



**Glasgow City Council**

**Operational Performance and Delivery Scrutiny Committee**

**Report by Chief Officer, Glasgow City Health and Social Care Partnership**

**Contact: NRS/HSCP Ext:**

**Emergency Homeless Accommodation Inspections**

**Purpose of Report:**

To provide an update on oversight of Hotel Accommodation used as emergency accommodation for households seeking homelessness assistance.

**Recommendations:**

Committee is asked:

- a) Note the contents of the report.

Ward No(s):

Citywide: ✓

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

## **1 Background**

- 1.1 Section 29 of the Housing (Scotland) Act 1987 places a duty on the Council to provide emergency accommodation for a qualifying household where it has reason to believe that the household is homeless. In Glasgow this duty is discharged by the Health and Social Care Partnership's Homelessness Services.
- 1.2 The decision of the UK Government in June 2023 to streamline the asylum decision making process, which increased the number of refugees who applied to Glasgow for homelessness assistance by 96% between 2022/23 and 2023/24, has increased the pressure on the Council in relation to the supply of emergency accommodation.
- 1.3 In order to meet the demand, the Council has had to increase its use of hotel accommodation. The rapid expansion of emergency accommodation has enabled the Council to avoid a significant increase in rough sleeping in the City.
- 1.4 As at Thursday 22<sup>nd</sup> May 2025, of the 4236 households in temporary accommodation, 1748 are accommodated across 40 hotel and bed & breakfast sites.

## **2. Health and Social Care Response**

- 2.1 In an effort to ensure suitable living environments, the Health and Social Care Partnership (HSCP) needed to engage with an ever-increasing number of hotels and bed & breakfast establishments resulting from the unprecedented demand due to the Homelessness and Housing Emergency. While doing so, it was necessary to ensure that the sites were compliant with appropriate health and safety and safeguarding standards. Although the HSCP does have a level of experience, particularly with safeguarding, it was agreed to reach out to Environmental Health Officers to put in place a programme of inspections in a number of identified hotels used to provide emergency accommodation for homeless households. The reason for this was twofold. Firstly, this would allow a level of scrutiny that would provide a benchmark framework that Homelessness staff could work and learn from and secondly, to provide Homelessness staff with a template for reviewing existing and any future sites.
- 2.2 Seven sites have been inspected, resulting in a total of 18 visits. Over half of hotels are of commercial use. These inspections were undertaken by Environmental Health Officers in conjunction with HSCP staff, taking place between the 22<sup>nd</sup> November 2024 and 25<sup>th</sup> April 2025.
- 2.3 The inspections undertaken focused on the Management of Legionella; Asbestos Management Plans; Health & Safety; Management of Hazardous substances; Inspection Checklists; Cleanliness; Pest control; Management of Falls from Height; Window Restrictors etc.

- 2.4 A summary of the 7 inspections noted a number of defects and or issues that have been identified by Environmental Services staff. The defects and or issues were not uniformly identified across all the sites. Each site inspected, demonstrated varying degrees of compliance and understanding of requirements and legislation. As a response to the increasing complexity of residents a safeguarding protocol is now in place. This has a particular focus on responding to violence and aggression, the management of sharps & needles and first aid provision. Regarding environmental and health and safety, the inspections identified a number of key areas that were relevant to some sites but not thematic across all.
- 2.5 In response to the inspections and continued dialogue with the HSCP the management of the hotels and bed & breakfast have all responded positively and constructively to the inspection reports and subsequent recommendations. This has resulted in No Enforcement Notices being served on the owners of the establishments with all owners welcoming and embracing the recommendations. They have reacted quickly to address any issues highlighted to them following the Inspections.
- 2.6 Additionally, through the engagement with HSCP staff and Environmental Health Officers, the hotels and bed & breakfast sites inspected have further sourced Health & Safety support and advice from external Consultants. This ensures that management and staff are better informed and trained on the management of Health & Safety. This also includes improved confidence in the risks associated with safeguarding.

### **Conclusion**

- 2.7 There is now a greater understanding of what is required with regards to the management of health and safety within the hotels and bed & breakfast sites. Consequently, HSCP staff are now also better equipped to understand key areas to note when visiting establishments and engaging with hotel and bed & breakfast managers.

### **3. Policy and Resource Implications**

#### **Resource Implications:**

*Financial:* None.

*Legal:* None.

*Personnel:* None.

*Procurement:*

**Council Strategic Plan:** Grand Challenge 1, Mission 3

## **Equality and Socio-Economic Impacts:**

*Does the proposal support the Council's Equality Outcomes 2021-25?*

N/A

*What are the potential equality impacts as a result of this report?*

There is no significant impact.

*Please highlight if the policy/proposal will help address socio-economic disadvantage.*

The rapid expansion of emergency accommodation has alleviated the risk of rough sleeping within the city.

## **Climate Impacts:**

*Does the proposal support any Climate Plan actions? Please specify:*

N/A

*What are the potential climate impacts as a result of this proposal?*

N/A

*Will the proposal contribute to Glasgow's net zero carbon target?*

N/A

## **Privacy and Data Protection Impacts:**

Are there any potential data protection impacts as a result of this report

No.

## **4. Recommendations**

4.1 Committee is asked to:

a) Note the contents of the report.