

Finance and Audit Scrutiny Committee 17th September 2025 Enquiries from Elected Members	
	Responses to Questions
Item 1	Q&A from 20th August
Question 1	Cllr Mitchell – Referred to the answer under Question 7 and the £4.9m expenditure on agency staffing in NRS in 2024-25, which equated to 174,000 hours and requested a breakdown in the hours in terms of vacancies v absences. He also referred to the £4.9m which was partially offset by permanent staff costs and asked for the what the figure would be if we were getting our own staff to carry out the work v agency staff. He also asked if it was possible to get the figures for other services in relation to these issues.
Answer	NRS do not hold Agency hours split between vacancies and absence. The cost of agency employees and NRS staff are comparable. In 2024/25, in Chief Executive's, the main agency work was in relation to the Digital Services team (£1.543m) ahead of the move to multi sourcing, whilst there were also agency costs attributable to long term agency workers in the Centre for Civic Innovation team (£0.202m). Agency was also used for specialist lawyers in Equal Pay (£0.075m) and for an HR officer (£0.038m). These were primarily to cover discrete pieces of work rather than to cover for absence or vacancies. In Financial Services, the vast majority of agency work occurs in front line services in Catering and FM. In 2024/25, there was agency spend on catering (£0.474m) and cleaning (£0.359m) across care homes, children's units and day care centres whilst a further £0.370m of agency work was utilised across the Encore Cafes. This is to cover for both absence and vacancies however a split of costs over the two areas is not available. The cost of agency employees and CFM staff are comparable. Agency work was also utilised in 24/25 to cover a specialist lead in the early stages of the ERP project (£0.102m). In HSCP, the value of agency spend in 2024-25 was £5.2 million, of which the majority, around 95%, related to Older People Residential and Care Services. This was to maintain staffing levels due to absence or whilst posts were being recruited to however a split between them is not available. The costs of agency equated to around 4% of the total employee costs budgets for these areas. The costs of agency were managed within this budget for 2024-25. Overall, the HSCP reported an operational underspend of £0.4m at year end 24/25. The cost of agency employees and HSCP staff are comparable. Education doesn't use agency cover for any of its support staff vacancies. Within teachers' employee costs there is a supply cover budget where registered teachers can be used to cover for short and long term vacancies and to cover for sickness, training or anything which requires teacher cover. The total spend on supply teachers in 2024-25 was £11.2 million.

	The ability to report on the use of agency staff between covering absence and vacancies is being explored by services in order to identify if this is information that can be reported in the future.
Question 2	Bailie Kavanagh – Referred to Question 1 – Cyber Security Manager – and asked if GCC were covered by insurance for all loss due to a cyber security breach.
Answer	A response will be circulated separately on this question due to the sensitive nature of the subject matter.
Question 3	Bailie Kavanagh – Referred to Question 2 - 132 Dumbreck Road – Wanted to an update on the sale of this property.
Answer	An update will be provided in the next Common Good Property Update report.
Question 4	Bailie Kavanagh – Referred to Question 6 – Debt recovery – Asked for specifics on the ownership of the dangerous buildings and any recovery.
Answer	A response will be provided directly due to legal proceedings in some of the cases.
Item 2	Budget Monitoring – Period 4
Question 5	Bailie Kavanagh – Referred to NRS recurring pressures with absenteeism and asked about the reduction for 4.0 days to 3.6 days and asked how many employees that was.
Answer	The reduction of 0.4 Average Days Lost equates to 19 staff for the first quarter of the year.
Question 6	Cllr Brown – Referred to the recent recruitment and asked how many posts had been filled and once complete what would that mean in terms of predictions at year end.
Answer	90% of the NRS Investment Budget posts have been filled across Streets & Parks service areas however this excludes Parking Attendants where 65 posts are being readvertised.
Item 3	Budget Monitoring – Investment Programme
Question 7	

	Bailie Kavanagh – Referred to Asset Sales of £5m and requested an update from City Property on how many for sales signs and empty properties and the value of the property and the land for sale.
Question 8	Cllr Brown – Asked for further detail on how many properties were for sale and how long they have been for sale and vacant and how many are waiting instruction.
Answer	Due to the volume of surplus assets currently being managed between GCC and City Property the information requested from Question 7 & 8 is not readily available and would require a significant level of work to obtain. As the questions broadly relate to the length of time properties remain empty before disposal the information provided below sets out the process followed by the council when a property is identified as surplus. This is detailed in a procedure document which can be provided to members on request. 1. Decision to declare surplus a. NRS Property team seek to be involved at an early stage when a service makes a decision on their requirements but ultimately this is an operational decision. b. Informal discussions with other departments specifically Housing to assess alternative use. 2. The Process a. For sensitive sites/buildings an initial consultation with local members and senior management regarding plans. b. Email local members noting intention to declare surplus and the purpose i.e. disposal either on market or to a nominated party. Members have two weeks to respond. c. Email other service departments noting intention to declare surplus and the purpose with a two-week response time. 3. Handover to City Property – CP will manage the property on GCC's behalf until disposal. CP and GCC require to agree building conditions on handover. 4. Instruction to City Property – instruction for CP to dispose and basis for disposal. 5. Marketing – CP will look at title, planning, site conditions etc in preparation to take to the market or agree terms on a nominated disposal. It should be noted that this process can be subject to delay at any of these stages due to the need to follow up on any enquiries from council services and/or elected members and the need to ensure all appropriate legal and building documentation and information is in place prior to marketing. In terms of existing surplus land/properties, there are over 200 surplus properties held by the council. The estimated value of these as at 31 March 2025 was £45.962 million. These are managed by City Property on behalf of the council. City Property categorise these assets to determine a pipeline of assets to be marketed now or in the future. Once at the marketing stage, the speed with which a property disposal is concluded is dependent on a number of factors, most significantly, planning conditions and also funding for nominated disposals to housing associations. Details on City Property's process has previously

	been provided to committee and can be provided again to members on request. City Property are currently actively progressing marketing, including nominated disposal, of 72 surplus assets. Regarding the number of assets waiting instruction, NRS do not hold a list of properties under review for disposal; at present this is reactive and undertaken on a site-by-site basis. NRS seek to be involved at an early stage to identify and resolve any barriers to disposal. The objectives is to maximise the assets potential future use whilst minimising the holding cost of non-operational assets.
Item 5(a)	CR Review – Procurement
Question 9	Cllr Brown – Referred to the 6 contracts where the Contract Management Assessment Tool (CMAT) documents had not been completed correctly and requested the value of these contracts.
Answer	The contract values are as follows: • 1 - £ 354k • 2 - £ 425k • 3 - £ 115k • 4 - £ 7,094k • 5 - £ 5,079k • 6 - £ 4,939k
Item 5(c)	CR Review – Purchase Cards
Question 10	Cllr O'Lone – Referred to the 10 missing receipts and wanted to know the value of these.
Answer	The total value of the 10 cases in which there was no receipt provided was £5,805.
Question 11	Bailie Kavanagh – Referred to 600 staff having purchase cards and requested a breakdown on this number by service.
Answer	The number of purchase cards per service is noted below: Chief Executive's Department – 8 Education – 150 NRS – 24 Financial Services – 30 Social Work – 347 Glasgow Life - 55

This paper will be considered at the start of the committee agenda however requests for clarification on the answers can be made via the committee clerk in advance of the committee meeting.