

Operational Performance and Delivery Scrutiny Committee

5th November 2025

Response to Questions by Elected Members

ITEM: 1	Response to questions from previous meeting
Q: Bailie Siddique	In the last Council budget there were new Enforcement Officers recruited bringing the total to 20. Do we have any information on the number of fines that those enforcement officers have issued to date?
A: NRS	77 fixed penalties have been issued since the new Enforcement officers commenced with Environmental Health in August 2025 to the end of October 2025.
Q: Bailie Siddique	In the previous response, NRS had indicated that moving forward they would ensure data on Fixed Penalty Notices relating to Bin Hubs would be captured. Is there a timeline for when this data will be captured?
A: NRS	The data management system is being adapted to capture this information with anticipated timeline of Spring 2026.
ITEM 2	Glasgow Household Survey 2025
Q: Cllr Jassemi	The Survey indicates that there has been a decline in satisfaction in Community Centres. Can an explanation be given as to why this is?
A: Glasgow Life	The Glasgow Household Survey (GHS) reports satisfaction levels for venues across the city. Community Centres are operated by a range of organisations, making it difficult to confirm whether the reported decline relates specifically to Glasgow Life-operated centres. As the GHS does not collect qualitative data, no additional context is available. In 2025/26, visits have increased by 9.5% year-to-date compared to the previous year. Venues are also performing strongly on other indicators, including the number of lets and space utilisation within buildings. Programming and provision remain unchanged, and centres continue to receive positive feedback from users.

	Community Centres show consistent year-on-year improvement and remain valued spaces within their communities
Q: Cllr Jassemi	Safety/Community – 64% of respondents indicated that they felt safe walking alone after dark, which is below the national average. What practical steps are being taken to address anti social behaviour and perceptions of crime in the city?
A: NRS	Improving perceptions of crime is a priority for the Council, and we recognise the strong link between the physical environment and how safe people feel in their communities. Our approach focuses on creating cleaner, greener, and well-maintained spaces, supported by the recent investment in our Neighbourhood Teams. We are committed to improving the physical environment by ensuring that public spaces are well maintained, including clean parks and litter-free streets, as these actions reduce the sense of neglect that often fuels fear of crime. In addition, infrastructure such as tree planting, community gardens, and biodiversity projects also add to feelings of areas being cared for and less intimidating. Community involvement is central to this approach. We are encouraging residents to take part in clean-ups through of our Neighbourhood Improvement and Enforcement Service (NIES), tree planting, and park improvements through Our Friends of groups as well as weeks of action supported by the Neighbourhood Liaison Teams. Visible community participation fosters pride and reduces perceptions of disorder, helping people feel safer and more connected to their neighbourhoods. Finally, we are strengthening our messaging to link environmental improvements directly. Communications through our media channels emphasise showcase before-and-after visuals of improved areas, particularly highlighting the role of our newly invested neighbourhood teams in delivering these changes. This combined approach addresses both the physical environment and community confidence, ensuring that our investment not only improves safety but also strengthens trust and pride in local areas. In addition, we work in partnership with Police Scotland, community councils, business networks, and other local stakeholder groups to address concerns and ensure that improvements reflect local priorities.

Q: Bailie Siddique	Safety - Amongst those that had been insulted, pestered or intimidated, three quarters (74%) indicated that they had not reported the most recent incident, similar to the findings in 2023. What work is being done to improve reporting?
A: NRS	We work closely with Police Scotland to ensure that any trends or patterns in crime are identified and that individuals are encouraged to report incidents through the appropriate channels. This partnership allows us to share intelligence, support targeted communications and reinforce the message that reporting is essential for effective action and community safety. By promoting clear pathways and collaborating with local stakeholder groups such as community councils and business networks, we aim to build confidence and make it easier for residents to come forward when incidents occur.
Q: Cllr Rannachan	Personal Finances - Given the Council's goal to reduce poverty, how does the decline in residents reporting that they were living comfortably reflect on the progress towards that goal and are there any corrective measures in place?
A: CEX/FS	Over the last two decades, there has been sustained downward pressure on local government finances, exacerbated by external events such as Brexit, the Covid-19 Pandemic, the cost-of-living crisis and international conflicts: this is a fiscal reality which is unlikely to improve as future challenges emerge. It is therefore vital to proactively reform our approach to tackling poverty to help deliver the transformational impact required to tackle the levels of poverty that persist within our citizenship and city. There are a number of key examples underway, aligned to system change, focusing on early intervention and prevention which demonstrates the Councils approach to addressing this challenge: The Redesign of Financial Inclusion Services Glasgow's financial inclusion model primarily offers crisis support and, over the past 50 years, has significantly helped residents by securing financial gains, managing debt, and reducing the effects of financial hardship.

There has been a view across the financial inclusion sector that the current funding model does not allow for the sector-wide reform that could see improvements to service delivery.

It is therefore vital to proactively reform our financial inclusion service to help deliver the transformational impact required to tackle the levels of poverty that persist within our citizenship and city.

Link below to City Administration Committee report for further information.

<https://onlineservices.glasgow.gov.uk/councillorsandcommittees/viewDoc.asp?c=P62AFQDNNT81NTNTDN>

Child Poverty Programme

Since it was launched in 2022, the Glasgow Child Poverty Programme has assembled a growing multidisciplinary, multi-agency team who are developing transformational approaches to tackle child poverty that address system-wide barriers as well as the way that services are designed, developed and delivered for families.

Link below to City Administration Committee report for further information:

<https://onlineservices.glasgow.gov.uk/councillorsandcommittees/submissiondocuments.asp?submissionid=114089>

Collective Measures

In February 2024, the Glasgow Community Planning Partnership (GCPP) approved its ten-year Local Outcome Improvement Plan (LOIP). This set out a single priority commitment for city partners to address 'Family Poverty – Reducing Poverty and Inequalities in Glasgow's Communities'. Alongside this, the LOIP, also known as the Community Plan, sets out a series of enabler themes through which to consider activities:

- 1) Building good public health and community resilience
- 2) Developing good quality housing and neighbourhoods
- 3) Improving skills and employability support
- 4) Driving public service reform
- 5) Building community wealth

In addition, the Community Plan also commits the Partnership to core ways of working to deliver sustained impact for the citizens of Glasgow. These require activities that are person centered, place based and will drive forward public service reform.

	Link below to Community Planning Partnership report for further information: https://onlineservices.glasgow.gov.uk/councillorsandcommittees/submissiondocuments.asp?submissionid=117145
ITEM 4	Complaints Handling Performance 2024-25
Q: Cllr Alam	Will the new complaints system, Granicus, resolve the issue of double reporting of complaints? For example, if a complaint comes through an Elected member and the Glasgow App and were both actioned, would the system know this was 1 complaint and not 2?
A: CEX	Complaints received via elected members are not counted as part of the formal Complaints Handling Procedure (CHP) statistics. This has always been the case within the council as complaints/contact to elected members are dealt with by the Member Liaison Unit (MLU) who work with the relevant Service to address the constituent/citizen inquiry and issue a response back to the elected member and/or their support staff. The relevant SPSO legislation gives local authorities discretion as to whether they wish to include complaints made via elected members in their CHP statistics. Glasgow, in common with most Scottish local authorities, keeps the figures separate. Reports of complaints made via elected members are produced by the MLU for Service senior management teams. As far as MyGlasgow App is concerned, this is primarily used for first time service requests (for example, reports of fly tipping). These are not counted as part of the complaints performance statistics as first time service requests are specifically excluded from the CHP. If a customer wishes to complain about a service request not being fulfilled, they are directed to the formal CHP at which point the complaint would be included in the performance statistics.