



MESSAGE FROM CHIEF SUPERINTENDENT BRIAN MCINULTY POLICE SCOTLAND

Welcome to the second edition of Working with the City. We aim to share best practice and showcase some of the great examples of partnership working between our organisations.

We hope you are inspired to generate more partnership ideas to make our organisations more effective and provide the best possible services to the people of Glasgow.



IN THIS EDITION

The benefits of having partner organisations sharing the same location.

The work of MCR Pathways to secure employment for young people.

You can also watch a video about a day in the life of one of my officers, PC Fiona Drummond, who is part of the Greater Glasgow Safer Communities team. I hope that you will be able to think of ways that you can work with the Safer Communities team

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MICHAELA SECURES JOB THROUGH MCR EMPLOYABILITY PILOT!

Michaela, an MCR Pathways mentee from St Roch's Secondary, has become the first young person to secure employment as a result of the MCR Pathways Employability Programme piloted by the Glasgow Community Planning Partnership (GCPP). Partners have joined forces to provide young people with employment opportunities, and Michaela has taken full advantage of this. After the GCPP arranged for her to visit a Glasgow Youth Charity in February, Michaela made such an impression it resulted in the immediate offer of employment.

The Employability Pilot is a result of ongoing partnership work between Jobs & Business Glasgow, Glasgow Guarantee, Skills Development Scotland and MCR Pathways to assist young people leaving school into employment. The partnership are working together to make sure that young people looking for a job are receiving pre-work support, in-work support, they also act as a point of contact for businesses, should it be required

Michaela said

“ I always knew that I wanted to do an apprenticeship although I felt people were pressuring me to go to college. I have volunteered for Royston Youth Action for five years and I knew that youth work was the career for me. I am really looking forward to beginning my youth work apprenticeship with YoMo in June. ”

Nadia, Michaela's MCR mentor who supported her in school, also told us:

“ I think it's great that there are so many apprenticeships opportunities for young people like Michaela, especially for girls. When I was at school I remember apprenticeships only being available for trades and that didn't really interest me. It's great that there are so many opportunities to choose from. I have seen Michaela's confidence grow since she was offered this apprenticeship and I am really pleased for her. ”

MENTORING PROGRAMME

MCR Pathways is a school-based mentoring programme. The charity was founded in 2007 by Iain MacRitchie, a social entrepreneur, who identified a need to support young people in or on the edges of the care system in Glasgow. MCR Pathways supports more than 2000 young people each week and have demonstrated an ability to positively impact the lives of our young people and positively influence their decision-making.

Organisations partnering with MCR Pathways are also benefiting as mentoring offers a staff a development opportunity whilst helping young people to improve their lives.

If you are interested in mentoring or would like to find out more about how your organisation can support MCR's young people please go to <https://mcrpathways.org>.

MCR run weekly information sessions at their Mitchell Library Anderston Hub.

CO-LOCATION OF PARTNERS AT EASTGATE



Eastgate Building on London Road

Partnership working is key to successful public services, however, this can go further than just attending meetings together. Co-locating partners in the same building can support better outcomes for the city.

At Eastgate on London Road, the business concentrates mainly around community safety and prevention, services ranging from CCTV control, Environmental Task Force to tackling Hate Crime, Domestic Abuse and Community Mediation Services among many other things.

Laura McGovern, Environmental Task Force:

“ The benefits are collaborative working... to provide a better service to the citizens of Glasgow. We can all work together towards a common goal. ”

The building is also used by Police Scotland, Assist (domestic abuse support and advocacy service), Glasgow City Council (Neighbourhoods and Sustainability), and Glasgow City Health and Social Care

Partnership who are all involved with preventing crime and antisocial behaviour as well as providing support to vulnerable victims of crime and those trying to stay out of the criminal justice system.

John O'Neill, Health and Social Care Partnerships

“ Being able to speak directly to other workers, putting a face to the name, seems to extend the feeling of being part of a wider team. ”

The benefits of these organisations all working under one roof means that they meet and get answers from each other quickly and share resources to provide more efficient services to people throughout the city.

Sharon Kerrigan, Early Effective Intervention:

“ More opportunities for learning from each other, often in passing conversation. ”

HOW DO EASTGATE PARTNERS WORK TOGETHER?

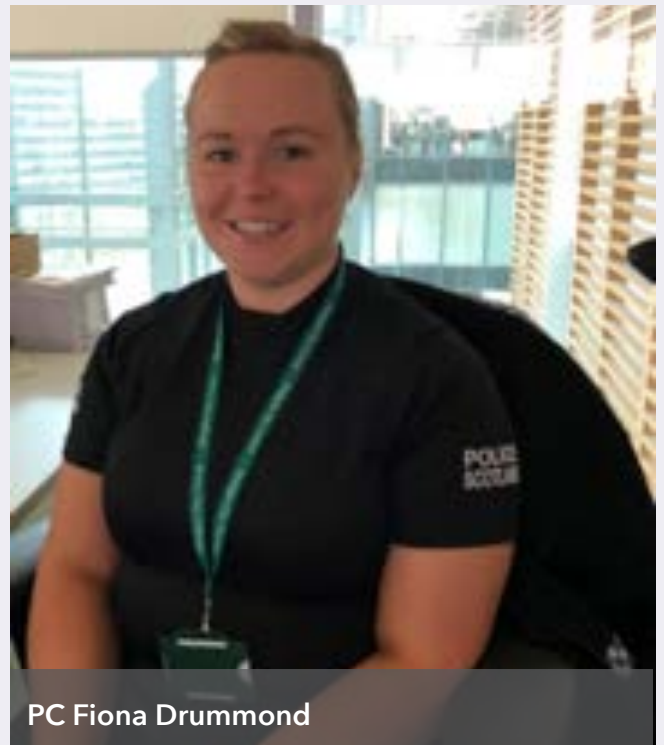
This can be exemplified by how they deal with antisocial behaviour complaints.

When Police receive reports of antisocial behaviour and youth disorder in a Glasgow neighbourhood, if not addressed, this can lead to disconnected communities and social isolation if people become afraid to go out, especially if vulnerable in some way.

As well as a criminal investigation, a Police Crime Prevention Officer from the local Safer Communities department can go out to the affected street and complete a crime prevention survey.

This is where a specially trained officer will look at the area and identify things in the area that can be improved or changed which can prevent crimes happening or assist in identifying those responsible.

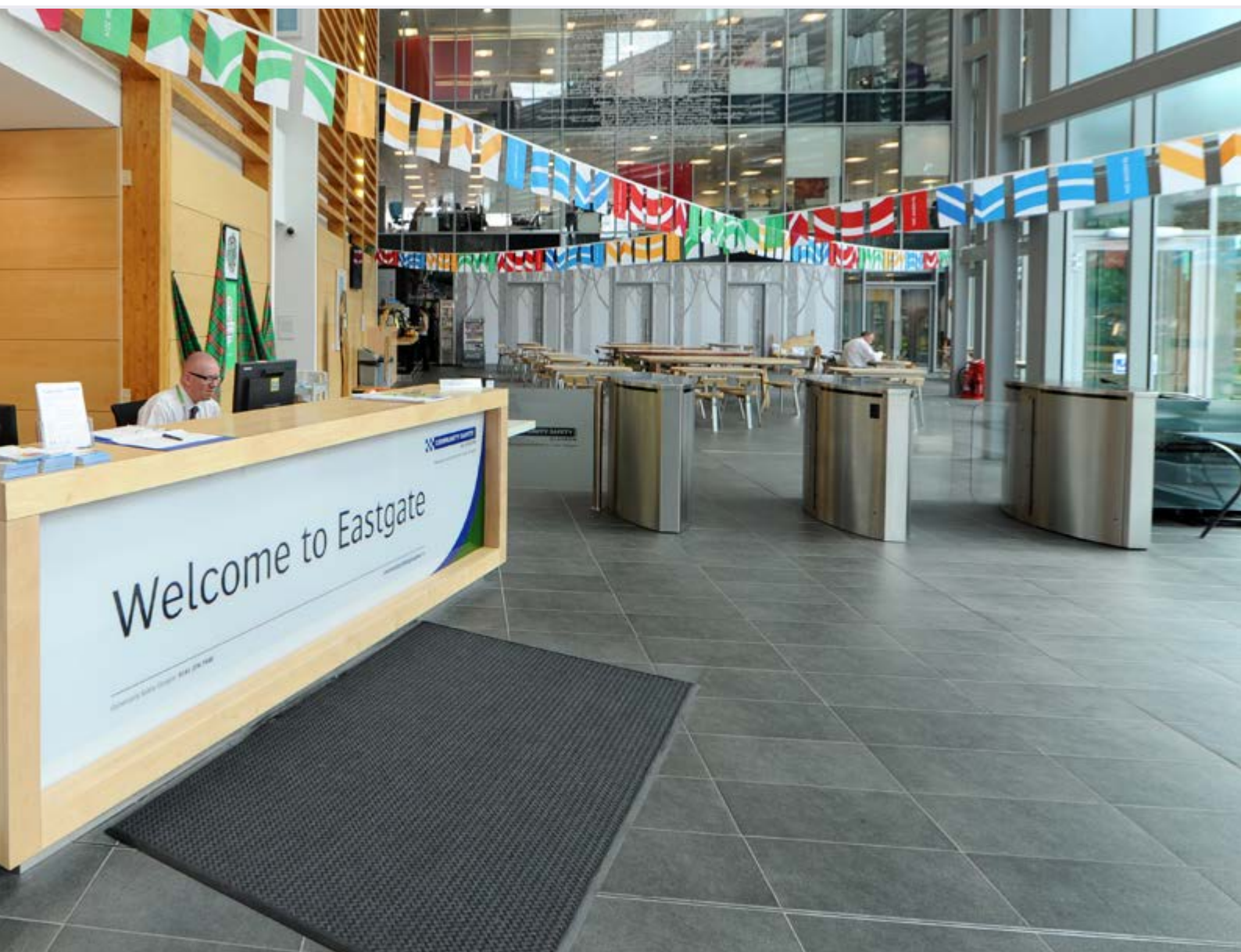
Once the officer has completed the crime prevention survey, instead of having to make phone calls or sending emails to other departments, the officer can hold a multiagency meeting of the relevant partners who are located in the building. In this meeting CCTV operators can be requested to



pay extra attention to the area to record those causing trouble but also to provide police with advanced notice of potential antisocial behaviour.

The Environmental Task Force can assist in organising a community clean up and community enforcement officers can be directed to pay extra attention to the area also.





Eastgate reception

The Early Effective Intervention team can also assist by making contact and working with any youths identified.

Barbara Fearnside, Neighbourhoods & Sustainability, Glasgow City Council:

“ Enables effective, efficient work based approaches, saves time, prevents and reduces duplication. Streamlines processes. ”

Co-located working offers opportunities to partners and to staff, opportunities they wouldn't necessarily attain working in silos. Having a full understanding

of what partners do on a day to day basis allows targeted work towards a common goal and ensures we, as a partnership, can achieve more with diminishing resources by working more effectively.

PC Linda Begley, Police Scotland Safer Communities

“ Co-location is a catalyst for service innovation. Meets all users' needs in one place. ”

Why not consider co-location if you have space in your building and work regularly with partners.

SAFER COMMUNITIES DEPARTMENT GREATER GLASGOW DIVISION



PC Fiona Drummond

▶ [watch the video](#)

PC Fiona Drummond works in the Safer Communities Department of Greater Glasgow Police Division. Fiona's main role is providing crime prevention assessments or advice on a variety of topics from housebreaking to internet safety and rural crime as well as engaging with some of the diverse and hard to reach communities in the city.

Within the Department, there are Officers within the Counter Terrorism Section, Special Police Constable Co-ordinator, Police Scotland Youth Volunteers, and Community Engagement Officers.

All officers are fully trained to undertake crime prevention surveys. They can attend the scene of crime at robberies, house breaking, and shoplifting and can advise victims on how to prevent future crime by advising on locks, which glass to use, lighting and natural surveillance.

They work closely with partners, including the Environmental Task Force, Street Lighting within Neighbourhoods and Sustainability and Housing Officers at the Wheatley Group.

Fiona is also an Architectural Liaison Officer who meets with architects to offer advice on the development of new housing, schools or hospitals. Her role contributes towards designing out crime and creating a safe community environment.

Fiona and the team, along with partner agencies, are also available within the community to help citizens avoid scammers and doorstep crime

Fiona explains about advising the community on hate crime.

“ Within our communities we are aware of victims of hate crime that don't have the confidence to report the crime. Anyone can fall victim of a hate crime and that's why we meet with communities and explain to them what a hate crime is and the support that they can get from us and partner agencies to confidently report these crimes. We need you to work with us to make Glasgow a safer place to live and work in. ”

PARTNERSHIP SECONDMENT TO COMMUNITY ACTION TEAM



Samantha Hendry, Graduate Project Officer

What's your current job?

I'm a Graduate Project Officer within the Transformation team at Glasgow City Council. I work closely on projects that support the [Glasgow Community Action Plan](#). Through some of the partnership working I'm involved with, I was recently offered a short secondment to Scottish Fire and Rescue Service (SFRS) at Cowcaddens.

What have you gained from this opportunity?

The opportunity has helped me to better understand the work that our partners do on a daily basis to improve the lives of the people of Glasgow. I know more about the services made available by Scottish Fire and Rescue Service, and see the value in the early intervention approach to saving lives.

What sort of work were you involved in with Scottish Fire and Rescue Service?**Some of the activities I attended include:**

- Supporting the Road Safety Education delivered by SFRS Community Action Team to S5 pupils from Hutchinson Grammar.
- Supporting CPR training and Fire Safety Talk delivered at the hearing impairment unit St Roch's school in Royston with Steven Morrison from SFRS Training Department. Steven used his skills in British Sign Language to deliver this training.
- Positively contributed to the review of SFRS Casualty Reduction Plan for the City including making suggestions for closer partnership working.
- Attended a Home Fire Safety Visit with the Community Action Team (CAT).

What's next for you?

Working in the Transformation team, we often interact with a wide number of partners and as a result gain a good understanding of the services offered to citizens. I've now been offered the opportunity to continue to work closely with Scottish Fire and Rescue Service and hope to use this time by sharing my understanding of the wider GCPP with the Community Action Team in the work they do. I will be supporting the ongoing partnership working between the GCPP and the CAT, leading to a greater shared awareness of services and improved outcomes for citizens.

ROMANCE FRAUD



Colin, 43

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For further advice, visit scotland.police.uk/romancefraud

SHUT OUT SCAMMERS

SHUT OUT SCAMMERS

Two words that will help
us beat doorstep crime
“no thanks”



#WhosAtTheDoor

USEFUL LINKS

Glasgow City Council
Glasgow Community Planning
Partnership
Glasgow Health & Social Care
Partnership
Police Scotland
Scottish Enterprise
Scottish Fire & Rescue Service
Wheatley Group



New opportunities to work in homecare

WORKING WITH THE CITY

Do you have an idea that could benefit from partnership working to achieve a better outcome?

- Do you have an example of positive partnership working in Glasgow?
- We would like to showcase how you ‘work with the city’ in one of our future editions.
- Want to know more about partnership working?
- Do you have an idea how we can ‘work with the city’ better?
- Are we missing something?
- Would you like to see something else included in Working with the City?

Email: Working with the City