

## Operational Performance and Delivery Scrutiny Committee

4th June 2025

### Response to Questions by Elected Members

	<b>Strategic Plan Performance – Grand Challenge 1</b>
<b>Q: Bailie Wardrop</b>	Are there any charities that assist with the provision of bedding for Homeless people?
<b>A: Chief Officer, Health and Social Care Partnership</b>	<p>Homeless households who are allocated temporary accommodation by Glasgow City Council (which includes temporary furnished flats, small scale residential type accommodation or bed and breakfast/hotels) will be provided with bedding within their accommodation.</p> <p>When homeless households are allocated settled accommodation, Starter Packs Glasgow are an organisation who can provide a range of items for households who are moving into a new tenancy which includes duvets, pillows, covers, sheets, pillowcases and blankets, as well as a range of additional items such as crockery, cutlery and other kitchen utensils.</p> <p>Individuals or families can be referred from a wide range of housing associations or partner organisations and further information is available on their website at <a href="https://starterpacks.org.uk/">https://starterpacks.org.uk/</a> or by calling 0141 440 1008</p>
<b>Q: Bailie Wardrop</b>	The Alliance to end Homelessness – The report indicates that there is partnership working currently on-going, can more information be provided on this partnership working?
<b>A: Chief Officer, Health and Social Care Partnership</b>	<p>The Glasgow Alliance to End Homelessness ended in September 2023 and responsibility for redesigning homelessness services reverted to the Council through the HSCP. An independent lessons learned was undertaken and published;</p> <p><a href="https://glasgowcity.hscp.scot/sites/default/files/publications/Rocket%20Science%20GAEH%20lessons%20learned%20review%2001.08.24%20%28002%29_0.pdf">https://glasgowcity.hscp.scot/sites/default/files/publications/Rocket%20Science%20GAEH%20lessons%20learned%20review%2001.08.24%20%28002%29_0.pdf</a></p> <p>The first phase of redesign 'All In For Glasgow', for outreach services, was undertaken during Spring and Summer 2024 in partnership with Homeless Network Scotland and with full involvement of people with lived and living experience of homelessness. The new service WAYfinder is due to start on the 7 August 2025.</p>

	<p>WAYfinder places a responsibility on providers to work in partnership in local communities with a range of stakeholders, and will also have a User Advisory Group chaired by people with lived experience.</p>
	<p><b>Emergency Homeless Accommodation Inspections</b></p>
<p><b>Q: Councillor Vallis</b></p>	<p>Can a detailed breakdown be provided showing issues/problems that were identified during the health &amp; safety inspections at the 7 locations detailed in the report.</p> <p>How widespread are those issues?</p> <p>How are the sites responding to the issues raised and are they responding well to the recommendations made from the inspections?</p> <p>Are there further inspections going to take place, if so when? E.g. will inspections be annual?</p>
<p><b>A: Chief Officer, Health and Social Care Partnership</b></p>	<p>During the inspection of the hotels noted within the report, a number of issues and concerns were raised by the Environmental Health Officers. These concerns related to gaps in Health and Safety risk assessments and procedures and, in addition to this, concerns about the overall cleanliness of some hotels. This included gaps in the management of Legionella, establishments having clear asbestos management plans and evidence of effective management of sharps/needles. A number of hotels could not evidence safety provisions within their bedrooms, such as restrictors on windows, and some hotels had trace of the presence of rodents/bed bugs.</p> <p>The management within the Hotel/BnB establishments inspected have responded positively and constructively to the inspections findings. No Enforcement Notices have been required due to the owners proactive and immediate action in addressing the issues which were highlighted.</p> <p>Throughout the inspections process, the Hotels/BnBs engaged fully with the Environmental Health Officers and many establishments have sourced independent health and safety support, with others undertaking internal staff training on relevant health and safety matters.</p> <p>We have now carried out 18 visits to the hotels to ensure compliance and we have a level of confidence that health and safety is being managed more effectively than previously. Due to limited resources, and in line with the national approach, we cannot commit to annual inspections but have given hazard identification training to HSCP Homelessness staff both on</p>

	<p>accompanied visits and with a specific training meeting. There is a process in place for the Homelessness team to escalate any concern to Environmental Health for further investigation.</p>
<p><b>Q: Councillor Cunningham</b></p>	<p>To what extent are the inspections being carried out by HSCP/GCC essentially duplicating/adding to a process that should already have been carried out on the premises in the first instance?</p>
<p><b>A: NRS – Environmental Health</b></p>	<p>In terms of Environmental Health Occupational Health and Safety enforcement our annual plan of proactive inspections is directed by national guidance developed by the HSE/LA Enforcement Coordinating body. The guidance directs LAs to activities that are prioritised due to accident/ill health data across a range of sectors. Due to limited resources across the UK enforcement activity is intelligence led therefore proactive inspections of every business no longer takes place as a matter of course. Hotel accommodation is not a sector that has appeared on the priority and targeting list recently, so we have not proactively inspected this activity for several years.</p> <p>We do respond reactively to complaints, accidents, and incidents and that is the reason we were involved in the inspection project involving this activity.</p> <p>I cannot comment on the process during the initial procurement of service and subsequent verification of compliance with safety requirements as that is not our role as an enforcement authority. I am aware that the Excel procurement scheme used by LAs in Scotland does have a verification system which is administered by Renfrewshire Council.</p>
<p><b>Q: Bailie Wardrop</b></p>	<p>Can the Licensing role for these premises be explained fully?</p>
<p><b>Director of Legal &amp; Administration (Licensing)</b></p>	<p>It is the responsibility of the owner of an HMO to apply for an HMO licence and be in possession of an HMO licence before operating an HMO. The role of GCC licensing is to process applications and grant such applications that meet statutory requirements. If it comes to the attention of GCC Licensing that a premises may be operating as an HMO without a licence, then the HMO officer will be informed and asked to investigate. The HMO officer can refer matters to the Procurator Fiscal if it appears that there are grounds for a referral.</p> <p>Recently 8 premises providing accommodation to homeless persons were looked at to see whether they required an HMO licence. Six of these were found not to be operating as an HMO.</p>

	Two others could operate as an HMO if their occupancy numbers were higher and thus exceeded the sharing ratio for communal sanitary facilities. Advice was given to Homelessness Services about occupancy numbers.
	<b>Local Government Benchmarking Framework</b>
<b>Q: Councillor Vallis</b>	Can data be provided showing recycling rates that are broken down into front door properties and tenemental flatted properties.?
<b>A: NRS</b>	<p>The recycling rate for kerbside properties is 24.3%</p> <p>The recycling rate for flats is 6%</p> <p>Both figures relate to the dry mixed recycling schemes only at both property types, namely the blue bin. For houses it does not include the recycling of food and garden waste (brown bin) or glass bottles and jars (purple bin). The flatted figures does not include the collection of food waste. Flatted properties do not have a direct glass collection service but access to a network of public collection points, however, it is not possible to determine the source of the glass collected within the public point network, albeit it is expected that a significant proportion will arise from flatted properties.</p> <p>Neither figure include data for the recycling rate achieved via the management of bulk waste, a significant percentage will originate from domestic properties, and which the contractor recycles c. 30-40% of this waste stream.</p> <p>The recycling scheme for houses has recently changed to a twin stream service, which was introduced in a phased approach from April 2024-March 2025 and expanded the range of materials targeted for collection for recycling. This service will be introduced to all flats from August 2025, which will include the re-introduction of a food waste collection service to all flats. Accompanied by comprehensive communication campaigns, both services provide opportunity for residents to maximise the recycling of domestic waste.</p>
<b>Q: Councillor Vallis</b>	Processing of Planning Applications – One of the indicators shows a lower than average time for processing business and industry planning applications. Can detail be provided as to why that is and what are the service doing to speed this up over the next 6months to a year?
<b>A: NRS</b>	The figure given by the LGBF for business and industry planning applications for 2023/24 was 14.6 weeks with the Scotland average being 10.7. This is an aggregated figure as the Scottish Average for <u>Local</u> business and industry applications is 11.5

	<p>weeks: with the <u>Major</u> business and industry national average being 25.7 weeks.</p> <p>In Glasgow we reported (for 23/24) average weeks of 11.5 weeks for Local Business and Industry applications (based on 16 applications) and 28.9 average weeks for Major Business and Industry applications – based on 1 application.</p> <p>While the figure for the Major business and industry application was higher than we would wish, and higher than the Scottish average, it is hard to compare statistics when it only relates to one application.</p> <p>At the beginning of 2025 we also launched our Glasgow Planning Improvement Plan which is based on our National Planning Improvement Framework. This is looking at areas for improvement which we will focus on, as well as recognising areas we are strong in and can support other planning authorities. Overall we are looking to improve processing times and improve customer satisfaction by amending and streamlining processes as well as investing in staff, as we have had quite a high turnover particularly of senior/experienced planning staff over the last few years. The NRS Planning Business Manager is available to discuss in detail.</p>
	<b>Equality Outcomes Mainstreaming 2021-2025</b>
<b>Q: Bailie Siddique</b>	Hate Crime Awareness Week - The report indicates that Glasgow Life no longer participate, although would be interested in re-engaging. Why do Glasgow Life no longer participate?
<b>A: Chief Executive, Glasgow Life</b>	<p>The City Council hosts a Hate Crime Working Group (HCWG), made up of a number of service departments and partners, who consider and act on matters of Hate Crime within the city. The group is chaired by Councillor McSporran.</p> <p>Each year the HCWG publicise and promote Hate Crime Awareness Week for both the council and partners.</p> <p>Glasgow Life are not currently represented on this group but did participate in the now disbanded Hate Crime Awareness Week Working Group. We will liaise with Glasgow Life and, if appropriate, arrange their inclusion at the earliest possible opportunity.</p>