Q 1	Asked by: Councillor George Redmond
Tabled Question	“To ask the Convener for Workforce and Homelessness & Addiction Services to update the Chamber on the latest progress to find suitable accommodation for Homeless Project Scotland?”
Responder	Councillor Allan Casey, Convener for Workforce and Homelessness & Addiction Services

Thank you for your question, Cllr Redmond.

Following recent correspondence from HPS, which you were copied in to, I contacted all parties on the Council offering them a briefing on what had been offered to HPS. I had constrictive meetings with the Greens and Tories updating them on this complex situation. Alas since you did not even respond to my email, I have not been able to update you privately about what has been being done over the last few weeks to try and seek a solution. Thank you for giving me the opportunity to set out this work to the Chamber.

Members will be aware that the Council has been engaging with HPS to try and find suitable accommodation. The offers that we have made in good faither have all been turned down. We are also aware that they are engaging with other property holders in the city but to date no suitable venue has been able to be found through this route either.

The first of these was a property within Cadogan Square which HPS visited with officers. The Council believed the property met many of HPS’s requirements and offered to work with them to address outstanding issues, while still actively looking for other venues. The property was declined by HPS.

In recent weeks a fresh offer was made to HPS for use of the St Francis Centre in the Gorbals and to complement the Welcome Space already in place there.

To be clear I informed HPS that we would be open to allowing them to operate their soup kitchen in addition to - but separate from - the Welcome Place at the St Francis centre and were open to discussions around the opening days and times.

When rejecting this offer, HPS also updated their service requirements from their initial ask we do not think the Council can satisfy them. We cannot facilitate 24 hours opening and, as you will know, we have a limited portfolio in the city centre, and certainly none that meets the capacity of over 200 that they have indicated they now require.

Q 2	Asked by: Councillor Stephen Curran
Tabled Question	“To ask the City Treasurer how the work of Scotcash, which this Council has historically supported, aligns with the Council’s Financial Inclusion strategy?”
Responder	Councillor Ricky Bell, Convenor for Financial Inclusion/City Treasurer/ Depute Leader

Scotcash is a not-for-profit Community Interest Company and Community Development Financial Institution (CDFI) that was established by Glasgow City Council and its strategic partners in 2007, as result of the level of financial exclusion being experienced in the city. In its 'Financial Inclusion Strategy 2020-2025' the Council has cited access to affordable credit as a key mechanism by which to reduce the poverty premium and therefore vital in addressing child poverty.

CDFIs are, like credit unions, not-for-profit lenders who provide a range of loan products primarily aimed at people unable to access mainstream credit. Unlike credit unions however, they do not require people to save before they can borrow and have no restrictions on their geographical coverage.

In addition, they are not subject to the same maximum interest rates credit unions can charge. This greater flexibility in their model makes CDFIs a realistic and viable option for developing new affordable credit solutions to meet demand where others are unable to help.

This flexibility can be important because we know that 1 in 4 adults in Scotland have low financial resilience and could quickly find themselves in difficulty if they suffer financial shock and 34% of Scottish households have no savings.

Scotcash provides affordable loans as a gateway through which they can improve a customer’s financial position more widely. It is recognised that when people access a community lending service, it is rare that credit is their only financial inclusion need and therefore Scotcash also has arrangements in place to support households access to different types of financial support by providing automated benefit checks, referral systems to debt charities and help to open bank accounts.

Q 3	Asked by: Councillor Cecilia O'Lone
Tabled Question	"To ask the City Treasurer, how much funding, in this financial year, across the Council family, including the IJB, is being returned to the Scottish Government?"
Responder	Councillor Ricky Bell, Convenor for Financial Inclusion/City Treasurer/ Depute Leader

Funding from Scottish Government is a complex issue with a wide variety of funding being provided for both General and specific issues. It is not easy to provide a definitive list as there are a wide variety of circumstances.

For example, the Scottish Government provided significant levels of Funding to support Grants to Business over the last two years. There have been several reconciliations of these various grants with the balance either being returned to Scottish Government or Scottish Government making a payment to settle the balance.

We also have several policy commitments which SG fund but are unaware of the total cost/ demand. This normally involves them making a payment to account and then carrying out a reconciliation to pay the balance based on actual cost. Again, this can be a payment from us or a receipt to us. As an example, the mitigation for the Bedroom Tax is paid in this way with an upfront payment of 80% of anticipated spend and then a final reconciliation.

I can confirm that for 22/23 £165,764 was returned to Scottish Government for Community Mental Health due to a delayed start dates for recruitment (21/22 returned £174,514 from the same funding pot due to programme being undersubscribed)

I am also aware that there are ongoing discussions between the IJB and Scottish Government over the use of unspent Covid Recovery Funds. It is my understanding that no final decision has been made yet and that if further information is required then contact should be made directly with the IJB.

If any further information is required on the general points in this question, then the Executive Director of Finance would be happy to discuss this with the Member.

Q 4	Asked by: Councillor Soryia Siddique
Tabled Question	“To ask the relevant Convener what plans the Council has to build on its internal White Ribbon Champions Programme and work with partners to build momentum around this campaign across the City?”
Responder	Cllr Ruairi Kelly

Glasgow was awarded white ribbon status in 2016, with the stated commitment to encourage men to engage with other men on addressing violence against women and girls. In the following years we promoted the programme as part of the annual 16 Days of Action campaign to eliminate violence against women and girls.

However, the two years of the pandemic and associated public health restrictions severely curtailed the ability to promote and develop this work further.

Furthermore, many of the champions across the services have retired and or moved on. To address this – and to regain that momentum - a refresh of the promotional activity is required.

The Glasgow Violence Against Women Partnership is of the view that the necessary activism to do this is best placed in communities and should be driven forward in communities.

Resources and capacity are, as Cllr Siddique will likely be aware, limited, and we need to ensure that we have sufficient White Ribbon ambassadors and multi-agency partners to help drive activity forward.

Community-based work taking forward the White Ribbon Champions Programme is emerging and I would recommend Cllr Siddique check out the work of the North West Equally Safe Group to learn of the work underway in Drumchapel.

Also, the work supported as a response to gender-based issues which arose during the pandemic has been prioritised by the GVAWP, and this continues with the growing concerns around the cost-of-living crisis and how this is impacting on those experiencing violence against women.

Q 5	Asked by: Councillor Holly Bruce
Tabled Question	"Recalling the unanimously approved cross-party motion of 1 April 2021 on Violence Against Women, to ask the relevant Convener, what work has been done on Equally Safe, to ensure women who have experienced gender-based violence, are included in the Council's workplace, and what training has been provided for all Councillors to better understand gender-based violence and misogyny?"
Responder	Cllr Allan Casey

"In early 2022, Glasgow City Council submitted our application to Close the Gap to become a bronze accredited Equally Safe at work employer, whilst Close the Gap did raise concerns regarding our ongoing equal pay situation, we engaged in discussions with them providing an update on progress with job evaluation and our plans for our revised discrimination proof pay and grading structure, this satisfied them that appropriate action was being taken and they accepted our application. Since confirming our application we have completed the following activities:

- A gap analysis of our current policies, procedures and practices has been completed against the accreditation standards.
- We have completed an employee survey to understand women's experience in the workplace.
- Close The Gap have completed consultation sessions with female employees in lower paid roles including catering, cleaning, and pupil support assistants.
- 'Gender Lens' training has been delivered to HR colleagues across the organisation.

This analysis, consultation and training activity will inform our action plan which we are working with Close the Gap on developing. The detail of which I am more than happy to share with members when this action plan has been agreed.

On the part of the question on training I am aware that all Elected Members have been offered training from Strategic Policy & Planning and Corporate HR on The Equality Act 2010, Public Sector Duties & Equality Outcomes Overview training which I understand Cllr Bruce Attended. In relation to Equally Safe specific training, this will be rolled out to employees, and I am more than happy to propose that this training should be also provided to all Elected Members to ensure they better understand gender-based violence and misogyny in line with the strategic plan commitment to embed gender equality.

Q 6	Asked by: Bailie Christy Mearns
Tabled Question	“To ask the relevant Convener for an update on progress with designing a universal free public transport pilot.”
Responder	Councillor Angus Millar

Procurement for design of a free public transport pilot is currently underway, with a competitive tendering process via the Scotland Excel framework taking place.
The pilot design process will determine the scope of a pilot, and the work being procured will involve a number of scoping tasks.

Work will include a review of free public transport schemes in existence elsewhere, identifying comparators that Glasgow could consider, and an exercise to collate the case for free public transport provision.

The brief also involves development of options for free public transport provision in Glasgow, including how this could be delivered and the targeted population. The principle of any future free public transport pilot would be universal access, though as part of the design this principle will be tested.

The design will also involve a detailed routemap for delivery for the pilot alongside monitoring and evaluation.

As I have said, this exercise in currently out to tender and the detail of the pilot design is all subject to the procurement process and engagement. Officers will be able to provide full information in due course once the evaluation and a preferred bidder identified.

Q 7	Asked by: Bailie Jim Scanlon
Tabled Question	"To ask the Leader of the Council what engagement they have had with the Post Office, and others, to ensure the re-opening of the Toryglen Post Office on Glenmore Avenue?"
Responder	Councillor Susan Aitken, Leader of the City Council and Convener for City and City Region Economy and Just Transition

Thank you for the question, Bailie Scanlon.

Many residents of Toryglen have long relied on the services provided by the Post Office on Glendore Avenue and its recent sudden closure will have come as a considerable shock.

As such, I've written to the Group Chief Retail Officer of the Post Office asking for an explanation for the closure and whether any equalities impact assessment had been carried out, particularly as regards the area's older population.

My correspondence made clear the significant social and economic challenges within Toryglen and the importance of the Post Office to residents and nearby local businesses. I also expressed my concern that the nearest alternative facilities are now more than a 20-minute walk away, which makes access all the more challenging for older residents in an area with low car ownership.

Of course, as Bailie Scanlon will be aware, neither I personally nor the City Council can ensure the Post Office reopens. I believe I have made a compelling case to those with the power to ensure its reopening for that to happen, including a request for information on the conditions required for the Post Office to consider restoring a branch in Toryglen.

Q 8	Councillor Saqib Ahmed
Tabled Question	"To ask the Convener for Neighbourhood Services and Assets whether the current maintenance scheme in place can cope with growing instances of flooding and blocked gullies?"
Responder	Councillor Ruairi Kelly, Convener for Neighbourhood Services and Assets

A full review of the service has recently been undertaken and has resulted in a new risk-based gully cleaning service now being in operation. The new gully cleaning regime has provided a more efficient and targeted approach to those gullies which need attending to and ensures we follow the guidance within 'Well Managed Highway Infrastructure – A Code of Practice' in adopting a risk-based approach. Flooding and blocked gully reports have been reviewed for the 3-year period prior to December 2021 to inform the new frequency of gully cleaning.

The revised gully programme will be delivered over a two-year rolling period on the following frequencies:

- Flood location gullies – every gully in a location previously identified as susceptible to flooding will be cleaned 3 times a year
- Arterial and city centre routes – every gully assessed as needing cleaning due to the amount of debris in the gully pot will be cleaned once per year
- RPZ and neighbourhood routes – every gully assessed as needing cleaning due to the amount of debris in the gully pot will be cleaned once every 2 years
- Leaf fall locations – swept weekly during autumn period

To increase resilience in our gully cleaning operation we have been able to supplement our gully cleaning service with the introduction of 3 interchangeable body, dual fuel (hydrogen/diesel) vehicles which can be brought into service for gully cleaning operations and road sweeping when required. The interchangeable body vehicles can be deployed on gully cleaning and road sweeping for 6 months/year out with winter (used for gritting Nov to March).

The new gully cleaning regime has been in place since April 2022 and is already showing improvement in terms of service delivery and a reduction in flooding occurrences of 11% and a reduction in blocked gully requests by 15% this year in comparison to last year.

Q 9	Asked by: Depute Lord Provost Christy Mearns
Tabled Question	“To ask the relevant Convener if they have engaged with Scottish Event Campus about providing public transport for Hydro ticket holders, to encourage more uptake of public transport and to address parking problems routinely experienced by local residents?”
Responder	Councillor Angus Millar

Can I thank Bailie Mearns for the question.

The Scottish Events Campus is an asset of national importance, and people travel from a wide variety of locations across Scotland and beyond in order to reach it, by many different modes of transport. The campus is served by bus and rail, but for many, a car may be the only feasible option for late-night travel unless they wish to stay overnight in the city.

As a local member, I am well aware of the challenges with parking in areas surrounding the SEC and have raised this on a number of occasions. I along with Council colleagues in the term before last brought the growing issues associated with the Hydro to the attention of Council officers and worked with residents and the Council to secure extended parking controls in the Kelvingrove area. The Council has also committed to taking forward an extension of hours throughout the neighbouring west end zones to assist with the pressures being brought by events parking on local communities.

In term of promoting alternative modes of travel, officers from the events team routinely discuss travel plans with conference organisers and the SEC. For some large conference events travel offers are made, such as making our hire bikes available to conference delegates to encourage active travel between hotels and the venue.

There have also been discussions between Roads colleagues and the SEC regarding amendments to the campus layout which would improve security and assist efficient entry and egress from the car parks, but no conclusion has been reached to date.

In my role, I have not personally discussed public transport provision with the SEC since taking over my Convenorship earlier this year but would be more than happy to do so, along with other relevant stakeholder such as SPT. This is obviously an issue of particular interest to me both as a local member, and from a wider transport strategy point of view.

Finally, the Council is looking to secure additional resource to support the travel behaviour change project being taken forward by Transport Strategy and Technical Services, to carry out some workplace engagement, and I will engage with officers in order to ascertain whether the travel issues around the SEC could form part of this workstream if successful.

Q 10	Asked by: Councillor Alex Kerr
Tabled Question	“Can the City Convener for Housing, Development, Built Heritage and Land Use inform me as to how the City Building workforce is being skilled up for renewable and sustainable building technologies and pioneering of green construction, and how Glasgow’s housing supply could benefit from this?”
Responder	Councillor Kenny McLean, Housing, Development, Built Heritage and Land Use

As Scotland’s largest construction company, City Building, one of Scotland’s leading construction firms, is leading the charge on reducing the construction industry’s carbon emissions by upskilling its workforce on renewable and sustainable building technologies.

The Council has invested in the potential of City Building in this area creating the ideal environment in which to nurture green skills at the new City Building Training College located within the grounds of RSBi in Springburn.

Tradespeople have been trained on innovative Air Source Heat Pump technology which will be used to heat the firm’s new, custom-built construction training college. City Building hopes to further develop its position as a pioneer of green construction by incorporating sustainability into all incoming apprentice’s curriculum.

There is not yet a standard renewables qualification for trades people in Scotland so they have decided to create their own so that the workforce is futureproofed for the next wave of construction development. Following the upskilling course, trades people will become registered installers of NIBE systems, allowing them to implement sustainable technologies in future City Building sites.

With sustainability set to be construction’s main focus over the coming years, being able to learn about these new emerging technologies is really important because more sites are requiring a bigger focus on sustainable practices and future proofing its ability to transition to net zero.

Innovation and green technologies in housing supply, and retrofit of existing properties, will be a key part of the housing investment programme going forward. Contractors skilled in these areas will have a better chance of accessing this work.

City Building have designed house types compliant to Glasgow Gold standard with the aim of building these cutting edge homes in Glasgow with partners in the coming years. City Building are currently delivering a variety of climate retrofitting works on behalf of Wheatley Group on housing including insulation related works, solar and battery storage, air source, and the manufacture & installation of triple glazed window solutions.

Members will be aware that City Building is part of a Joint Venture with Wheatley Group. The Wheatley Group recognised the key role City Building has in Glasgow's housing not only in repairs and maintenance but also with regard to ongoing regeneration activity the importance of City Building in supporting voids being made available for letting.

City Building is well placed to get involved in the construction of new build housing and I understand Wheatley and CBG have identified a site to "test" the concept

City Building will be a key strategic partner informing the work of the various boards and committees that Glasgow City Council have in place to take this agenda forward, including the Climate Board, Net Zero Committee and also the Just Transition Working Group.

Q 11	Asked by: Councillor Martha Wardrop
Tabled Question	"To ask the relevant Convener what plans are in place to manage the increased pressure on waste recycling and cleansing services over the winter festive period?"
Responder	Councillor Ruairi Kelly

Every Year NRS produce a festive delivery plan to support waste management and recycling services throughout December and January when demand on the service is at its highest.

The plan covers:

- Revised routing and servicing plan for properties impacted by the holidays.
- Communication plan highlighting any changes and giving advice on how to manage waste during this period. A social media & Radio campaign will start w/c 5th December, delivery of informational leaflets to the affected properties will commence w/c 12th with the details of the plan being published within the elected members brief.
- The additional resources required i.e., vehicles and staff and how these will be managed.
- Promoting use of the councils Household Waste Recycling Centres.
- Management of the delivery of material to processing contractors.

Emergency plans, covering but not exclusive to the impact of severe weather & reduction in availability of fleet and staff .

Q 12	Asked by: Bailie Patricia Ferguson
Tabled Question	“To ask the Convenor for Culture, Sport and International Relations what action is being taken to recruit new members to the Glasgow Club and to encourage previous members to re-join?”
Responder	Bailie Annette Christie, Convener for Culture, Sport and International Relations

Thank you, Bailie Ferguson. Glasgow Life is operating in a very different context to even just a couple of years ago, with the fitness membership market having changed since the pandemic. People are taking part in a broader range of activities, including at home and outdoors, there is less consistency in the frequency of participation and an increase in the number of customers choosing Pay As You Go use of services rather than Direct Debit memberships. Very few local authority leisure providers have returned to the pre-pandemic number of members or level of income.

Fitness membership marketing activity also varies throughout the year to account for fluctuations in purchase patterns, the obvious example being the peak at the beginning of the calendar year. Glasgow Life continually engages in digital marketing, which is the most cost-effective and most measurable approach available to us.

Glasgow Sport does continually attempt to recruit new and reactivate former memberships. This includes reactivation offers for former members – such as free usage for a period of weeks - coinciding with specific venues reopening; new offers and trials removing upfront costs for new and existing members or bring-a-friend offers; Pay As You Go access but also highlighting the benefits of membership; paid social media posts and targeted ads to direct those making related online searches to the Glasgow Club (which will be supplemented early next year with a radio and print campaign); and new apps to make it easy to refer friends and family to the Glasgow Club

The Glasgow Club website and mobile app are also being enhanced at present and will include more effective promotion of the activities on offer and make booking easier. And a staff discount on membership for employees of Glasgow Life, GCC, and other GCC ALEOs is scheduled to launch in the first quarter of 2023.

Q 13	Asked by: Councillor Jill Brown
Tabled Question	“To ask the relevant Convener how the Council intends to support Taxi drivers who live in Restricted Parking Zones, but are currently denied permits as they don’t own their own vehicles?”
Responder	Councillor Angus Millar

In order to qualify for a Residents Parking Permit, a resident must be living in a qualifying residential property classified as their ‘main’ property, and with the vehicle in question registered in their name at the residential property, except in the case of company vehicles.

As Convener, I understand that there have been a number of issues recently whereby residents have not been able to meet the detailed criteria set out to purchase a Residents Parking Permit, usually because the vehicle is not registered in their name. The relevant criteria were introduced for parking zones to stop potential abuse of the permit system, but I do recognise there may be circumstances which do not fit with those anticipated in the setting of the criteria.

NRS are currently finalising a Terms of Reference to form a Parking and Bus Lane Appeals Panel. This panel will review and hear appeals concerning to Parking Charge Notices, Bus Lane Charge Notices, parking permit and disabled bay application refusals. As part of this panel, if an applicant can provide alternative evidence that a vehicle is kept at their address and for the main use of the applicant then the panel may approve the application. An example of this would be documentation in the form of car insurance showing the vehicle registration and that the policyholder was the resident living at an address within a zone.

It is intended that this panel will begin considering appeals in January 2023 and officers will be happy to consider any whether any cases members may wish to pass on can be dealt with under this process.

Q 14	Asked by: Councillor Jon Molyneux
Tabled Question	“To ask the relevant Convener how many categories of single-use items have been removed from usage within Council catering services as a esult of the Plastics Reduction Strategy and the Single Use Plastic Products Regulations?”
Responder	Councillor Ruairi Kelly

Catering and Facilities Management collaboratively worked with Bunzl Catering Supplies from November 2021 following draft guidance issued by the Scottish Government regarding the Environmental Protection (Single-use Plastic Products) (Scotland) Regulations 2021. This was to ensure all non-compliant single use plastic products were removed and replaced with compliant items by May 2022 to support the 1 June 2022 date for implementation of the new regulations.

The categories of items swapped out were as follows:

- single-use expanded polystyrene beverage containers
- single-use expanded polystyrene food containers
- single-use plastic cutlery including forks, knives and spoons
- single-use plastic plates
- single-use plastic beverage stirrers

All the categories listed above were replaced with paper or wooden items.

Q 15	Asked by: Councillor Elaine McDougall
Tabled Question	“To ask the Convener the average wait time for a financial assessment for free personal and nursing care in each of the last five years?”
Responder	Councillor Chris Cunningham

Can I thank Cllr McDougall for her question?

All social work assessments include the assessment of free nursing and personal care as part of a care package and care cannot be accessed without such an assessment.

There are actually two stages to this work.

The first relates to the professional social work assessment aimed at deciding whether or not a person is indeed eligible for care.

The second comes once this is complete. Where the resident is assessed as requiring care, their case will then be referred to our specialist finance team who will commence the financial assessment, issuing a pack to the service user and their family within 3 days of the request.

The time taken to complete a financial assessment varies and is often dependent on the time to collect the relevant information from the family to allow the assessment to be completed. The HSCP does not hold statistics on how long it takes to complete an assessment, however staff have looked at a sample and from this sample the average length of time was 37 days.

During this period the service user will be placed on an interim contribution so will not be detrimentally affected while the data gathering process is underway.

Q 16	Asked by: Councillor William Graham
Tabled Question	“To ask the Convener for Climate, Glasgow Green Deal, Transport and City Centre Recovery to provide an update on the city’s Nextbike cycle hire scheme.”
Responder	Councillor Angus Millar, Convener for Climate, Glasgow Green Deal, Transport and City Centre Recovery

Since being launched in 2014, the OVO Bikes scheme by nextbike has grown significantly and has gone from strength to strength. The scheme is fast becoming a key fixture in the city's transport system, used both by commuters and leisure cyclists alike, and is a key part of our increasing success in shifting Glaswegians to choose active travel for everyday journeys.

The current nextbike fleet has 1,159 bikes, of which 159 e-bikes are available for hire. And I am delighted to confirm that the OVO Bikes scheme has reached a hugely significant milestone, with the two millionth hire under the initiative.

This is a fantastic sign of the ongoing success of Glasgow’s nextbike scheme, and I am looking forward to the scheme’s continued growth in future.