Item 2

8th May 2024

Glasgow City Council

Operational Performance and Delivery Scrutiny Committee

Report by Chief Executive

Contact: Cormac Quinn

Strategic Plan Performance Update

Grand Challenge 4: Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities

Mission 1: Create safe, clean and thriving neighbourhoods

Purpose of Report:

To report the performance of the Council Strategic Plan 2022-2027 and the agreed Mission based approach.

Recommendations:

The committee is asked to:

- Consider and note the content of the report
- Consider the Grand Challenges, Missions and Commitments

Ward No(s): Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

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1. Background

1.1 The Council Strategic Plan was agreed at Full Council on 27 October 2022 and the Operational Performance Delivery and Scrutiny Committee is tasked with monitoring the delivery of the Strategic Plan.

1.2 Following agreement at the Operational and Delivery Scrutiny Committee (OPDSC) in November 2022, a template has been issued to all Services. The template structures and supports scrutiny of the Strategic Plan and illustrates the crosscutting nature of the Missions, as Services work together to deliver the Council's priorities. The template is subject to review to ensure Service and Member feedback is incorporated.

2. Council Strategic Plan

2.1 The Strategic Plan has been structured into 4 Grand Challenges and their supporting missions. The Grand Challenges are:

1. Reduce poverty and inequality in our communities
2. Increase opportunity and prosperity for all our citizens
3. Fight the climate emergency in a just transition to a net zero Glasgow
4. Enable staff to deliver essential services in a sustainable, innovative, and efficient way for our communities

2.2 Each Grand Challenge is underpinned by Missions and Commitments. Services undertake the work to achieve the Commitments which in turn contributes to the goal of each Mission. This report focuses on:

Grand Challenge 4: Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities

- Mission 1: Create safe, clean and thriving neighbourhoods

2.3 Council has agreed that the Strategic Plan will be subject to an annual review to reflect the volatility of outside pressures and budget constraints. There is a transparent change control process in place to assist this.

2.4 Committee previously received updates on Grand Challenge 4, Mission 1 at its meeting on 10 January 2024.

3. Strategic Plan – Widening of the Cost of Living lens

3.1 The initial report presented to committee had been prepared through a cost of living lens as agreed at the Operational Performance and Delivery Scrutiny

Committee in November 2022. This was in response to the council motion in June 2022 agreeing that cost of living measures should be prioritised.

3.2 The Strategic Plan is now being reported with a wider lens than the Cost-of-Living focus and reflects the wider commitments in the Strategic Plan, while keeping track of commitments which emerged through the Cost of Living lens.

4. Commitments and Emerging Commitments

4.1 Work is in progress to deliver the Strategic Plan commitments across key areas. This report will provide an update on this work and continue to provide a focus on the Cost of Living related commitments.

4.2 Previously reported Cost of Living commitments relating to Grand Challenge 4 are included in this report. These include:

- Develop, secure funding for and implement local infrastructure changes in line with a Liveable Neighbourhoods approach for every single community by 2030 so that our local streets are safe and pleasant for everyone to walk, wheel, cycle, play and spend time in.

- Deliver the Food Growing Strategy and increase the number of allotments and community growing spaces across the city.

- Improve access to recycling for tenements and flats, working towards parity of waste collection streams across all residential properties; review communal and public recycling points; and work across the Council to address back court waste issues in tenemental properties including Houses in Multiple Occupation (HMO).

- Complete the refurbishment of George Square, with public engagement embedded at every stage of the design process, to provide an enhanced “living room” for the city.

- Deliver around 6,500 new affordable homes for the city meeting the needs of social housing, accessibility and sustainability needs, and the needs of people including larger and multi-generational households.

- Expand our Empty Homes work including seeking to make greater use of compulsory purchase orders, including supporting the acquisition of tenements by Registered Social Landlords (RSL), improving the performance of factors, and enabling whole-block retrofits.

4.3 An update on the following commitments have also been incorporated within this report:

- Make use of new and existing powers to ensure high quality protections and rights for tenants in the Private Rented Sector.

- Strengthen enforcement action against landlords who rent out substandard or overcrowded accommodation or refuse to carry out repairs, including via the use of Enhanced Enforcement Areas.

- Work with the Scottish Government to ensure that their commitment to a national system of rent controls can be practicably and quickly delivered within the city.

- Continue to support work to celebrate the historic heart of the city.

4.4 Contained in Appendix 1, are the following case studies relevant to the commitment updated:

- the work Neighbourhood, Regeneration and Sustainability (NRS) Services are developing in the Private Rented Sector Housing through the provision of a Welfare Hub.

- Planning for the Glasgow 850 celebrations.

5. Next Steps

5.1 Further updates on progress will be provided to Committee in line with agreed Grand Challenge timescales. All amendments and consolidations of any emerging Commitments will also be notified to Committee.

GRAND CHALLENGE FOUR Enable staff to deliver essential services in a sustainable, innovative, and efficient way for our communities					
MISSION 1: Create safe, clean, and thriving neighbourhoods					
Commitment: Develop, secure funding for and implement local infrastructure changes in line with a Liveable Neighbourhoods approach for every single community by 2030 so that our local streets are safe and pleasant for everyone to walk, wheel, cycle, play and spend time in.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Continue to work through the funded tranches (1-3) of Liveable Neighbourhoods masterplanning.	Tranche 2 Stage 0-1 report for May/June 2023 and Stage 2 for September. Tranche 3 planned start for October 2023- October 24.	Note that an update on Liveable Neighbourhoods Programme was presented to Environment and Liveable Neighbourhoods committee on 12th March 2024. Tranche 3 LN masterplanning work underway, work to progress projects from Tranches 1 and 2 continues.	Continue to work through the funded tranches (1-3) of Liveable Neighbourhoods masterplanning.	NRS	Green
Secure Sustrans Places for Everyone (PfE) funding for several projects to allow design to be developed to Technical Design.	Committee funding acceptance April 2023 - Agreement signed April 2023. Procurement process April/May 2023 to August 2023/ or delivery through in house services.	Places for Everyone funded activity being delivered through the Sustainable Transport team.	Secure Sustrans Places for Everyone funding for several projects to allow design to be developed to Technical Design.	NRS	Green
Continue to apply to various funding sources to progress identified projects to design and then delivery.	Mar-24.	Further funding applications submitted for Sustrans and Transport Scotland funding.	Continue to apply to various funding sources to progress identified projects to design and then delivery.	NRS	Green

Commitment: Deliver the Food Growing Strategy and increase the number of allotments and community growing spaces across the city.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
99 additional plots to be created at Greyfriars, Yoker, Sighthill, Centurion Way and Bailieston Demonstration Garden.	Additional plots at Greyfriars to be launched Early Summer 2023.	Additional plots are being created at Westthorn, Hamiltonhill and Elderslie St. Tender documents are being prepared for Yoker and Centurion Way, Westthorn, Hamiltonhill and Elderslie St. Works to Sighthill continues with site use expected in Spring 2024.	Works to Sighthill continue with site use expected in March 2024, Tender documents prepared for Yoker and Centurion Way. Commence site use at Sighthill. Contractor works to create 99 additional plots at Yoker, Sighthill, Centurion Way and Bailieston Demonstration Garden.	NRS	Green
Let's Grow Together Fund created with £56,000 grant funding distributed to local groups.	Reissue Let's Grow Together Fund for 2023/24 by June 23.	24/25 round of funding is going live in May 24. Monitoring of 23/24 round of funding previously reported is ongoing.	Funds distributed to successful applicants. Review any feedback received for consideration when planning future activity.	NRS	Green
14 projects funded via Let's Grow Together Fund.	Mar-24.	Complete.	Continue to monitor funded projects.	NRS	Complete
Commitment: Improve access to recycling for tenements and flats, working towards parity of waste collection streams across all residential properties; review communal and public recycling points; and work across the Council to address back court waste issues in tenemental properties including Houses in Multiple Occupation (HMO).					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Implementation of bin hub trial in Pollokshields,	Commencement of trial May 2023.	An order has been placed for an additional 75 hubs to extend the	Discussions ongoing with Housing association regarding	NRS	Green

Haghill and Berkeley Street (Finnieston), which aligns with the Code of Practice.		trial areas. Review of additional locations has been undertaken. Installation has commenced in Haghill and Anderson	next steps and highlighting potential early adopters. Installation of agreed Bin Hubs at Berkley Street.		
Education and awareness campaign to residents within flatted properties participating in bin-hub trial.	April/May 2023.	An update on the pilot has been communicated to c.1,450 flats within Pollokshields and was supported with resident survey on their views of the service. Feedback from the resident's survey has now been obtained.	A pilot update and recycling reminder leaflet will be issued to all residents within the Pollokshields pilot area.	NRS	Green
Commitment: Complete the refurbishment of George Square, with public engagement embedded at every stage of the design process, to provide an enhanced "living room" for the city.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
RIBA stage 3 and 4: Developed and Technical Design Stage - due to complete March/April 24.	Mar-24.	RIBA Stage 4 is on track and the design will be completed by the end of April 2024.	Following competition of RIBA 3 and 4, agree construction strategy and timetable prior to procurement.	NRS	Green
Statue Restoration, Storage, and Interpretation Plan - draft for committee consideration.	Oct-23.	Discussions were ongoing with Historic Environment Scotland and internal Services and fresh conversations have been held in recent months about how to manage the statues and options. A final report on George Square design, along with the statue restoration, storage, and implementation plan, will go to	Agree Statue strategy and associated funding requirements.	NRS	Green

		Economy, Housing, Transport and Regeneration Committee and City Administration Committee in June 2024. The committee report will provide the detail of the plan.			
Committee update to Economy, Housing, Transport and Regeneration committee.	Oct-23.	Complete – Paper presented to Economy, Housing, Transport and Regeneration committee on 14th November 2023 on progress achieved. See above for information on next update to be presented to committee.	All public engagement is now complete, and the final design will be taken to Economy, Housing, Transport and Regeneration committee and then City Administration committee for approval.	NRS	Complete

Commitment: Deliver around 6,500 new affordable homes for the city meeting the needs of social housing, accessibility and sustainability needs, and the needs of people including larger and multi-generational households.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Continue to work with Registered Social Landlords to increase the supply of new affordable housing in Glasgow through delivering the Affordable Housing Supply Programme (AHSP). This will include developing affordable wheelchair adaptable and family homes that are designed to high sustainability standards. Specific targets for developing new affordable homes (including wheelchair adaptable/family housing) during 23/24 will be developed between April and May 2023.	On 26th June 2023 the Scottish Government issued a grant offer of £103.638m to the Council. The 2023/24 AHSP targets agreed with the Scottish Government are: Approvals – 878 Site Starts – 1,043 Completions - 1,415. A target of 60 larger family (4+ bedroom) approvals has been agreed. The target for wheelchair adaptable remains as in previous years (10% of units in newbuild schemes 20+ units).	As of 12 March, actual figures were: Approvals - 171 Site Starts - 508 Completions - 945 SPEND £78.727m As of 12 March, forecast outturns for 23/24 are: Approvals - 929 (includes 651 units requiring pre-approval from Scottish Government) Site Starts – 563 Completions - 1415 Completions target and spend against grant offer is on target. Approval and Site Starts figures will fall below the targets set at the beginning of the year due to various factors, including cost inflation and technical delays in achieving viable schemes.	Continue to deliver the programme and meet key targets (budget spend; approvals; site starts; completions). All are on profile to be met. Alternative projects will be accelerated if programmed ones are behind schedule.	NRS	Amber

COMMITMENT: Expand our Empty Homes work including seeking to make greater use of compulsory purchase orders, including supporting the acquisition of tenements by Registered Social Landlords (RSL), improving the performance of factors, and enabling whole-block retrofits.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Prepare Committee report update.	Report back to committee on 30th May 2023.	An Empty Homes Workshop was held in October 2023. An Action Plan is being progressed. A Reprovisioning working Group has been established and the first meeting will be held prior to 23/24-year end. An Empty Homes report and updated Action Plan is scheduled for committee in April 2024.	Take forward a number of key actions outlined in Empty Homes Review document.	NRS	Green
Carry out review of Compulsory Purchase Order (CPO) process.	Meet with the Scottish Government Empty Homes Division/Legal to discuss timescales- April 23.	GCC continued to pursue the Scottish Government to take forward CPO Reform. Internal procedures have been looked at to reduce timescales for CPO process. The first meeting of the CPO reform practitioner advisory group scheduled to be held on 27/03/24. GCC will be represented on Group.	Complete review of CPO process. Training session to be held with staff to streamline reporting process. An Empty Homes workshop has been scheduled for the 9th of November.	NRS	Green

Review Impact of 2022/23 Strategic Acquisitions programme, and update guidance if required.	October 2023	Acquisitions are being progressed in line with the strategy and further empty properties have been identified for CPO. Guidance has been updated and a new Strategic Acquisitions officer is to be appointed to take strategy forward.	Secure further responses from Registered Social Landlords and review with Housing Strategy and Homelessness colleagues.	NRS	Green
Agree 2023/24 Strategic Acquisitions programme.	Agree program - May 2023; monitor delivery - to March 2024.	The Acquisition Programme is progressing and continuing to deliver on GCC priorities.	Outputs and Q3/Q4 forecasts to be reviewed with Registered Social Landlords at mid-year review meetings (October) and targets/allocations amended if appropriate.	NRS	Green
COMMITMENT: Make use of new and existing powers to ensure high quality protections and rights for tenants in the Private Rented Sector.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Ensure that private landlords comply with new changes to Repairing Standard	Training sessions delivered by June 2023. Monitor impact March 2024	Training sessions conducted and well attended in June 23. Private Landlord Forum organised to enable further engagement with landlords. This has been arranged for 22nd April 2024.	Newsletter will be issued to all registered private landlords to highlight all repairing standard changes which are coming into effect in 2024.	NRS	Green

COMMITMENT: Strengthen enforcement action against landlords who rent out substandard or overcrowded accommodation or refuse to carry out repairs, including via the use of Enhanced Enforcement Areas.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Engage with private landlords re common repairs.	Training sessions to be undertaken June 2023.	Further engagement planned with landlords at Private Landlord Forum on 22/04/24.	Newsletter to remind landlords of their legal responsibilities under Tenements (Scotland) Act 2004.	NRS	Green
Work with partner RSLs to identify more partnership areas and make use of prescribed information powers.	Measure impact March 2024	New Partnership areas such as Balcurvie Rd in Easterhouse continue to be taken forward where officers are making use of powers.	Continuing work on Partnership Initiatives.	NRS	Green

COMMITMENT: Work with the Scottish Government to ensure that their commitment to a national system of rent controls can be practicably and quickly delivered within the city.					
Action	**Milestones**	**Progress & Performance**	**Planned Activity**	**Lead Service**	**RAG**
Continue to work with Scottish Government on introduction of rent controls.	Mar-24	GCC has agreed to participate in the Pathfinder project with the Scottish Government to establish effective sources for the collection of relevant data. Information is awaited from the Scottish Government re the Housing Bill, and Pathfinder project to establish effective sources for the collection of relevant data. Advice provided on proposed measures to amend the private sector Rent Adjudication to protect tenants from excessive rent increases on a transitional basis.	Continue to engage with Scottish Government on the Housing Bill and new rent control powers.	NRS	Green
Commitment: Continue to support work to celebrate the historic heart of the city.					
Action	Milestone (Current)	Progress & Performance	Planned Activity	Lead Service	RAG
Develop a year-long programme of events and activities to celebrate Glasgow's 850th anniversary in 2025	Activity to take place from January 2025 – December 2025	Team has been appointed and budget set. Meetings have taken place with a significant range of partners and stakeholders to raise awareness of Glasgow 850. The governance groups of the Programme Board and the cross-party political Strategic Group have been convened.	June 2024 – launch of the Glasgow 850 brand identity September 2024 – programme launched detailing the events and activities that will feature Jan-Dec 2025 – full programme takes place	Chief Executive (850 Team)	Green as agreed by Programme Board on 16 April 2024

Appendix 1

NRS CASE STUDY: PRIVATE RENTED SECTOR HOUSING AND WELFARE HUB

Overview

The Private Rented Sector (PRS) Housing and Welfare Hub (PRS Hub) is based within Neighbourhoods, Regeneration and Sustainability (NRS) and has been in operation since 2017. Since then, it has grown and developed to deliver its unique 'hub model' approach to meet identified housing and welfare needs and demand from families living in Glasgow.

The PRS hub supports families and provides the following key services:

- Homelessness prevention and tenancy sustainment activity.
- Housing options advice.
- A range of interventions that contribute towards reducing child poverty through tackling food insecurity, fuel poverty and the provision of health and wellbeing support.
- Welfare rights advice (including financial inclusion and income maximisation).
- Working closely with Health and Social Care Partnership (HSCP) Connect and Homelessness case work teams to support households who are at risk of homelessness. The number of referrals from HSCP Connect has risen considerably since April 2023.
- Improving the condition of housing through the identification of issues and working with landlords to address these and meet statutory standards.
- Share key information/concerns/risks with HSCP Children and Families Services.

Overall, the PRS Hub identifies personal and financial needs that households require support with to ensure that they can sustain their private rented sector tenancy and self-manage going forward.

Strategic Context

Available data shows that that average listed rents of private rented properties in Glasgow increased by 92% from 2011 to 2023. The average number of listings decreased by 58% during this period. During 2023, the average rent in Glasgow was £1,142 per month, and there were 4,294 listings. This shows that there is pressure in the city's private rented sector both in relation to the supply, demand, and affordability of properties. While The Cost of Living (Tenant Protection) Act 2022 restricted the majority of private rent increases to 3% from April 2023, this did not apply to new tenancies.

Data gathered by the PRS Hub outlines a range of complex challenges relating to these trends. These challenges are contributing towards increasing the risk of households becoming homeless, experiencing poverty and poor health and wellbeing.

The 'Benefit Cap' was first introduced in the Welfare Reform Act 2012. The cap limits the total amount of benefits that workless households can receive to £20,000 per year (£13,400 for households without dependent children). Groups most likely to be affected by the Benefit Cap are larger families and lone parents with three or more children. The recent increase in the Local Housing Allowance is likely to increase the number of families living in Glasgow's private rented sector that will be affected by the Benefit Cap from April 2024.

The budget pressures on Glasgow City Council and Glasgow's Health and Social Care Partnership (GCHSCP) arising from potential increases in homelessness and demand for temporary accommodation are projected to potentially be as much as £53.4m during 2024/25. Homelessness Services have undertaken detailed modelling to calculate this cost.

As a result of the housing pressures that Glasgow is experiencing, the PRS Hub has and continues to experience an increase in referrals from families who are at risk of becoming homeless or are living in poor quality housing. The cost-of-living crisis is impacting on the number of families that are experiencing poverty and challenges relating to housing. Cases are becoming more complex due to the levels of poverty, illegal letting and lack of housing options. A range of GCHSCP services request support from the hub to assist families (for example, referrals from homelessness, health visitors and community links practitioners). The hub is also working with other Council Services to address fuel poverty and issues associated with condensation and dampness in properties.

The PRS Hub supports families that have no recourse to public funds. Most families who have no recourse to public funds live in the private rented sector as they cannot access social housing. Case data shows that families have low incomes and are living in poverty. If families cannot be supported by the PRS Hub then statutory services would need to provide support.

During the previous 13 months, 100% of referrals received by the PRS Hub have had a valid Notice to Quit. This stresses the importance of the PRS Hub being able to intervene quickly within the necessary timescales to prevent homelessness. The risk of homelessness for families living in the city's private rented sector is increasing due to the socio-economic challenges and housing pressures. From April 2024, families who have received a decree for eviction will become homeless and require support.

The PRS Hub has been successful in implementing interventions that result in GCHSCP avoiding expenditure on emergency accommodation.

Key Performance Indicators

A summary of the key points relating to the performance of the PRS Hub, and associated demand is outlined below:

- A total of 1,684 households have been supported by the Hub since March 2017 including 2,544 children.
- The current tenancy sustainment rate is 77% and the homelessness prevention rate is 79%.
- 629 households were lone parents.
- There have been 67 families that have had a child that was under 1 year old.
- A total of 52 families had refugee status.
- 12 families had no recourse to public funds (all families with 2 or more children) who, with the support of the PRS Hub, have all managed to avoid homelessness to date. Support has been entirely provided by the PRS Hub.
- There were 657 families were identified as experiencing food poverty and 872 families who were living in fuel poverty. The PRS Hub has also established relationships with charitable organisations to access clothes and toys for children who are living in crisis.
- During the previous 12 months, 380 children have avoided homelessness because of services provided by the PRS Hub.
- A total of £402k has been generated by the Welfare Rights Officer for income for families being supported by the hub (unclaimed benefits including backdates) during the last 12 months.

Key Considerations

The following key points should be considered in relation to future services provided by the PRS Hub going forward during the short/medium terms:

- The PRS Hub continues to experience a significant increase in demand for support from various referral routes including HSCP Connect (referrals from HSCP Connect are now averaging at circa. 20 per week (80 referrals per month). This does not include data from the other 29 referral pathways.
- The Scottish Government's Tenant Protection Act expired on 31st March 2024, and this is likely to result in an increase in the number of families who could be evicted from their homes in the PRS.
- From April 2024, landlords will be able to increase private rents out with the caps that are currently in place. This will push families further into poverty and increase homelessness presentations.
- The PRS Hub has valuable experience that contributes significantly towards preventing homelessness and reducing child poverty in the city. The hub has a strong knowledge of the city's PRS market and has positive relationships with partners including private landlords. Such relationships can be used to explore opportunities that will help the Council, GCHSCP and families.

PRS Housing and Welfare Hub Case Study

The tenant has lived in her PRS tenancy for 9 years with her 3 children ages 12, 10 and 5 years old. She recently lost her job and was unable to pay her rent last month. Her monthly rent charge is £650, and she had never fallen into arrears until now.

The Landlord threatened to evict the family and change the locks if the tenant did not make payment within the next 28 days. The landlord also stated their intention to increase her monthly rent to £725 from next month.

The tenant was worried that her family may become homeless, and this affected her mental health and her GP prescribed her medication for depression and anxiety.

During the last few weeks, she has borrowed money from family and friends to make ends meet and has gone without food on a several occasions to make sure that her children have enough to eat. Her house is cold and there are several repairs outstanding in her home. However, she has been afraid to approach her landlord about this for fear of repercussions as she missed her rent payment last month.

She has family support in the local area and her children attend the local secondary and primary schools. Her oldest son in being assessed for suspected ADHD and he is not coping with the thought of having to move away from his school and friends in the local area.

Three local housing associations have been unable to help as she has no housing priority and suggested that she has no option but to present to the local Community Homeless Team for help. The case was then referred to the PRS Housing and Welfare Team (PRS Hub) by Health and Social Care Connect (HSCC).

What we did

PRS Hub officers contacted the tenant and arranged a suitable time to conduct a home visit. A full needs assessment was conducted with the tenant and the property was inspected by the Senior Property Officer.

The tenant was immediately reassured that she could not be evicted from her home unless her landlord has gone through the proper channels to pursue a decree to evict from the First Tier Tribunal (FTT Scotland) and that she would be supported to avoid homelessness where possible.

A full financial assessment was completed, which identified the need for immediate support from our Welfare Rights Officer to maximise her income. This resulted in a successful claim for universal credit, which included her housing costs. A benefit application was also made for her son as his suspected diagnosis of ADHD was recently confirmed.

The tenant was made redundant from her job after working there for over 10 years and she was keen to find work again to improve her mental health as well as increasing her income. Her redundancy was a real blow for her, and she has found this hard to cope with. As a result, the PRS Hub referred her to employability services and suggested that she contact “Life links” for some support to manage her situation. We also suggested that her work coach at the DWP could support with this too and she agreed to discuss this at her next appointment.

We contacted and engaged with her landlord to make them aware not only of the correct process should they wish to evict their tenant from the property, but also of their obligations to carry out the necessary repairs, which included addressing safety critical issues. During the visit, the PRS Hub’s Senior Property Officer conducted a full house inspection and found the property did not have adequate smoke and carbon monoxide detection. There was faulty electrical wiring in the kitchen and the bath was also cracked and leaking because of wear and tear. The house did have central heating, but the tenant could not afford to use it since losing her job.

The landlord immediately installed new smoke and carbon monoxide detection and repaired the necessary electrics after the PRS Hub’s intervention. The landlord also made arrangement to install a new bath and was disappointed that the tenant did not contact him to advise of these issues. He was completely unaware of the tenant’s situation and advised that she had been an excellent tenant since she moved into the property, and he was reluctant to evict her from her home. The landlord explained that they had been financially affected by tenant protections put in place, which had left them with no option but to increase the rent on the property. However, they had decided to rent incrementally to allow the tenant time to pursue alternative accommodation, or to consider remaining in the property.

Given that the rent was going to gradually increased the tenant asked that we assist her to try and secure alternative cheaper accommodation in the local area. We provided support to complete and submit housing applications to several local housing associations and discussed all the alternative housing options available to her including the option of another PRS tenancy and mid-market rental options.

Update

To date, the tenant has secured a new job with suitable working hours and her son has been awarded health related benefits. Her income is now such that she can remain in her current tenancy as it is affordable and sustainable for the foreseeable future. It is also important to the tenant that she remains in the local area where she has family support. Case was closed and the tenant is aware that she can re-engage with our service if her circumstances change.

Celebrating the 850th Anniversary of Glasgow

Background

2025 will mark 850 years since Glasgow became a Burgh of the Barony, providing an opportunity for the city to celebrate this significant milestone. There is an ambition to curate and support a year-long programme of events and activity to mark Glasgow's 850th birthday - an opportunity to celebrate the city's journey to 2025 and provide a platform to look to the future and accelerate Glasgow's existing ambitions.

The council's ambitions throughout 2025 include:
- Accelerating change by bringing the city together around a focused year of shared ambition
- Enhancing the city's brand
- Delivering legacy for the city's communities

The city marked the last milestone of 800 years in 1975 with a festival, which was held in May of that year, featuring a calendar full of special events, exhibitions, concerts, contests and more. City districts held their own celebrations and every schoolchild in the city was given a special 'Glasgow 800' mug to take home with them. In 2025 the focus will be on the past fifty years since Glasgow 800, celebrating in the present and looking forward to the next fifty years.

Intention

Events supported or delivered by the Council during Glasgow 850 will be based on themes developed from Glasgow City Council's strategic priorities and learnings from successful major events hosting in the city over many years.

Glasgow is looking forward to celebrating this significant milestone in 2025. It is hoped that the programme will add momentum to the city's ambitions and drive collective action from partners across Glasgow. The programme of activity will send a clear message to Glaswegians both at home and abroad that their city is somewhere worth being and the celebration is for them.

Through targeted marketing and communications, the programme will ensure that Glasgow's exposure on the world stage can drive further global connections and in particular to other cities in relation to our strategic issues. The work undertaken at COP26 will continue to promote Glasgow's role as host city to support its promotion to the world as a green and welcoming place and bring further events and green tourism to the city. This will build on current work with the city's events and hospitality sectors to become greener and to reduce their environmental impact.

Impact

The Council recognises the key role of the arts and culture sector in developing a thriving and vibrant city for residents and visitors. The Glasgow 850 programme wants to see the sector engaging further with this key civic moment. The city will also work closely with the Glasgow Chamber of Commerce to ensure that local businesses can grasp the opportunities offered by Glasgow 850. This builds on strong partnership work to develop the circular economy and innovation projects.

6.0 Policy and Resource Implications

Resource Implications:

Financial:	None, all services have been formally agreed by Council as part of the annual budget process.
Legal:	None
Personnel:	None
Procurement:	None

Council Strategic Plan: Grand Challenge 4: Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25? Please specify.	Not applicable as this is a performance report.
What are the potential equality impacts as a result of this report?	Not significant.
Please highlight if the policy/proposal will help address socio-economic disadvantage.	Not applicable as this is a performance report.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:	Not applicable as this is a performance report.

What are the potential climate impacts as a result of this proposal?	Not applicable as this is a performance report.
Will the proposal contribute to Glasgow's net zero carbon target?	Not applicable as this is a performance report.

Privacy and Data Protection Impacts:

Are there any potential data protection impacts as a result of this report Y/N	No impact.
If Yes, please confirm that a Data Protection Impact Assessment (DPIA) has been carried out	

7. Recommendations

7.1 The committee is asked to:

- Consider and note the content of the report and
- consider the Grand Challenges, Missions and Commitment updates provided.