

**Operational Performance and Delivery Scrutiny Committee**

**Response to Questions by Elected Members  
at a meeting held on 12th March 2025**

<b>Councillor Jassemi</b>	Regarding previous response provided to Mission 2 - Tourism Strategy - Can Glasgow Life confirm that they do not hold data relating to visitor spend per small business compared to corporate large/chain businesses?
<b>Response by Chief Executive, Glasgow Life</b>	Glasgow Life does not have data on spend per business and therefore cannot provide a breakdown of visitor spend in local independent businesses compared to corporate or chain business.
<b>Councillor Docherty</b>	<p>Mission 1 – Free Electric Shuttle bus in City Centre</p> <p>Can information be provided as to where the Electric Shuttle bus would operate within the city centre and how much would it cost?</p>
<b>Response by Executive Director of Neighbourhoods, Regeneration and Sustainability</b>	<p>Indicative costings have been prepared for 6 options, based on use of fully electric zero emission buses and estimated using a bus industry costing model. Costs varied from £764,000 to £1,575,000 per annum (in 2023) to run the service dependent on the option taken forward.</p> <p>As the proposals is to make the service free to all users, there is no reimbursement payable. This prevents the service reclaiming any revenue from the concessionary fares scheme for over 60's and under 22's operated by Transport Scotland. The service would therefore need to meet the <b>FULL</b> revenue cost for all passengers.</p> <p>At present, no funding has been secured to take forward this intervention, so the next task would be to identify and secure any potential funding.</p> <p>Six Options were assessed:</p> <p>Option 1: Royal Infirmary and transport hubs.</p> <p>Option 3: Royal Infirmary, transport hubs &amp; Merchant City. Circular service serving Royal Infirmary, Strathclyde University, Queen Street rail station, Buchanan bus station, Central station, the Merchant City and St Enoch Centre. This option would offer better connectivity between the main retail areas of the city centre and provide some unique links, although the walking distances between some of them are relatively modest.</p>

	<p>Option 2: Royal Infirmary, transport hubs &amp; Buchanan Wharf. Circular service serving Royal Infirmary, Strathclyde University, Queen Street rail station, Buchanan bus station, Central station and the Barclays campus at Buchanan Wharf.</p> <p>Option 4: Transport hubs, shopping areas and International Financial Services District. Circular services serving Buchanan bus station, Strathclyde University, Queen Street rail station, Central station, the Argyle Street and Sauchiehall Street shopping areas and the International Financial Services District. The service would operate as two routes, one clockwise and one anti-clockwise.</p> <p>Option 5: Transport hubs, shopping areas and Merchant City. Circular services serving Buchanan bus station, Queen Street rail station, the Merchant City, St Enoch Centre and Central station. The service would operate as two routes, one clockwise and one anti-clockwise.</p> <p>Option 6: Royal Infirmary and transport hubs &amp; SEC. Circular service serving Royal Infirmary, Strathclyde University, Queen Street rail station, Buchanan bus station, Central station and the Scottish Events Campus.</p>
<p><b>Councillor Ken Andrew</b></p>	<p>Implementation of Glasgow Life Council Family Review</p> <p>Can we be provided with any further updates with regards to lobbying for funding for our Museums and if those discussions are progressing?</p>
<p><b>Response by Chief Executive of Glasgow Life</b></p>	<p>On 29th May 2024 Susan Deighan, Chief Executive of Glasgow Life, wrote to Angus Robertson, MSP, Cabinet Secretary for Constitution, External Affairs and Culture, presenting the case for funding from the Scottish Government for Glasgow Life’s Museums in the sum of £8 million per annum. This was following a meeting between Bailie Annette Christie, Chair of Glasgow Life, Susan Deighan, Chief Executive of Glasgow Life, Billy Garrett, Glasgow Life’s Director of Tourism, Culture and Events and Angus Robertson, MSP, on 22<sup>nd</sup> May 2024. A further letter with a copy of the case for funding Glasgow Life’s Museums and the city’s new Culture Strategy was sent by Glasgow Life’s Chief Executive to Angus Robertson, MSP, on 19<sup>th</sup> of July 2024.</p> <p>A letter of response from Angus Robertson, MSP, was received on 23<sup>rd</sup> of August 2024, recognising the importance of Glasgow and Glasgow Life to Scotland’s ecosystem, however the direct ask for funding for Glasgow Life’s museums was declined.</p>

	<p>Since the implementation of the Council Family Review Action Plan in January 2023, Glasgow Life's lobbying on behalf of Glasgow City Council has included over 37 pieces of correspondence and 12 meetings between representatives of Glasgow Life and the Scottish Government. Glasgow Life maintains a log of all correspondence and interactions with the Scottish Government on behalf of the city and further detail can be shared with Elected Members upon request.</p>
<p><b>Councillor Cunningham</b></p>	<p>Implementation of Glasgow Life Council Family Review</p> <p>Do those institutions (Museums etc) owned/run by this Council receive any Central Government funding? or is it down to ownership in terms of this Council owning and being responsible for our institutions and therefore not receiving Central Government funding, as opposed to our Edinburgh counterparts who do not own/are not responsible for, its institutions but the city receives Central Government funding as they are deemed as 'National institutions'</p>
<p><b>Response by Chief Executive, Glasgow Life</b></p>	<p>Glasgow Life Museums collection is recognised by the Scottish Government as a "Collection of National Significance" and the city's museums achieve visitor numbers comparable with those of National Galleries and Museums. However, Glasgow Life Museums are deemed ineligible for direct Scottish Government support. National museums are funded by the Scottish Government while civic museums are funded by local authorities.</p> <p>There has been communication between Glasgow Life and Scottish Government Ministers, senior civil servants over a number of years seeking to redress this.</p> <p>The Chief Executive of Glasgow Life and the Director of Financial and Business Services at Glasgow City Council have confirmed that that there is no additional funding provided by Scottish Government directly to Glasgow City Council or Glasgow Life to run Glasgow Life's Museums.</p>
<p><b>Bailie Martha Wardrop</b></p>	<p>Implementation of Glasgow Life Council Family Review – Condition and Suitability of the Estate</p> <p>Following the surveys carried out on the estate, did the data collected from those surveys provide any clarity as to whether we would be in a good position if we were to lobby for funding, taking into account the revenue estimates for the year ahead and any works required?</p>
<p><b>Response by Chief Executive, Glasgow Life</b></p>	<p>The surveys that Glasgow City Council is required to undertake are completed by a general surveyor and only</p>

consider building fabric, i.e. the surveys do not include the building systems, such as heating.

Building fabric surveys are carried out by walking around the inside and outside of the buildings and therefore are limited to what can visually be seen by the surveyor.

For example, the 2024 survey of Kelvingrove Art Gallery & Museum estimated repairs in the region of £140,000. However, the more detailed information held by Glasgow Life estimates the total value of works to be in the region of £80 million over the next 11 years, including the current stone repair project at Kelvingrove which is estimated to cost £7 million.