Operational Performance and Delivery Scrutiny Committee Questions from Elected Members at meeting held on 3rd May 2023		
Item No	**Question**	**Response by**
Item 2 – Strategic Plan	Councillor Alam – What work are Glasgow Life and GCC NRS undertaking to make sure Glasgow as a city is prepared for hosting the UCI Championships with regards to road maintenance, cleaning of roads, fixing potholes etc	
Answer	NRS are working with Glasgow Life to prepare the City for the event. Citywide planned road maintenance is being aligned with the event timetable and road routes. The citywide street cleansing plan is also being developed.	NRS/Glasgow Life
Item 3 – Equality Outcomes 2021-2025		
Question 1	Councillor Vallis – Following the successful rollout of the Locality Plan survey carried out in Castlemilk, (Linn Ward) are there plans to roll these surveys out in other Wards?	
Answer	A local steering group led by the Community Council and consisting of community groups and organisations is working in partnership to develop a Locality Plan for Castlemilk, with support from Glasgow City Council and other partners. To help with General Data Protection Regulation (GDPR), the steering group asked Glasgow City Council, utilising specialist staff, to develop and deliver a bespoke survey to inform the development of the Plan. The results of this survey, in conjunction with the results of associated tenants' surveys from two local Housing Associations, will be provided to the steering group in June as an evidence base of the needs of the community that will contribute to the development of the Locality Plan, in accordance with the Community Empowerment (Scotland) Act 2015. There are 10 other neighbourhoods in Glasgow that currently have a Locality Plan, as part of the Thriving Places programme to address inequalities, which have been informed through a variety of evidence. Each Thriving Place locality determines whether they require further evidence to inform their plan. Any requests for support with surveying would be considered on an individual basis and through dialogue with the Locality Planning Officer and other partners.	CE/ Community Empowerment

Item No	Question	Response by
Question 2	Councillor Wardrop and Baillie Gallagher – With regards to MARAC funding, are there plans in place to look at continued funding of MARAC as this is a valuable service that needs to continue?	NRS/ GVAWP
Answer	Work is on-going to secure the funding necessary for the MARAC.	
Question 3	Councillor Alam – Can the re-start date of Dementia Training be confirmed	HSCP
Answer	As indicated in the report, Dementia Informed Training has been ongoing for new homecare staff within their induction, as a priority, as this staff group would have no prior training. For the wider staff group, the service anticipates this will re-start in August 2023.	
Item 4 - Local Government Benchmarking Framework 2021/22		
Question 1	Councillor Cunningham – With regards to net costings of waste collection per household, and in comparison to other Councils e.g Aberdeen and Dundee who have lower net costs, why are costings for Glasgow higher in comparison? and do we as a Council analyse these figures to enhance our own performance?	
Answer	There are several factors that impact the net costs for waste collections from Households across all local authorities. Glasgow City council have a high cost per household compared to other Scottish authorities due to the high proportion of high-density properties (flats & Tenements) and the associated increased operational cost to service them. GCC continually use both financial and performance data to monitor and more importantly improve service delivery.	NRS
Question 2	Bailie Gallagher – More detail required on the following:- Why are the scores for street cleanliness so low, considering the amount that is actually being spent on it?	
Answer	Glasgow's Street cleanliness scores have been consistent of the last 3 years and although lower than the national average is comparable to other highly urbanised authorities. To improve the cleanliness of Glasgow's streets additional resources will be employed and a new data led approach will be adopted to target problematic areas.	NRS

Item No	Question	Response by
Question 3	Bailie Gallagher – More detail required on the following:- Recycling – ENV6 - What is the cause of the low recycling achievement?	
Answer	Over the last few years Glasgow city council have shown a gradual improvement in recycling performance peaking at 29.6 % in 2020 however it is acknowledged that it is still low compared to other Scottish authorities. The increased in the recycling rate was largely attributed to the improved performance of the Glasgow Recycling and Renewable Energy Centre (GRREC) and an increase in processing of bulky waste. It is worth noting that during this period the national household waste recycling rate fell. Between 2020 – 2022 the total tonnage of household waste managed decreased and a further reduction of waste landfilled was achieved. The reduction in household waste managed, can mostly be linked to the Covid-19 pandemic, with a high proportion of Glasgow's residents returning to the workplace in 2022. Although, not the main driver, the reduction in household waste managed would have attributed to the reduction in the tonnage of household waste recycled. Glasgow has a very transient community with a high proportion of Communal collection systems which are notoriously difficult to achieve a high recycling performance compared to that of a standard kerbside property. Improvement across all collection systems are needed to improve Glasgow overall environmental performance and the actions to achieve this are covered with the resource and recycling strategy.	NRS
Question 4	In 2021/22 a cost spike shows a decrease, but was the high costs shown for Parks & Cleansing Services shown due to agency staff being employed?	
Answer	The rise in costs during this period was a result of an increase in the use of agency staff to support frontline operations.	NRS
Question 5	Councillor Wardrop – With regards to buildings being suitable for use and re-purposing of derelict buildings. Has any work been carried out looking at this?	
Answer	We are progressing the Property Repurposing Action Plan in the city centre which was approved by CAC 23/03/23. This will include review of repurposing option. Work will step up after the new City Centre Strategy 2024-30 has been produced – mid to late 2023.	NRS