes of the relationship with Children First are real;

- Children are more settled at school;
- Children are better able to access the curriculum;
- More children are involved in local clubs and groups;
- Parents are more confident and have improved parent skills;
- There has been an improved take up of unclaimed eligible state benefits;
- For Sharon, a reduced concern about children's welfare during the long holiday periods;
- Improved sustainability - families are better able to help themselves as a result of Michelle's work and the networks established;
- Families are much more confident in their own abilities and are much better connected;
- Sharon also has increased trust with families. She gets to know about issues quicker and make prompt and more effective referrals to Social Work and NHS;

The local assets were not just the school buildings where the Drop in was established but also Michelle's relationships with the parents, other agencies and the community in the Gorbals. Discussion of Story Elements

EMERGENCE: The partnership provides a new way of working between services/ sectors; it provides a creative response to address the needs of children and parents

LOCAL LEADERSHIP: it is a form of 'open leadership' based on COLLABORATION/COPRODUCTION where "*nobody knows it all*"; therefore, the partnership acknowledges the relationships and importance of trust

CONNECTIONS: the two different but interrelated positions of Sharon and Michelle provide each other with extended access to services and contacts; at the same time parents/children have more access to other support services

ASSET-BASED: "*if we look around us there is so much already there*"

3.1.2. Johns' Story

John McCann, South East Recovery Action Group and John Goldie, Head of Addiction Services, Glasgow South



The Story

John McCann and John Goldie developed a service user group for addiction services in the area with the service evolving over the years mainly through the work provided by volunteers. They emphasise the importance of considering people in recovery as people who live in the community and that this is the place where their recovery process takes place.

John McCann, currently an Addictions Advisor and himself a former user, was instrumental in setting up the South East Recovery Action Group (SERAG). The group was a peer led support group for people recovering from addictions. The local RAFT project evolved from this and works with some 160 people locally who are tackling addiction issues. The group meets every Friday night in the Gorbals. Other groups based on this model are being developed in the Govan. Volunteering is very important in the “fellowship approach” practiced by the groups.

John Goldie, Head of Addiction Services endorsed John McCann’s’ story and emphasised the importance of local people such as John being Addictions Advisors, living and working in the area. At the moment there are some 10,000 people receiving treatment in the South Side of Glasgow for addiction issues – across the City the figure is some 30,000 people. In his view treatment strips the individual of assets and there is a need to look at the issue as people emerge from treatment into recovery, to pull individuals together to have conversations about their future. The power of example is very strong in recovery and the local person is seen as the asset.

This can be challenging for health and social work professionals – the idea of giving small grants to a groups of individuals in recovery whereby each person is responsible for their own individual recovery! The term “recovery” is an asset based approach and “treatment” a deficit model. There are real issues around accommodation for a person in recovery – people often they are housed under Section 5 orders in accommodation which may be excellent but in an area which is not conducive to recovery. The approach in Glasgow is based on some work undertaken in Liverpool.

A pilot has been undertaken when tenancies are based on a recovery model and the post of Recovery Coordinator has been created across the City. There are 27 social housing providers across Glasgow and Housing Associations are being requested to do a “Recovery Check” with Addiction Services. A person getting a tenancy as well as signing the lease for the tenancy also has to sign a kind of social contract to support sustainable recovery. These tenancies in areas conducive to recovery are successful. People in recovery live every day of their recovery in the community.

Discussion after the Story

COPRODUCTION between public services and service users
(the ‘recovering’ community) leading to

LOCAL LEADERSHIP & COLLABORATION: the shift to shared
authority between professional support (e.g. nurses, doctors)
and service users; more person-centred approach

EMERGENCE of awareness and distinction between treatment
and recovery process leading to the identification of different
requirements in each of the two areas; most notably the latter
like the importance of the housing environment of a person in
recovery

ASSET-BASED: inspiring to hear that peer support has been
recognised and the importance of those networks
(**CONNECTIONS**) and fellowship meetings; emphasis on
individual’s assets and using former addicts and their
experience to support people in recovery

3.1.3 Outcomes from the Final Discussion

The final discussion on the day aimed at identifying how local initiatives like the two presented through the 'Storytelling' can be better identified and extended. The key ideas that come of the conversations are that;

- More conversations need to be happening within and **with** the Gorbals community;
- More connections between and across the community and the sectors (private, public, third) which involve more people working locally like GPs, health visitors, from the job centre etc. would be beneficial
- That those available services and organisations need to communicate their presence better to the community
- Links between educational facilities, career centres and young people are essential

The points above can be addressed through;

- Raising awareness of partnerships and local services
- Make community councils and organisations more accessible
- Using public spaces and events to increase presence and communication within and between the Gorbals community through
 - Community Organiser Posts – the Community Organiser for Thriving Places might be able to help with this
 - Creation of a (permanent) information hub
 - User-friendly digital info points, apps, website
 - Arranging further meetings between local organisations
 - Communication through local newsletter
 - Provide regular community 'breakfast' meetings
 - Create a local network of voluntary organisations
 - Could use school bag drops to provide some of the information to Gorbals' community

More specific agreed outcomes of the day were that some of the organisations present at the event agreed to organise further meetings to see how they could work together and the idea was to take an information stall for the Gorbals Fair, 6th June.

Some quotes from the 2nd Event:

“Yes it was good networking”

“I really enjoyed the event and would like to thank you for inviting me along.”

“I would like to pass on my thanks to you and your team for an excellent event. I have to say that I thoroughly enjoyed the event, learned from it and made many new contacts - all in all very worthwhile. Rolls and bacon – that was cruel especially when on a diet!!!!!!”

4. Adding to Existing Knowledge & Dissemination

The proposal enabled:

- Better understanding of the practical application of social capital principles. This was supported using Appreciative Enquiry, Public Participation Pathway, World Café and Story Telling techniques to facilitate the events. By using resources and strengths which emerged from the first event to deliver the second, the project gave immediate ownership to the local community.
- The development phase together with two community events provided the platform for identification/creation of services that meet the demands of the local community. By working with two local initiatives that build bridges between the community and public services in the areas of education and health, the project established a clear link between an asset based approach and public service reform.
- Working with New Gorbals Housing Association and using the pre-existing connections with organisations that had received funding from VAF, ensured we were able to target organisations that were already well placed to connect with the local community. As a result we reached innovative initiatives already in place in the Gorbals and worked with them to engage a much wider, yet targeted audience of local people (parents, carers, those in recovery, etc). At the same time, inviting a wider audience to the second event where the innovative services identified were the focus ensured a much wider understanding and appreciation of the ecosystem of services and the relationships which underpin them in The Gorbals. The discussions in the second event focused on how these can be nurtured.
- The social capital approach provides a replicable framework to identify and engage with the strengths, skills and assets which pre-exist within communities. By identifying innovative initiatives which have emerged locally, that deliver services in partnership with others successfully and connecting them with the wider network of services and agencies it is entirely possible to amplify their impact in ways which get right to the heart of what is required by a particular community.
- This approach, whilst allowing space for communities to shape their own process can provide a dynamic method for community planning that would build an extended eco-system of highly interconnected, successful, locally targeted initiatives providing an accessible network of public services relevant to the local context. The outcome will be more engaged, active and resilient communities, with the capacity to deliver higher levels of prevention reducing demand failure significantly in the process.
- More social capital connections – Children 1st, New Gorbals Housing Association...Toryglen Community Hall

4.1. Wider Implications

The work in the Gorbals highlighted the importance of a social capital approach and investing in networks to improve the connectedness and relevance of public services. The story of the collaboration between St Francis School and Children 1st highlighted that the approach is based in relationships giving rise to value added projects and interventions which improve the lives of people. As a result of their work together significant early interventions have been undertaken supporting young people and families. The story also facilitated new relationships including between Children 1st and the Housing Association and between RAFT Advisors and Children 1st. The stories from John McCann and John Goldie have prompted Police Scotland and the Housing Association to start a dialogue with SERAG and Addiction Services to support the recovery approach and simply at an operational level for the Police to know about SERAG and refer those at the early stages of drug use to it. The whole event enabled new ideas to be developed and relationships established to address shared challenges, going in some way to address the demand failure issues highlighted by Christie (2011).

These emerging conversations supported the findings from the evaluation of the Glasgow Third Sector Transformation Fund on the importance of connections and networks in enhancing outcomes for people using services. The Transformation Fund specifically supports older people and carers. A pilot sample showed on average 7 new connections made by each beneficiary.⁹ Since all the projects showed an increase in bonding and trust, this suggests that these relationships are meaningful to the beneficiaries and therefore are positive assets. The following observations were also made in the report:

- Latent Social capital, generated from previous interaction with beneficiaries, is a positive asset that can support the delivery of projects and their outcomes.
- Project staff are well placed to provide projects and their beneficiaries access to bridging and linking connections.

These two components were also noticeable in the “stories” shared by the guest speakers in the Gorbals. The social capital and new connections generated across the two events has already led to some specific outcomes including:

- New referral pathways for local people into community services created for Police Scotland, Children 1st, New Gorbals Housing Association and RAFT/SERAG
- Local resident secured volunteering opportunity
- Bridging opportunities created with Torgylen Community Hall offering to host a meeting

These examples demonstrate the importance of social capital conversations in making connections enriching services.

⁹ ‘Social Capital Evaluation Pilot: Glasgow Transformation Fund’, March 2015

4.2. Learning Dissemination

We will disseminate the learning through:

- A VAF Blog (to be published in early May) – to engage a wider audience in the discussion – Scottish Government Departments, Organisations currently or previously in receipt of funds distributed by VAF, Public Sector stakeholders including Police Scotland, academic partners;
- VAF and ASC Twitter, Facebook will actively encourage conversations on this initiative and learning through the use of an appropriate hashtag;
- The Social Capital World Forum (SCWF), will use this work as case study to inform international learning. Partners of the SCWF are ASC and the regional governments in Vorarlberg, Austria and ESL, Sweden
- New Gorbals Housing Association newsletter and Community News section on the website; And
- The creation of a video of the event highlighting together with appropriate visual published in VAF's You Tube and Flickr channels

4.3 Going Forward

The work funded through the Learning Network Development Fund compliments the recent proposal the Voluntary Action Fund and Assist Social Capital have submitted to the Scottish Government in February to achieve the following Outcomes:

1. Increased understanding and evidence of how a social capital approach adds value to funding / investment by contributing to prevention and building strong resilient communities.
2. Increased understanding and evidence of how a social capital approach can influence evidence-based policy development and investment decisions
3. Increased understanding of how the Voluntary Action Fund has developed its approach to embed social capital principles and practice as a grant maker and manager of Scottish Government funding.

This proposal was submitted by invitation following on from

April 2015

Appendices

Appendix 1: List of 1st Event-Attendees

FirstName	Organisation
Mary Higgins	Not known
Meg Camley	Homestart Glasgow South
Marie McCormack	Not known
Robert Murray	Not known
Neil Packham	Citizens Theatre
Victoria McAlpine	NHS GGC
Rosie Holleran	Not known
Sharon McGeever	Local School
David Cairns	Not known
Jeff Stewart	Not known
Tricia Ingram	Not known
Helen Trainor	Gorbals Healthy Living Network
John McCann	NHS GGC
Anjani Kesharwani	Not known

Appendix 2: List of 2nd Event-Attendees

FirstName	Organisation
Anjani Kesharwani	Local resident/volunteer
Jack Simpson	Jobs & Business Glasgow
Nisha Malhotra	Southside Housing Association (VAF funded project)
Trisha Ingram	HutchesontownCommunity Council
David Ramsay	Glasgow Homelessness Network
Eveline McNair	Toryglen Community Hall (VAF funded project)
Linda Wilson	Toryglen Community Hall (VAF funded project)
Chris Curtis	Food Train (VAF Funded project)
Mark Ellis	Community Development Social Work Glasgow
Andy Shearer	South East Recovery Action Group
Chris Rothnie	New Gorbals Housing Association
Lisa Martin	Community Health Partnership (South)
Richard Brunner	What Works Scotland
Colette Boyle	Homestart Glasgow South
Cennydd Smithh	Police Scotland
Kenny MacLeod	Police Scotland
Jane Cowie	Annexe Communities (VAF Funded project)
Vicki McAlpine	NHS Health Improvements
John Harkins	NHS Health Improvements

Shelley Paterson	GAMH (VAF funded project)
Lorraine Devine	SPARCS SCIO
David Cairns	Growing for Change
Achtarak Khan	ACC
Linda McDonald	Toryglen Community Hall (VAF funded project)
M Ross	Children 1st
Sharon McGeever	Local Primary School
Terry Strain	Bridging the Gap
Pauline Fletcher	Southside Housing Association (VAF funded project)
Linda McLeod	Bookbug
Steven Dowling	Glasgow City Council
Rosie Holleran	Growing for Change
John McCann	Addiction Services South West Glasgow
John Goldie	Addiction Services South West Glasgow