

Operational Performance and Delivery Scrutiny Committee

1st October 2025

Response to Questions by Elected Members

ITEM: 2	Social Complaints Annual report 2024/25
Q: Bailie Siddique	What actions are being taken to mitigate the pressures regarding Homelessness? Some strategies have been put in place, but how effective are those strategies?
A: HSCP	In response to the declaration of the Housing Emergency in November 2023, Homelessness Services, alongside colleagues in NRS, developed a housing emergency action plan aimed at mitigating the current challenges facing the city. The action plan outlined a wide range of measures including homelessness prevention, improved data collection and performance management, as well as increasing the supply of social housing in the city through the Affordable Housing Supply Programme (AHSP) and the acquisition strategy which supports housing associations to purchase properties on the open market which are then allocated to homeless households. The Health and Social Care Partnership are also due to publish their ten-year Temporary Accommodation Strategy in the coming months which will set out the partnership's ambitious plan to improve homelessness prevention activities, end the routine use of bed and breakfast, and increase the number of settled lets for homeless households thus reducing the time spent in temporary accommodation for homeless households. In relation to the effectiveness of these strategies, homelessness prevention remains the foundation of our practice with a 9% reduction in applications witnessed to date in 2025/26. There have also been successes in relation to settled accommodation with a record number of social housing lets (3,600) secured for homeless households in 2024/25 despite a reduction in turnover across the city. Furthermore, the acquisition strategy has also had considerable success in supporting long-term homeless households to move into settled accommodation through the purchasing of accommodation specific to their needs. However, despite demonstrable success, there remain significant challenges in the city. Although the HSCP has secured the highest number of social housing lets in 2024/25, demand continues to outstrip supply leading to increases in live homelessness applications and an increase in the number of

	households in temporary accommodation, including the rising use of bed and breakfast/hotel type accommodation. Both the HSCP and NRS will continue to drive forward the measures within the Housing Emergency Action Plan as well as the Temporary Accommodation Strategy, when published, to mitigate the housing and homelessness challenges facing the city.
ITEM: 2	Social Complaints Annual report 2024/25
Q: Councillor Elaine McDougall	In terms of Homelessness, how many Judicial Reviews have there been and what impact are these having on the Council?
A: HSCP	Between April and October 2025, Glasgow City Council received 2,365 threats of judicial review averaging around 337 threats per month. These relate to both the inability of Glasgow City Council to provide temporary accommodation at the point of request as well as breaches of the Unsuitable Accommodation Order which states that 'unsuitable' accommodation can be used for no more than 7 days. The regulations set out that accommodation would be deemed unsuitable if: 1. the property is outwith the local authority area. 2. it is not in the locality of health and education facilities 3. lacks adequate toilet and personal washing facilities for <u>exclusive use</u> 4. lacks adequate bedrooms for <u>exclusive use</u> 5. lacks adequate cooking facilities and the use of a living room (these do not need to be for exclusive use) 6. it is not usable by the household for 24 hours a day 7. it is not in the locality of the place of employment taking into consideration public transport (this is more for rural authorities and tends not to affect Glasgow due to extensive public transport) 8. is not suitable for visitation of a child. These requests have a significant resource impact upon GCC with additional staff in place to manage these requests. Within the Temporary Accommodation and Allocations Team (TAAT) three admin staff are now working on these requests daily receiving additional support from more senior staff including the Service Co-Ordinator, Team Leader and Service Manager. Managing these requests can often involve working outwith office hours to ensure that requests are being made within the relevant timescales.

	In addition to the resource implications within TAAT, GCC Legal Services also have a solicitor on duty every day managing the mailbox set up to deal with these requests. This involves forwarding relevant emails, providing advice to frontline staff and responding to legal representatives. This takes several hours of solicitor's time each day. At this time, only 31 threats of judicial review have gone to court, however no orders have been made against GCC as these cases were accommodated where required. In two cases, an award of expenses was made <i>against</i> the instructing agent because of the circumstances in which these cases were raised.
ITEM: 4	Strategic Plan Performance – Grand Challenge 4
Q1: Councillor Jassemi	Private Lane Fund: Can figures be provided as to the uptake of this Fund compared to the number of eligible Private Lanes?
A: NRS	There are 647 private lanes across Glasgow City. From project start in 2022 – present, 37 lane applications have been received. The Neighbourhood Liaison Team deal with numerous enquiries weekly regarding the Private Lane Strategy, applicant criteria, Planning guidance and general support for groups looking to become constituted and apply.
Q2: Councillor Jassemi	Private Lane Fund: What is the average time that an applicant would have to wait from application submission to award and completion of the entire process?
A: NRS	There have recently been changes to the administration of the Private Lane Improvement Fund which should ensure all applications going forward are processed as timeously as possible. For an example of a timeframe, a recent Resident Association submitted an application in May for the Private Lane Improvement funding. The scoring panel met on 3rd October and the group will receive their follow-up paperwork to process payment within a week of their positive scoring outcome.

	Where applicants have not provided enough detail within their application in order for it to be scored appropriately, we have to request further information from the group to ensure all criteria has been met, which can often take longer than anticipated. Applications requiring more detail around Planning can also mean a lengthier wait for final decisions to be made. The Private Lane Improvement Fund has set criteria which all applications must adhere to, and it is vital we have sufficient information to progress to the scoring panel, ensuring all governance requirements are met before decisions are made. Membership arrangements, owner permissions, Planning permission, bank account details and community impact are all part of the initial assessment criteria which takes some time for a very small resource to complete. Once the decision has been made to award a group this funding, they then have 28 days to complete and return their paperwork to us. It is then processed through our Procurement team for final payment.
ITEM: 4	Strategic Plan Update: Grand Challenge 4
Q1: Bailie Martha Wardrop	Private Lane Funding: What promotion/sharing of information of the Private Lane Fund has been carried out and has there been sharing of information through Area Partnerships, Housing Associations, Private Housing Providers etc?
A: NRS	The Private Lane Toolkit and Private Lane Improvement Fund has been disseminated to local community groups and Community Councils regularly. The Neighbourhood Liaison Team Neighbourhood Coordinators share this information as widely as possible within each ward, targeting Housing Associations, Community Councils, Property Factors and active resident groups. The online Private Lane Toolkit was recently given a full upgrade and was highlighted through GCC's social media channels and Elected Member brief. The Private Lane Toolkit can be found here: https://www.glasgow.gov.uk/lanetoolkit Member Liaison Unit responses also detail information regarding the Private Lane fund and overall strategy. Residents are encouraged to contact Neighbourhoodlanes@glasgow.gov.uk with any questions regarding the funding.

	Articles on the Private Lane Fund are added into the Private Landlord newsletter regularly to increase awareness and encourage more groups to get involved.
Q2: Bailie Wardrop	Private Lane Fund: Some back lanes require a review of their lighting structures and may need replacement, therefore can information be provided on how many back lanes are affected by the rollout of LED Street Lighting Scheme?
A: NRS	Glasgow City Council NRS Lighting historically maintain circa 1200 lighting units within some of the 647 private lanes throughout the city where they're still connected to the public lighting supply, this maintenance is limited to lamp / luminaire replacement and minor electrical faults such as fuse renewal and loose connection repairs where accessible. We currently do not have a dataset indicating how many of the 647 private lanes have lighting connected to the public lighting supply. If a structural fault occurs with a column within a private lane it will be made safe and arrangements will be made for its removal, this may result in part of or all of the lane being disconnected from the public lighting supply, if a supply cable fault occurs within the private lane it will be isolated from the public lighting network this will also result in part of or all of the private lane being disconnected from the public lighting supply. In recent years some owners have took the decision to install locked gates across their lane which prevents 24hr unrestricted access (this is required for emergency and maintenance purposes), in this instance GCC NRS Lighting will not attend faulty units – we do not hold keys. If an electrical issue or structural issue presents itself within the locked area it will be disconnected from the public lighting supply and where possible the column / cabling infrastructure will be removed, in instances of removal not being possible ownership & responsibility for the disconnected infrastructure will transfer to the owners of the private lane. Any private lane affected by the upcoming Lighting Network Renewal programme will have its lighting infrastructure assessed for its suitability to having the supply maintained, this would include electrical and structural deterioration of the existing installation if the private lane is deemed satisfactory to have its supply maintained, only the luminaires will be replaced.

	Where a private lane /area is to be disconnected from the public lighting supply due to deterioration or end of service life, 90 days' notice will be provided to the owners to allow them to make alternative arrangements. Glasgow City Council NRS Lighting has no statutory obligation to provide lighting within private areas and budgets need to be prioritised to ensure we discharge our statutory obligations and do not have a budget to maintain private lanes over our current responsibilities/ agreements.
ITEM 4:	Strategic Plan Update: Grand Challenge 4
Q: Councillor Elaine McDougall	Bin Hubs have been in operation for some 3 years. Can information be provided of how many fines have been issued for commercial waste?
A: NRS	At present Glasgow City Council do not record a breakdown of whether Fixed Penalty Notices (FPNs) were issued in relation to bin hubs, however a total of 227 FPNs were issued during 15th October 2022 and 16th October 2025 in respect of Commercial Waste. Moving forward NRS will ensure that this data on FPNs relating to Bin Hubs is captured.