

Operational Performance and Delivery Scrutiny Committee

2nd September 2026

Response to Questions by Elected Members

ITEM 1:	Response to questions from meeting held on 6th June and 5th August 2026
Q1: Councillor Docherty	In relation to the response provided regarding the trees species being used for the Avenues Projects and George Square refurbishment, how many British native trees and non-native trees have been used in these projects in either numbers or percentages?
A: NRS	The trees selected for the Avenues programme must be tolerant to drought and heavy periods of rainfall and they must also have reduced tree canopies to limit potential obstructions to pedestrians, cyclist or vehicles. The trees must also cope with high levels of soil salinity as well as having the ability to adapt to busy urban environments, limited space and lower lighting levels. There are a limited number of tree species that can meet those specific requirements. Therefore, the Glasgow Avenues trees have been selected from a narrow pool of trees species, which are a mixture of native trees and non-native trees. The trees have been grown mainly in specialised UK Trees Nurseries. Some of the trees in the Glasgow Avenues are “cultivated varieties” from native species. This is a strategy to increase genetic diversity and improve resilience to pests and diseases. As of September 2026, the numbers of native and non-native trees that are being used on the Avenues Programme, including George Square, are noted as follows: • Native trees – 83 (21%) • Non-native trees – 307 (79%) Total - 390
ITEM: 1	Response to questions from meeting held on 5th August 2026 in relation to EV vehicles requested by staff to carry out their duties
Q2: Bailie Wardrop	The previous response did not answer the particular aspect of the question around staff requesting an EV vehicle to carry out

	their duties. Staff need support as this is a health & safety and staff wellbeing issue for those concerned. Can the following be provided: 1. the number of EV vehicles that have been requested by staff to carry out their duties; 2. the number of vehicles that have been provided as a result of any requests; 3. how long is the current waiting list for EV vehicles? 4. Is there a plan in place to end of this financial year as to how the Council will meet the need of such requests?
A: NRS	1-Number of EV vehicles requested by staff to carry out their duties Individual staff members do not request vehicles. Requests are made by service areas following an assessment of operational requirements. As such, we do not hold records of EV requests made by individual employees. 2-Number of vehicles provided as a result of any requests Vehicles are allocated following service requests and assessment through the fleet replacement processes. As requests are made by services rather than individual employees, we do not record vehicle provision against requests from individual staff members. 3-Current waiting list for EV vehicles We do not operate a waiting list for EV vehicles. Vehicle allocations are considered as part of service fleet requirements, availability, operational need, and budgetary considerations. 4-Plan to meet future demand for EV vehicles We continue to progress the fleet decarbonisation programme and considers electric vehicle deployment as part of its wider fleet replacement and asset management strategy. Requests for vehicles are assessed on a service basis, taking account of operational requirements, suitability of available vehicle types, infrastructure provision, and available funding. There is no specific waiting list or backlog of individual requests requiring resolution by the end of the current financial year.

Q3: Councillor Daly	The Members Liaison Unit (MLU) report is due for consideration at this committee in November 2026, however, merely reporting data on the timeous nature of MLU responses is not sufficient and the report should contain opinions of Elected Members in terms of the quality of MLU responses. Could this be reported back to the service and request that the MLU report contains the quality of MLU responses and feedback from Elected members? This would allow this committee to scrutinize the MLU responses more broadly and if possible, submit the report at a later date than November 2026 to carry out a feedback exercise with Elected Members.
A: CBS	The report to the November meeting will provide as much information that is possible to collate from the current system, which will include themes, trends etc broken down by service. Regrettably, due to the limitations of the current system it will not be possible to provide some information, such as repeated queries or queries not answered in first response. Officers within Customer and Business Services are happy to meet with individuals Members to discuss their specific concerns about the current MLU process. Should there be a decision to replace the current system in the future, Members views would be sought when defining the requirements for a replacement system.
Q4: Councillor Daly	The Deep Clean Programme Evaluation report is due for consideration at this committee in February 2027, Will the report be providing details as to whether the recruitment of 3 additional staff per Electoral Ward to the Clean Teams has shown value for money, given their recruitment was a Budget decision by this Council in 2024/25?
A: NRS	The Deep Clean Programme Evaluation report due to be presented in February 2027 will include an assessment of the programme's outcomes and performance measures. The report will seek to provide evidence on the benefits delivered by the additional staffing, including the impact on environmental quality, service delivery, responsiveness to local concerns, improvements achieved through the programme and community testimony. The evaluation will include consideration of the extent to which the additional resource has supported the objectives of the programme and contributed to improved outcomes across electoral wards.

ITEM 3	Strategic Plan Performance
Q5: Councillor Cunningham	In relation to the Affordable Housing Bid and where new developments require a proportion of affordable housing, can clarity be provided as to what this means. Does this mean that when a new development of e.g 100 units is proposed that a proportion of e.g 1/5th or 20 are built for affordable housing or does it mean that a developer is required to build 20 of them that are subsequently sold to an RSL?
A: NRS	GCC does not have a policy to require private housing developers to provide a quota of land for new affordable homes through the planning system. During 2025, NRS commissioned a study to inform whether an Affordable Housing Policy was to be developed as part of the emerging City Development Plan 2. The study provided evidence of viability challenges in the delivery of new private housing if such a policy was implemented across the city, and therefore, there is no quota policy included. NRS Housing has and continues to work with private developers and provides funding to support the development of affordable homes in such developments when strategic priorities can be met (such as the location, type of housing and timescales for delivery). Such developments are funded via the Council's Affordable Housing Supply Programme and private finance contributions from Registered Social Landlords.
Q6: Councillor Daly	Regarding the George Square re-development and phased opening, can a timeline be provided when George Square will be fully open for the Festive Period?
A: NRS	The redevelopment of George Square is due to be completed by end of October 2026. Plans for the Festive Period will be communicated by the Council in due course.
Q7: Councillor Daly	Regarding the newly recruited Clean Teams, 1. Can the number of staff employed to the Clean Teams be confirmed and if they are exclusively assigned to work of the Clean Team and no other services? 2. Going forward, are there plans for the Clean Teams to be requested by the public to service a particular street/area via the Council App?
A: NRS	The Neighbourhood Clean Teams are a dedicated resource, with one team allocated to each electoral ward. These teams are exclusively assigned to Neighbourhood Clean Team duties and are not deployed to other service areas.

	The work programme for each Neighbourhood Clean Team is determined by the Neighbourhood Liaison Coordinators, based on feedback received from Elected Members, community councils and other established local organisations they engage with. In addition, intelligence from service requests submitted through the Council App and other analytical data sources is used to identify local environmental priorities in addition to the local feedback. This dedicated resource enables the service to respond quickly and effectively to local issues identified through community engagement and local knowledge. The Neighbourhood Clean Teams are an additional resource and are not intended to replace existing service provision. NRS already has operational teams that respond directly to requests from members of the public via the app, alongside teams delivering scheduled cyclical cleansing activities. The Neighbourhood Clean Teams provide extra capacity to address locally identified priorities and enhance environmental outcomes within communities.						
Q8: Councillor Jassemi	Can the number of inspections carried out by NRS for reports of damp and mould within privately rented properties be provided for the last year?						
A: NRS	The service receives reports from Glasgow residents concerning various aspects of dampness and water ingress affecting their homes. However, mould is not always an issue in these cases and the issues may relate to, for example, water leaking from defective plumbing in a flat above. These cases are often resolved informally, but some require the service of enforcement notices and may also lead to the service carrying out the necessary work and recovering costs incurred. Some of these cases do relate to mould and condensation dampness. We do not record privately rented cases separately on our database. The number of cases recorded where mould is highlighted as an issue is as follows: <table border="1"> <thead> <tr> <th>Year</th><th>Total Service Requests where mould is reported</th></tr> </thead> <tbody> <tr> <td>2025</td><td>57</td></tr> <tr> <td>2026</td><td>139</td></tr> </tbody> </table> In cases where condensation and associated mould growth are identified as issues, advice and guidance is given to residents, as well as liaison with registered social landlords/landlords where defects are noted and work is required.	Year	Total Service Requests where mould is reported	2025	57	2026	139
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2025	57						
2026	139						

	Environmental Health also has a working relationship with NRS Private Sector Housing colleagues, particularly where larger scale building defects are noted, such as disrepair in roofs.										
Q9: Bailie Wardrop	In relation to 50 Rent Penalty Notices being issued. Can the period of time that these were issued be confirmed along with comparator data for the same period from the previous year?										
A: NRS	The table below provides an overview of the number of Rent Penalty Notices (RPNs) that have been issued from 2023 to the current position: <table border="1"> <thead> <tr> <th>Year</th><th>Number of Rent Penalty Notices Issued</th></tr> </thead> <tbody> <tr> <td>2023</td><td>115</td></tr> <tr> <td>2024</td><td>348</td></tr> <tr> <td>2025</td><td>320</td></tr> <tr> <td>2026 (year incomplete)</td><td>66</td></tr> </tbody> </table> Numbers can fluctuate due to the variance in the number of renewals/ complaints received over the year. Higher number of renewals received can increase the number of RPNs issued and this prevents forecasting the potential numbers of RPNs issued. Issuing a RPN is a last resort after attempts to work with the landlord to become compliant have been exhausted.	Year	Number of Rent Penalty Notices Issued	2023	115	2024	348	2025	320	2026 (year incomplete)	66
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Q10: Bailie Wardrop	In relation to Vapes and Recycling – 1. Is there new guidance being issued to staff/clean teams/volunteers etc to deal with/dispose of Vapes safely? 2. Are Staff/Clean teams being asked to look specifically for discarded vapes to dispose of them?										
A: NRS	1. A short-term working group with key internal stakeholders, including officers from recycling, street cleansing and health and safety will develop guidance for frontline staff and other stakeholders to mitigate against vapes being disposed within other waste streams, which may cause issues in the management of these items further along the waste treatment journey. 2. Frontline staff would not be asked to specifically look for discarded vapes, but where they are discovered during normal street cleansing operations, a process for the separate collection, storage and disposal will be developed. By way of information the recent ‘Take Charge Glasgow’ campaign addressed the disposal of batteries and vapes,										

	following which there was a significant increase in vapes collected at the council's household waste recycling centres, from c.670 in Jan/Feb 2026, to c.5,000 in April 2026.
Q11: Councillor Alam	Is there a timeline for when the Women's Safety Charter will be available/published?
A: NRS	A publication date for a standalone Women's Safety Charter is no longer being pursued. Women's safety will instead be delivered through the Feminist Urbanism Strategy and toolkit. Development work is ongoing and an indicative timeline will be established through the governance and approval process. The original Women's Safety Charter is no longer being progressed as a standalone document. Following engagement with partners and ongoing development work, the principles and objectives of the Charter have been incorporated into the emerging Feminist Urbanism Strategy and accompanying toolkit. This approach reflects a decision to embed women's safety within a broader strategic framework for city planning, place-making and governance rather than develop a separate charter. The timeline for publication is therefore aligned with the development and approval of the Feminist Urbanism Strategy. Subject to governance and consultation processes, it is anticipated that a draft strategy and toolkit will be brought forward for consideration, with implementation thereafter. The approach to Women's Safety has evolved through the development of the Feminist Urbanism Strategy and associated toolkit. Rather than progressing as a separate or standalone initiative, women's safety is being embedded as a core pillar of the emerging Feminist Urbanism Strategy. This reflects the shared ambition to create a city where women and girls feel safe, respected and supported across all aspects of city life, whilst recognising that safety outcomes are shaped by planning, design, governance, services and wider systems. The work undertaken to date has identified significant synergies between the Women's Safety agenda and the Feminist Urbanism programme, with both grounded in principles of gender equality, intersectionality, lived experience, trauma-informed practice and systemic change. As a result, the Women's Safety agenda is now being incorporated within the Feminist Urbanism framework as a thematic pillar rather than a bolt-on addition. This will ensure that considerations of women's safety are embedded by design across policy development, decision-making, budgeting, planning, public realm design and service delivery.

	This integrated approach strengthens delivery by creating a single strategic framework, shared evidence base, aligned governance arrangements and coordinated stakeholder engagement. It also provides a stronger mechanism for long-term change by ensuring women's safety is considered as a core outcome of city-making, rather than being addressed through isolated interventions. This will ensure women's safety is no longer treated as an additional consideration. It is being positioned as a fundamental pillar of the Feminist Urbanism Strategy, helping to ensure that the needs, experiences and safety of women and girls are embedded throughout Glasgow's future planning, governance and place-making approaches
Q12: Councillor Alam	Regarding the appointment of a Night time Economy Manager, is there already or could there be, night time safety and security added to their remit?
A: NRS	Night-time safety and security are key aspects of the Nightshift: Glasgow vision, which identifies improving safety and perceptions of safety as a priority for Glasgow's Night-time Economy (NTE). When appointed, the NTE Manager will work closely with the NTE Commission, Council services, Police Scotland, community safety partners, businesses and other stakeholders to support and coordinate initiatives that help make the city safer, more welcoming and more inclusive after dark. While responsibility for safety and enforcement will remain with the appropriate services and agencies, the NTE Manager will play an important role in supporting the delivery of actions within the Nightshift: Glasgow strategy.
Q13: Councillor Daly	Violence Against Women Partnership – Citywide Prevention Working Group – Engagement with Education/Schools Can further information be provided as to what engagement is taking place, particularly boys within schools? What strategies are being used to get them to engage? and are there plans for including senior pupils in Primary Schools as well?
A: NRS	From a Glasgow Violence Against Women Partnership (GVAWP) perspective, prevention and early intervention with boys and young men is a key component of tackling violence against women and girls and challenging harmful gender norms before they become embedded. Within Glasgow schools, engagement takes place through a range of educational and peer-led approaches.

Education Services deliver Scotland's national Relationships, Sexual Health and Parenthood (RSHP) curriculum from P1 to S6, providing age-appropriate learning on healthy relationships, consent, respect, boundaries, online safety and gender equality. These lessons are universal and engage both boys and girls in exploring attitudes and behaviour that contribute to violence and abuse.

A significant element of this work is the Mentors in Violence Prevention (MVP) Programme, which was originally developed to engage boys and young men as positive role models and leaders in preventing gender-based violence. MVP uses a peer-led approach, recognising that young people are often more influenced by their peers than by adults. Senior pupils are trained as mentors and facilitate discussions with younger pupils around issues such as consent, sexual harassment, online harms, controlling behaviour, bystander intervention and healthy relationships.

The programme is specifically designed to encourage engagement by:

- Using peer-to-peer learning rather than traditional classroom teaching;
- Positioning boys and young men as part of the solution rather than as potential perpetrators;
- Creating safe spaces for discussion and reflection on masculinity, relationships and respect;
- Developing leadership skills and positive role models within schools;
- Using real-life scenarios that young people recognise from their own experiences, including online environments.

In 2024/25, 21 Glasgow secondary schools are delivering MVP, and Glasgow City Council has recently commissioned the Scottish Peer Youth Forum (SPYF) to deliver further MVP capacity-building across the city's secondary schools, with the aim of increasing participation and embedding a sustainable whole-school approach.

Alongside MVP, Education Services are developing work through the Digital Discourse Initiative, in partnership with Time for Inclusive Education (TIE) and the Institute for Strategic Dialogue (ISD). This work explores the impact of online misogyny, harmful influencers, disinformation and gender-based hate, helping young people critically assess online content and challenge harmful narratives. This has particular relevance for engaging boys who may be exposed to misogynistic content through social media and digital platforms.

	Primary School Engagement Engagement begins well before secondary school through the RSHP curriculum, which introduces age-appropriate learning on respect, relationships, equality and consent from the earliest stages of education. In addition, following a successful national MVP primary pilot during 2024, Glasgow Education Services is actively exploring the introduction of a local primary MVP pilot. This would involve senior primary pupils and create opportunities for earlier intervention, helping children develop positive attitudes and healthy relationship skills before transition to secondary school. The proposal reflects growing evidence that prevention work is most effective when started early and sustained throughout a young person's educational journey.
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