

## **Adjournment.**

**12** In terms of Standing Order No 17, the Council agreed to adjourn the meeting at 1315 hours until 1415 hours.

## **Resumption of meeting.**

**13** The meeting resumed at 1415 hours and the sederunt was taken as follows:-

Present: The Deputy Lord Provost, Christie Mearns (Chair).

SAQIB AHMED	STEPHEN DOCHERTY	NORMAN MacLEOD
SUSAN AITKEN	LAURA DOHERTY	JACQUELINE McLAREN
IMRAN ALAM	SEAN FERGUSON	ELAINE McSPORRAN
BLAIR ANDERSON	ELAINE GALLAGHER	ANNE McTAGGART
KEN ANDREW	ZEN GHANI	LEÒDHAS MASSIE
ALEXANDER BELIC	ALAN GOW	ANGUS MILLAR
RICHARD BELL	WILLIAM GRAHAM	MALCOLM MITCHELL
DECLAN BLENCH	GREG HEPBURN	JON MOLYNEUX
EVA BOLANDER	SEONAD HOY	MARGARET MORGAN
ABDUL BOSTANI	RASHID HUSSAIN	EVA MURRAY
PHILIP BRAAT	DAN HUTCHISON	CECILIA O'LONE
JILL BROWN	FYEZA IKHLAQ	JILL PIDGEON
HOLLY BRUCE	EUNIS JASSEMI	LINDA PIKE
BILL BUTLER	ANN JENKINS	HANIF RAJA
GRAHAM CAMPBELL	LILITH JOHNSTONE	THOMAS RANNACHAN
CHRISTINA CANNON	JIM KAVANAGH	GEORGE REDMOND
PAUL CAREY	RUAIRI KELLY	LANA REID-MCCONNELL
ANTHONY CARROLL	ALEX KERR	ROZA SALIH
JOHN CARSON	MATT KERR	FRANNY SCALLY
ALLAN CASEY	THOMAS KERR	SORYIA SIDDIQUE
ANNETTE CHRISTIE	KEVIN LALLEY	KIERAN TURNER
CHRIS CUNNINGHAM	PAUL LEINSTER	CATHERINE VALLIS

Apologies: Stephen Dornan, Sharon Greer and James Scanlon.

Attending: M Millar, Director of Legal and Administration; S Millar, Chief Executive; G Gillespie, Executive Director of Neighbourhoods, Regeneration and Sustainability; D Hutchison, Executive Director of Education Services; and C Edgar, Director of Communication and Corporate Governance.

## **2024 Glasgow Household Survey - Motion dealt with, after division.**

**14** Councillor Jassemi, seconded by Councillor Alam, moved that:-

“The Council notes the findings from the recent 2024 Glasgow Household Survey, which highlight a deeply concerning decline in trust and satisfaction with Glasgow City Council’s services since the City Administration took office in 2017.

Council notes with grave concern that only 35% of respondents trust the Council, a significant drop from 49% in 2019, and further notes that the erosion of trust is a direct consequence of the City Administration's mismanagement and incompetence.

Furthermore, Council expresses alarm that 46% of respondents believe that Glasgow City Council rarely considers residents' views when making decisions that affect them. Council acknowledges that Glasgow City Council has a duty to engage and involve residents in the decision-making process. Council recognises that greater efforts must be made to ensure residents have a meaningful say in shaping the future of our city.

Council notes the 23% rise in complaints about waste management, a clear indication of dissatisfaction with basic services. Additionally, Council acknowledges that satisfaction with refuse collection has dropped to 56%, a significant decline. Council also expresses concern over the sharp decrease in the feeling of being informed, with only 12% of respondents stating they feel well-informed about how the Council is performing. This represents a failure in communication between the City Administration and Glasgow's residents.

Additionally, Council notes that only 46% of residents are aware of the housing emergency declared in Glasgow, reflecting a serious gap in communication on critical issues.

Council further acknowledges the sharp decline in satisfaction with key services since 2017, showing a trend of consistent deterioration under the City Administration. Council highlights worrying decreases in satisfaction with basic services such as cleanliness and road maintenance, leading to dirtier streets and roads riddled with potholes. Council is also alarmed by the significant reduction in satisfaction with nurseries, schools, and home care services, all of which are vital to the wellbeing of families, children, and the elderly in Glasgow.

Council views this as a clear failure of governance under the City Administration, marked by damaging budget cuts and a deterioration in the quality of essential services. Council believes that the citizens of Glasgow deserve better, and that the City Administration mismanagement is leaving Glasgow behind. Council resolves that:

- The City Administration has failed to provide basic universal services and has no confidence in its ability to deliver key services provided directly by the Council Family.
- Council requests the City Administration to publish an action plan to address the decline in service satisfaction and restore trust in the Council's ability to manage essential services.
- Council requests key performance indicators be established for basic services, with regular updates provided to the public.
- Council asks the Convener and Director of Neighbourhoods, Regeneration, and Sustainability to formally respond to the findings of the 2024 Household Survey and outline actions to resolve these issues.”

Councillor Leinster, seconded by Bailie McCabe moved as an amendment to delete all and replace with the following:-

“Council notes the results of the most recent Glasgow Household Survey, which shows that satisfaction with Council services was severely impacted during the pandemic and in places it has not yet recovered in line with reports from other local government and related bodies.

Council recognises there is a direct correlation between public satisfaction and the finances available to provide services and that 15 years of UK austerity has starved the public sector of the vital resources required to carry out their functions.

Council further recognises that on top of the Covid-19 pandemic, UK austerity, and the impact of the cost of living crisis, Glasgow has also had to deal with resolving Equal Pay and the legacy of the previous administration implementing a discriminatory pay structure which will cost the people of Glasgow in excess of £30 million per year for the next 30 years to rectify.

Council also notes that while Glasgow has weathered these multiple seismic events, other led councils in England have effectively declared bankruptcy under similar circumstances with 1 in 4 recently highlighting their vulnerability and their likelihood of needing to apply for Exceptional Financial Support (EFS) in the next few financial years, if they do not receive additional funding; and that the UK government must commit to a relationship reset with local and devolved government that is founded on fair funding and ends their need to mitigate Westminster austerity.

Council acknowledges that satisfaction with services such as cleansing require whole system change to effectively address multiple issues at once, including, increasing our recycling rates, reducing the volume of wates taken to landfill, reducing fly-tipping, and reducing the abnormally high costs per head of population for statutory cleansing duties so that resources can be directed to areas such as street cleaning.

To tackle all of this Council welcomes the successful introduction of bin hubs in the three pilot areas and the wider roll out underway. Council agrees that this is a

change that is long overdue and notes that performance updates will be reported to the relevant committee at the regularly scheduled time.

Council regrets that a fixed budget, mixed with high inflationary pressures, means that Glasgow's purchasing power has been diminished and that this clearly impacts areas such as road maintenance and infrastructure investment. With that in mind Council resolves to request that the Leader of the Council writes to the UK Chancellor urging an end to austerity which has not only been the biggest driver of council dissatisfaction across all local authorities with alarming analysis by the Bennett Institute highlighting English Councils forecasting £9.3bn deficit in three years, underlines scale of strains social care placing on local government financing, but has also been the major factor in the diminishing of the living standards of people across the whole of the UK."

Bailie Wardrop, seconded by Bailie Carroll moved as an amendment that

- (1) in paragraph two, after "direct consequence of...", delete remainder of sentence and replace with:

the unprecedented ability and speed to share information as a consequence of the covid-19 pandemic. Social media has enabled an atmosphere of misinformation that has built on, and led to, a corrosion of trust in institutions. Office of National Statistics data from 2023 found that across the UK, 34% of respondents trusted "local government", showing that Glasgow is in line with national averages, and higher than the 27% reporting trust in the then-UK Government. It is recognised that embracing a community resilience approach to pandemic preparedness and our response requires a shift from reactive top-down actions to investment in community engagement before, during, and in the aftermath of health threats.;

- (2) in paragraph three, after "...future of our city.", add:

Council recalls its Strategic Plan, set in 2022, particularly the commitment to "explore options to improve citizen engagement, involving citizens, especially those who are currently under-represented, in council decision making, and enable them to directly create city policy including by hosting more Citizen's Assemblies.";

- (3) in paragraph four, after "...how the Council is performing.", delete final sentence of paragraph;

- (4) insert two new paragraphs between current paragraph four beginning "Council notes the 23%..." and paragraph five beginning "Additionally, Council notes..."

Council notes there is a digital divide which continues to have a negative impact on residents across Glasgow, with digital inclusion being essential to bridging that gap. Council regrets that the Strategic Plan commitment to "Improve service user experience and accessibility of the Council's online and digital services and undertake a full re-design of the Council's website" has not been fully realised. Council recognises the importance of transparency and notes with disappointment that the Council's performance is inaccessible

online, with either broken or outdated webpages regarding Statutory Performance Indicators, Local Government Performance Indicators, and our performance reports.

Communities, particularly marginalised communities, must be early partners in all stages of the design, planning, implementation, and assessment of council services. This requires transparency and accountability, and a sincere appreciation and recognition of the importance of standards for community engagement by the council. Council recognises that communities must help shape how best presented information is for them, and the methods of which it is communicated;

- (5) in existing paragraph five, after "...communication on critical issues.", add new additional sentences:

The majority of respondents believed that empty houses should be brought back into use and also, they supported turning empty commercial buildings into homes. Council reiterates its support for a more efficient Compulsory Purchase Order system, and the introduction of Compulsory Sales Orders from the Scottish Government as a matter of priority to help tackle empty homes;

- (6) in existing paragraph six, after "...the elderly in Glasgow.", add new sentence:

Although the sample size for this survey response is small, it is recognised that there are significant concerns about the impact of reduced funding on these services; and

- (7) remove all from paragraph seven beginning "Council views this..." until end of document, and replace with:

Council believes successful community engagement efforts have to be maintained and this requires clear structures and sustained funding. Council notes the key messages and recommendations of the Audit Scotland's Local government in Scotland Overview 2023 and therefore, Council resolves that:

- the potential of collaboration is maximised by demonstrating partnership work with other councils, the wider public sector and the third sector to redesign and provide services, as well as involving service users and local communities in the redesign of services.
- increased transparency with the public is developed about the scale of service demand, the extent of backlogs and changes to eligibility criteria to gain access to services.
- a clear plan is agreed for strengthening the use of data to understand needs, make decisions and direct resources. This includes equalities data, and learning from those with lived experience.

- a review of information reported publicly online by the Council regarding the performance of Council services and their accessibility online will be undertaken and reported to the Glasgow Digital Board additionally.
- a review of support for the public to sign up to MyGovScot which is required to access key Glasgow City Council Services and if Glasgow Life's Digital Inclusion Support Service may be expanded to assist the public in creating accounts to access these services. This review will be taken to the Wellbeing, Equalities, Communities, Culture, & Engagement Policy Committee additionally.

Council asks the Convener and Director of Neighbourhoods, Regeneration, and Sustainability to formally respond to the findings of the 2024 Household Survey and outline actions to resolve these issues.

Council agrees that a report on the Council's response to this survey with an action plan is reported back to the Operational Performance and Delivery Scrutiny Committee in the next 6 months."

During the debate Councillor Leinster and Bailie Wardrop, with the agreement of their seconders, agreed to combine their amendments resulting in the following adjusted amendment:-

"Council notes the results of the most recent Glasgow Household Survey, which shows that satisfaction with Council services was severely impacted during the pandemic and in places it has not yet recovered in line with reports from other local government and related bodies.

Council recognises there is a direct correlation between public satisfaction and the finances available to provide services and that 15 years of austerity has starved the public sector of the vital resources required to carry out their functions.

Council regrets that in some instances social media has enabled an atmosphere of misinformation that has built on, and led to, a corrosion of trust in institutions. Office of National Statistics data from 2023 found that across the UK, 34% of respondents trusted "local government", showing that Glasgow is in line with national averages, and higher than the 27% reporting trust in the then-UK Government. It is recognised that embracing a community resilience approach to pandemic preparedness and our response requires a shift from reactive top-down actions to investment in community engagement before, during, and in the aftermath of health threats.

Council further recognises that on top of the Covid-19 pandemic, austerity, and the impact of the cost of living crisis, Glasgow has also had to deal with resolving Equal Pay and the legacy of a discriminatory pay structure which will cost the people of Glasgow in excess of £30 million per year for the next 30 years to rectify.

Council also notes that while Glasgow has weathered these multiple seismic events, other councils have effectively declared bankruptcy under similar circumstances with 1 in 4 recently highlighting their vulnerability and their likelihood

of needing to apply for Exceptional Financial Support (EFS) in the next few financial years, if they do not receive additional funding; and that the UK government must commit to a relationship reset with local and devolved government that is founded on fair funding and ends their need to mitigate Westminster austerity.

Council notes there is a digital divide which continues to have a negative impact on residents across Glasgow, with digital inclusion being essential to bridging that gap. Council recalls the Strategic Plan commitment to “Improve service user experience and accessibility of the Council’s online and digital services and undertake a full re-design of the Council’s website” and is committed to delivering on these actions. Communities, particularly marginalised communities, must be early partners in all stages of the design, planning, implementation, and assessment of council services. This requires transparency and accountability, and a sincere appreciation and recognition of the importance of standards for community engagement by the council. Council recognises that communities must help shape how best presented information is for them, and the methods of which it is communicated.

Council acknowledges that satisfaction with services such as cleansing require whole system change to effectively address multiple issues at once, including, increasing our recycling rates, reducing the volume of waste taken to landfill, reducing fly-tipping, and reducing the abnormally high costs per head of population for statutory cleansing duties so that resources can be directed to areas such as street cleaning.

To tackle all of this Council welcomes the successful introduction of bin hubs in the three pilot areas and the wider roll out underway. Council agrees that this is a change that is long overdue and notes that performance updates will be reported to the relevant committee at the regularly scheduled time.

Council regrets that a fixed budget, mixed with high inflationary pressures, means that Glasgow’s purchasing power has been diminished and that this clearly impacts areas such as road maintenance and infrastructure investment. With that in mind Council resolves to request that the Leader of the Council writes to the UK Chancellor urging an end to austerity which has not only been the biggest driver of council dissatisfaction across all local authorities with alarming analysis by the Bennett Institute highlighting English Councils forecasting £9.3bn deficit in three years, underlines scale of strains social care placing on local government financing, but has also been the major factor in the diminishing of the living standards of people across the whole of the UK.

Council believes successful community engagement efforts have to be maintained and this requires clear structures and sustained funding. Council notes the key messages and recommendations of the Audit Scotland’s Local government in Scotland Overview 2023 and therefore, Council resolves that:

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Council agrees that a report on the Council's response to this survey with an action plan is reported back to the Operational Performance and Delivery Scrutiny Committee in the next 6 months."

On a vote being taken electronically and by roll call, 45 members voted for the adjusted amendment by Councillor Leinster and Bailie Wardrop and 27 for the motion, with 1 abstention.

The amendment as adjusted was accordingly declared to be carried.