



GLASGOW'S
HOUSING
STRATEGY

Glasgow's Housing Strategy 2017 - 2022

SUSTAINABLE COMMUNITIES AFFORDABLE HOMES



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FOREWORD

I am proud to present Glasgow's ambitious Housing Strategy for 2017 to 2022.

Here we set the strategic direction for housing over the next 5 years, describe our vision and list the actions we will take to achieve our objectives.

Through our strategy we will increase the quantity of new homes to ensure the right type of housing is provided in the right places. We will help raise the quality of our housing stock and the sustainability and attractiveness of our neighbourhoods. We will help provide enhanced opportunities for access to appropriate housing for all Glaswegians.

Glasgow's Housing Strategy will be a significant contributor to meeting the needs of a competitive city at the centre of our city region's housing market. In particular, it will contribute to our recent City Economic Strategy and to our new City Development Plan. The strategy also describes the major strategic partnership projects that we are involved in such as City Deal and our work in Transforming Communities: Glasgow Ltd. It sets out our contribution to the Council's target of 25,000 new build properties over the 10 years (2015-2025).

The Council's role as the strategic housing authority for the city is informed by research, such as, the Housing Need and Demand Assessment which is the foundation of this strategy. Also by our day to day engagement with partners such as the city's Registered Social Landlords and residential construction supply chain and stakeholders in other services and within local communities. This, and the rigorous consultation process we have recently undertaken, has helped us to shape the strategy.

The Strategy describes the challenges Glasgow faces including changes to the population and household projections, housing quality issues, regeneration and homelessness. Our priorities address these challenges and others such as housing supply issues, poverty and welfare reform. Welfare reform, in particular, will have such a significant impact throughout the housing system.

In conjunction with our partners we delivered significant progress through our previous 2011-2016 strategy. For instance we invested over £330m in new supply housing which attracted over £156m in private finance into the city. This strategy aims to build on the foundations of this previous work.

We have set ambitious targets for the delivery of new housing, improving the supply and quality of existing housing and improving access to housing across all tenures. By meeting these targets we will regenerate communities, raise standards in the private sector, tackle fuel poverty and improve the health and wellbeing of Glasgow citizens.

I look forward to working with all our partners in the housing sector to meet our shared ambitions.



Councillor **George Redmond**
Executive Member for Jobs,
Business and Investment
Glasgow City Council

February 2017





What is a Housing Strategy?

The Local Housing Strategy (LHS) is a local authority's primary strategic document for housing in its geographic administrative area, in this case, the City of Glasgow. Local housing strategies are confined to these boundaries, however they can be influenced by wider strategic plans. In Glasgow's Housing Strategy, the housing supply targets are derived from the wider Clyde Plan. (Glasgow and Clyde Valley Strategic Development Planning Authority).

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a local housing strategy. The Act also states that the local housing strategy must be supported by an assessment of housing provision and related services and that it must be submitted to Scottish Ministers.

Glasgow's Housing Strategy sets out the issues for housing across all tenures in

Glasgow and how the Council and its partners will address these over the next 5 years (2017 to 2022).

The strategy sits within the Scottish Government's national housing framework document Homes Fit for the 21st Century with the objectives of promoting effective supply, choice and quality. It also links to its More Homes Scotland target to deliver 50,000 affordable homes across Scotland.

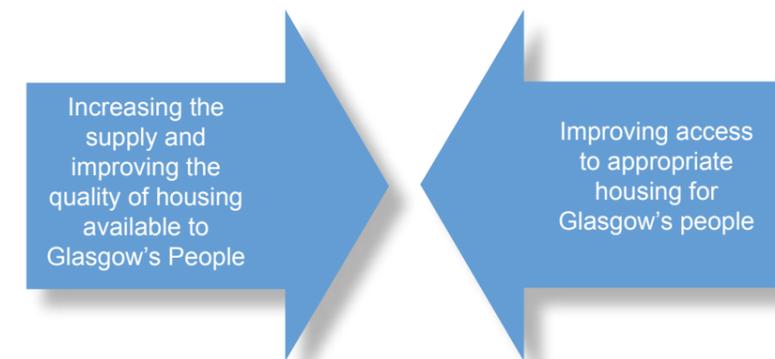
The approach is underpinned by the Scottish Government's 5 year Joint Housing Policy Delivery Plan which identifies priority actions to achieve the vision of all people in Scotland living in high quality, sustainable homes that they can afford and which will meet their needs. The Joint Delivery Plan also contains actions relating to the Land Reform Review. This strategy aligns and compliments these national priorities.

Introduction

Glasgow's housing strategy builds and develops upon the strategic themes of the 2011-2016 strategy. These were:



For this strategy, the number of themes has been reduced from 3 to 2 reflecting stakeholder feedback that the third theme of delivery, (maximising resources, improving partnership working and effective monitoring) is integral to the first two.



The strategy includes six strategic priorities and two overarching themes which are **reducing poverty** and **contributing to Glasgow's economic growth**. The priorities are not ranked in any particular order.

Reduce Poverty Contribute to Glasgow's Economic Growth

Promote area regeneration and enable investment in new build housing	Manage, maintain and improve the existing housing stock	Raise standards in the private rented sector	Tackle fuel poverty, energy inefficiency and climate change	Improve access to housing across all tenures	Promote health and wellbeing
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Delivery



Housing Needs and Demand Assessment (HNDA)

A housing needs and demand assessment (HNDA) is an important evidence base which provides facts and figures which underpin the preparation of Glasgow's Housing Strategy, the City's Strategic Development Plan and the City Development Plan. The HNDA provides the evidence for key housing and planning policy areas including:-

- Housing Supply Targets (HST) – This is the target for the number of new build properties to be built in the city split between private sector and social rented sector new build.
- Stock Management – This takes into consideration low demand properties and those earmarked for demolition.
- Housing Investment and Geographic Distribution of Land – How much investment and land is reasonably available to invest in the housing stock.
- Specialist Provision – This includes wheelchair and larger family housing.

Preparation of the second Housing Need and Demand Assessment (HNDA 2) was

undertaken by the Glasgow and Clyde Valley Housing Market Partnership (GCVHMP) over the period 2013 to 2015. This is the main evidence base for the housing supply targets set out in Glasgow's Housing Strategy 2017-2022.

A core group of housing and planning officers from the eight local authorities was established supported by the Clydeplan Team. Various sub-groups reporting to the Core Group worked on specific areas that required more intensive consideration including HNDA methodology, backlog need and specialist provision.

HNDA 2 built on the knowledge, understanding and lessons learned from the first HNDA (2011). A full copy of the 286 page HNDA 2 report is available on the following link [HNDA 2](#).

The HNDA 2 assessment was completed in May 2015 and was approved by the Scottish Government as “**robust and credible**”. The Key Messages from HNDA 2 are as follows:-



Population and household projections

- Glasgow is the city at the centre of the Glasgow and Clyde Valley area. Its housing needs and demands are different to the other parts of the conurbation. The city's population is younger (due to sizable inflows of young people) and has greater ethnic diversity, mainly due to sizable inflows of economic migrants, international students and asylum seekers.
- The city has higher numbers of single person households, partly due to a net outflow of families from the city to the suburban parts of the conurbation.

Tenure and affordability

- The tenure distribution in the city is distinctive. Social rented housing makes up a sizable part (36% in 2015) of the dwelling stock.
- The effect of the economic downturn since 2008 has given rise to affordability issues, resulting in an increase in affordable housing need.
- As owner occupation is now less accessible for potential first time buyers, many of these households are now living in private rented housing.
- The share of private renting in the city's dwelling stock has more than doubled in the recent decade (to around 20% in 2015).
- The economic recession and the lack of affordability have had an impact on the rate of household formation in the city, with fewer smaller households being formed.
- Up until 2006, the average household size in the city had been falling, but since 2006 that figure has risen slightly as the population has grown significantly without a corresponding rise in the city's dwelling stock.

National Records for Scotland (NRS) projections assume that household formation rates will rise again in the near future, resulting in a projected household growth of 2,600 per year in 2012-2029, which is double the rate in 2001-2012 (1,300 per year). There is considerable uncertainty with respect to this, as continuing affordability issues and lack of affordable housing options across tenures may well restrict household formation in the future.

Homelessness and welfare reform

- The existing need elements of HNDA2, reinforces the significant part that homelessness plays in the housing system in the city and the Council continues to work with partners to prevent homelessness where possible.
- The impact of welfare reform has had a considerable impact on the city as a whole and on individual residents, which may inform housing choices and preferences going forward.

Housing quality issues and regeneration

- Meeting the housing needs and demands of current and future households in the city is reliant on achieving a sustainable mix of good quality and accessible housing of different sizes and types in both the existing and new build housing stock.
- Parts of Glasgow are going through a process of major regeneration to tackle significant levels of deprivation and to improve and/or replace poor quality housing stock to meet needs in a sustainable way.

Economic growth

- Rates of unemployment and deprivation in the city are significantly higher than the national average. However there have been significant improvements in the last decade with an increase in the employment rate and a sizeable reduction in deprivation rates, relative to the rest of Scotland. Despite a growing population, the city region will not regain pre-recession peak levels of employment until well after the end of the Strategic Plan period (2029). A gradual return to economic growth is most likely and HNDA2 assumptions and preferred scenarios have been influenced by this conclusion. More information on employment in Glasgow can be found in the following briefing note [Employment Change in Glasgow](#).

Housing need and housing supply targets

Strategic or Adjusted Housing Estimates (AHEs) identified by tenure are the final stage of the HNDA process and provide the basis for developing Housing Supply Targets (HSTs).

These estimates take account of the principal planning scenario projections, existing needs estimates and tenure issues such as greater household mobility within the owner occupied sector across local authority boundaries.

HNDAs project housing needs estimates over the following timeframes – 2012 to 2024 and 2024 – 2029. The Housing Needs and Demand Study (HNDA2) has identified the following housing needs figures for Glasgow.



Table 1

	Adjusted Housing Estimates 2012-2024	Adjusted Housing Estimates 2024-2029	Total Projected Estimates 2012-2029
Private Sector	15,008	5,619	20,627
Social rent & below market rented Sector	17,964	5,712	23,676
All -Tenure	32,972	11,331	44,303

Existing (backlog) need (comprising homeless need and overcrowded and concealed need) has been estimated at 5,677 for Glasgow (2,507 Homeless and 3,170 for Overcrowded and Concealed households).

This represents 48% of total existing need within the Glasgow and Clyde Valley Housing Market Partnership. HNDA2 has assumed that existing (backlog) need will be addressed over a 10 year period in Glasgow.

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A series of policy judgements is then applied to these estimates to determine a housing supply target. The Housing Supply Targets by tenure for Glasgow for the period of the strategy (2017-2022) are:-

Table 2
Housing Supply Target

	2017-2022
Private Sector including Private Rented Sector (PRS)	7,500
Social Rented (SR) and Below Market Rent (BMR)	7,500
Total	15,000

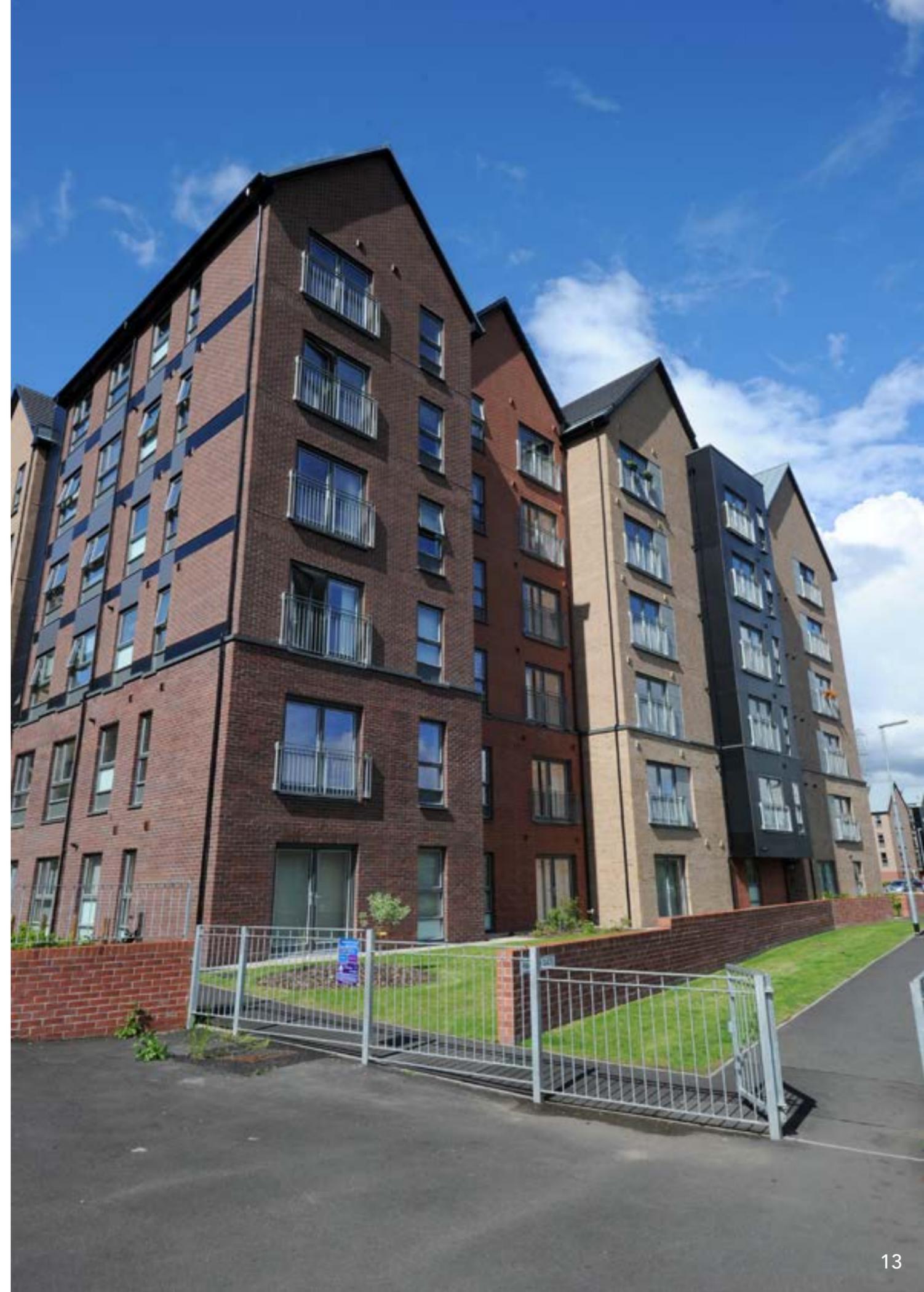
The housing supply target has increased from the 12,500 figure quoted in the consultation draft to 15,000, with the increase being for social rented and below market rent properties.



This increase reflects the introduction of the Scottish Government's "More Homes Scotland" target which was introduced after the original housing supply target was set and will see the Scottish Government invest additional funding into affordable new build housing during the period of this strategy.

The Council views the 7,500 target for affordable housing as a minimum target for the city over the period of the strategy and intends to exceed this.

The increase in new supply will contribute towards the Council addressing homelessness issues in the city.



Housing in Glasgow



Economic profile

Glasgow is Scotland's largest city. Outside London, Glasgow has one of the largest concentrations of economic activity in the UK. It is the centre of Scotland's only conurbation. The city, its surrounding area and the Clyde Valley make a significant contribution to the Scottish Economy. Glasgow alone generates 17% of the country's jobs, is home to more than one in ten of the country's businesses and generates 17% of the value of goods and services produced in Scotland. Glasgow is an ambitious city which has been successful in attracting world class events, investment and business. It has made major investments in its civic, cultural and sporting infrastructure working with its partners in the private, public and third sectors. Glasgow has had the third highest level of commercial property investment in UK in the past decade (£19.25billion, source: GVA) and productivity is £2500 above the Scottish average. Glasgow's business base has grown over the last 2

years and GVA predicts that the economy will continue to grow by 2.5% per year until 2023 which is above average growth for Scotland.

The city is undergoing continual physical renewal and the state of the housing stock and urban core are central to this. Continuous investment in housing, workspaces, public areas, parks and iconic structures bring the city to life, connecting it to other cities. This investment is central to attracting people to live and work in Glasgow.

Housing profile

Glasgow has over **606,340** residents living in **297,070** residential properties (based on 2015 Housing Stock Estimates). An estimated 44% are owner occupied, 36% are classified as social rented and 20% are privately rented. The city is home to a growing population of students, around 13% of the total population many of whom are housed in purpose built accommodation.



Tenure in Glasgow has changed considerably over the last 40 years. Owner occupation has increased from 25% in 1975 to 44% in 2015 reaching a peak of 50% in 2007. This compares to the Scottish figures of less than 40% in 1981 rising to a peak of 62% in 2007 before falling back slightly to 58% by 2015. This recent small reduction has coincided with an increase in the number of people renting privately which has seen a 124.3% increase in Glasgow since 2001.

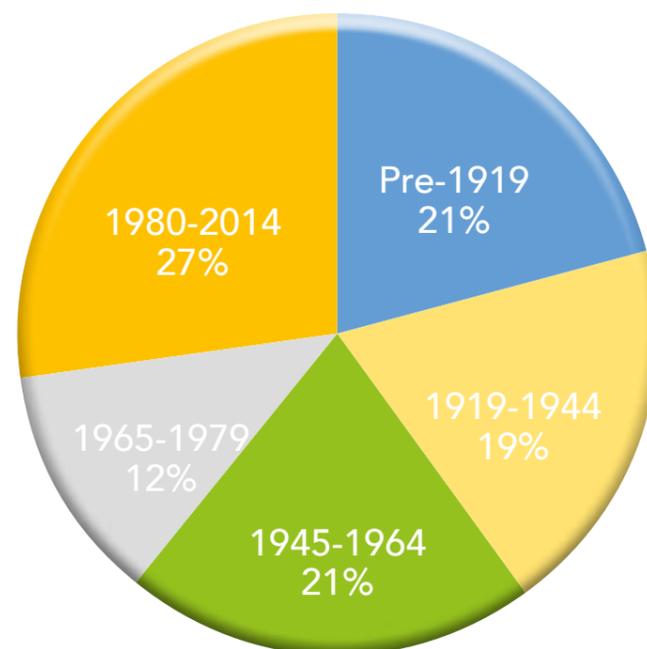
The growth in owner occupation and the decrease in social renting housing can be attributed to the introduction of the right to buy in 1980 together with the increase in private sector house building. The recent shift away from owner occupation toward private

	1975	2007	2015
Owner Occupation	25%	50%	44%
Private Rented Housing	5%	9.5%	20%
Social Rented Housing	70%	40.5%	36%

(TABLE 3 SOURCE: DEVELOPMENT AND REGENERATION SERVICES)

rent may be at least partly caused by the economic downturn and the difficulty potential home owners have experienced in securing a mortgage. Glasgow has also seen a significant demolition programme of some types of social rented housing (particularly multi storey flats) over the last 15 years which has contributed to the reduction of the percentage of social rented housing in the city.

Approximately 21% of properties in Glasgow were built before 1919 with a further 19% built between 1919 and 1944. Of the properties built before 1945, over 52% are tenement flats (93% of which were built before 1919). Over 14,000 pre 1945 tenement flats (22%) are owned by a registered social landlords (RSLs).



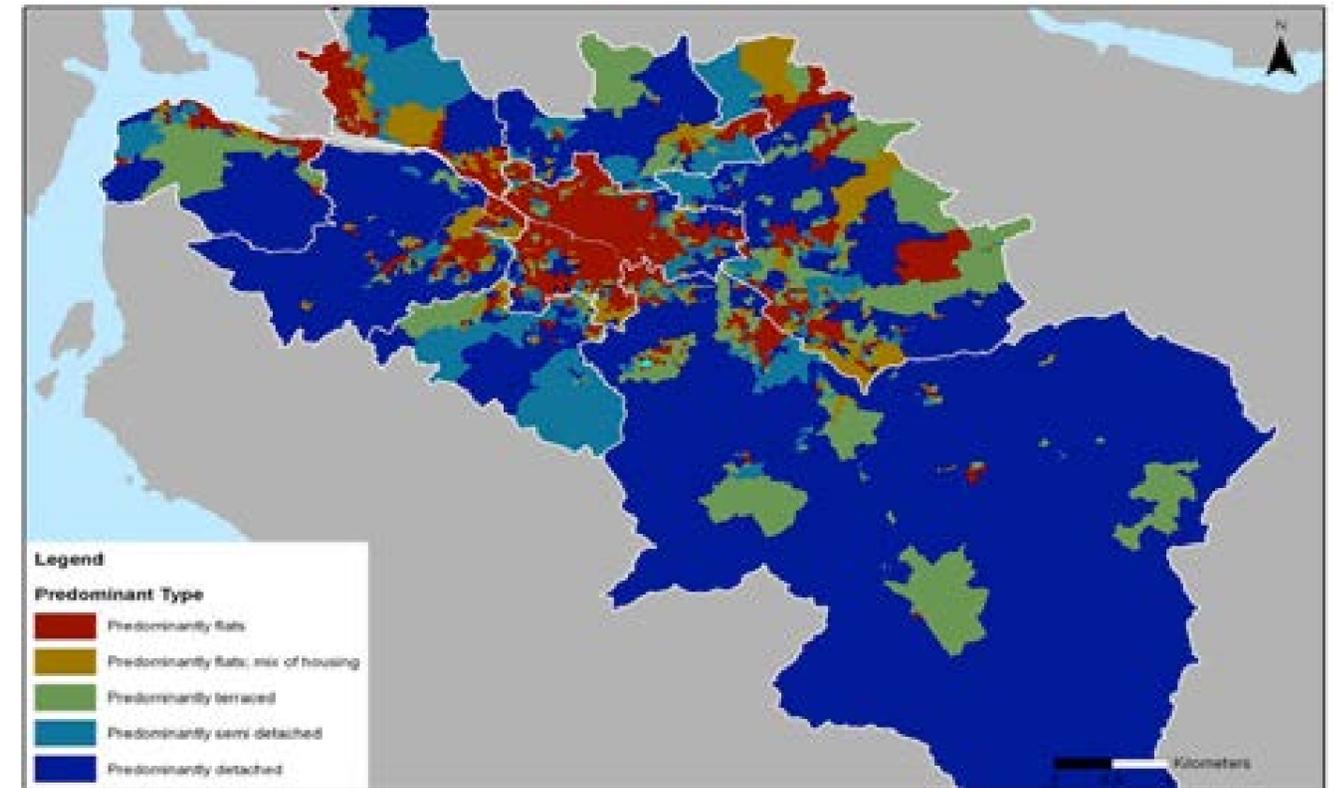
(CHART 2: DEVELOPMENT & REGENERATION SERVICES)

Housing Stock by Age

The map below shows the distribution of stock type across the Greater Glasgow conurbation. It clearly shows that the majority of properties in the City of Glasgow are flats (approx. 73%)

with the majority of low rise properties mainly located in the outskirts rather than in the city.

The map illustrates the pattern.



(CHART 3 SOURCE: GLASGOW AND CLYDE VALLEY HOUSING NEEDS AND DEMAND ASSESSMENT)



Dwelling Size

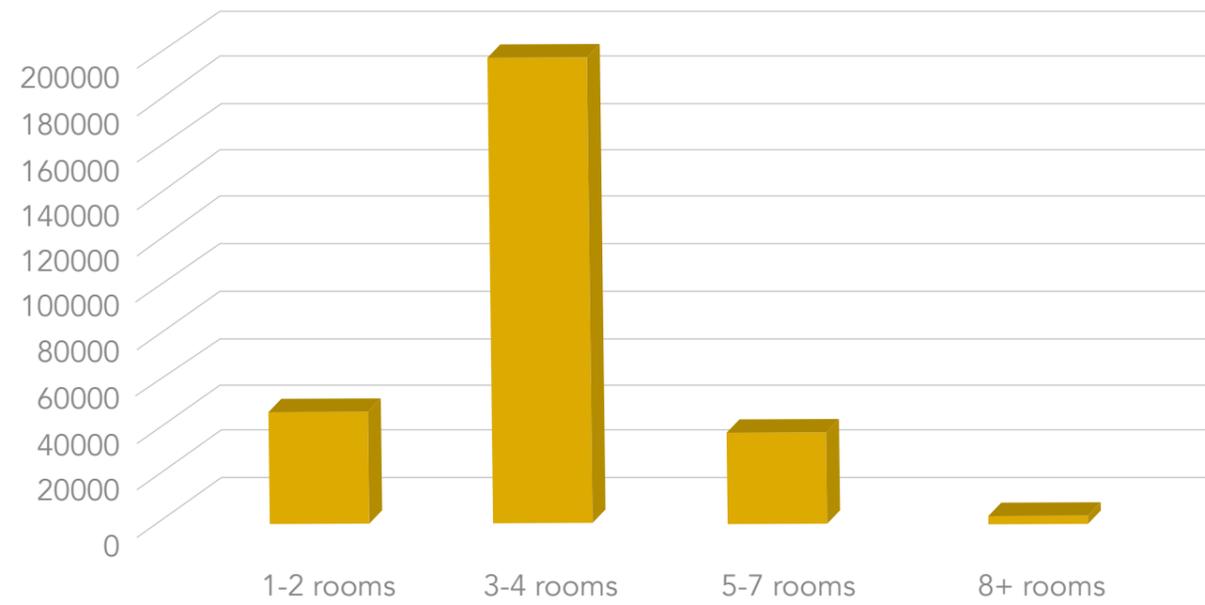
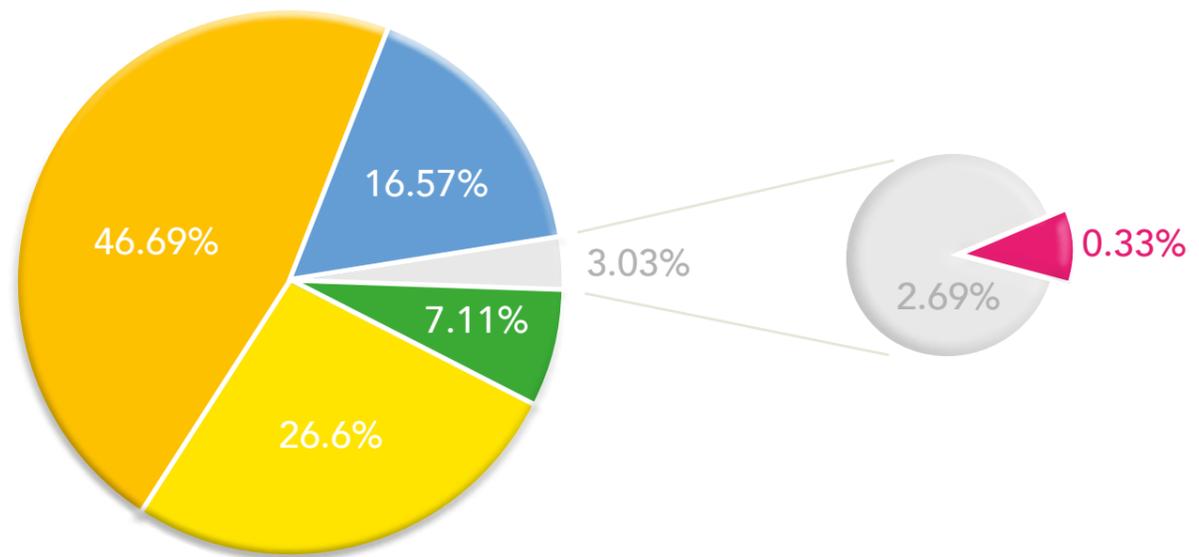


CHART 4 SOURCE: SNS 2013
 Note: Number of rooms is defined as the number of habitable rooms (usually bedrooms and living rooms).
 Some variation may occur in recording e.g. open plan areas, dining rooms, kitchens and kitchenettes.

House size in the Social Rented Sector



bedsit 1 bed 2 bed 3 bed 4 bed 5 bed or more

63.26% of the social rented housing stock is 2 or 3 bedroomed with 33.71% (one third) of the housing stock being one-bedroomed or a bedsit. This has implications for the housing of single people especially in light of the introduction of the spare room subsidy rate and other changes to welfare payments in the UK.





There are 68 Registered Social Landlords (Housing Associations) operating in the city of Glasgow. Of these:

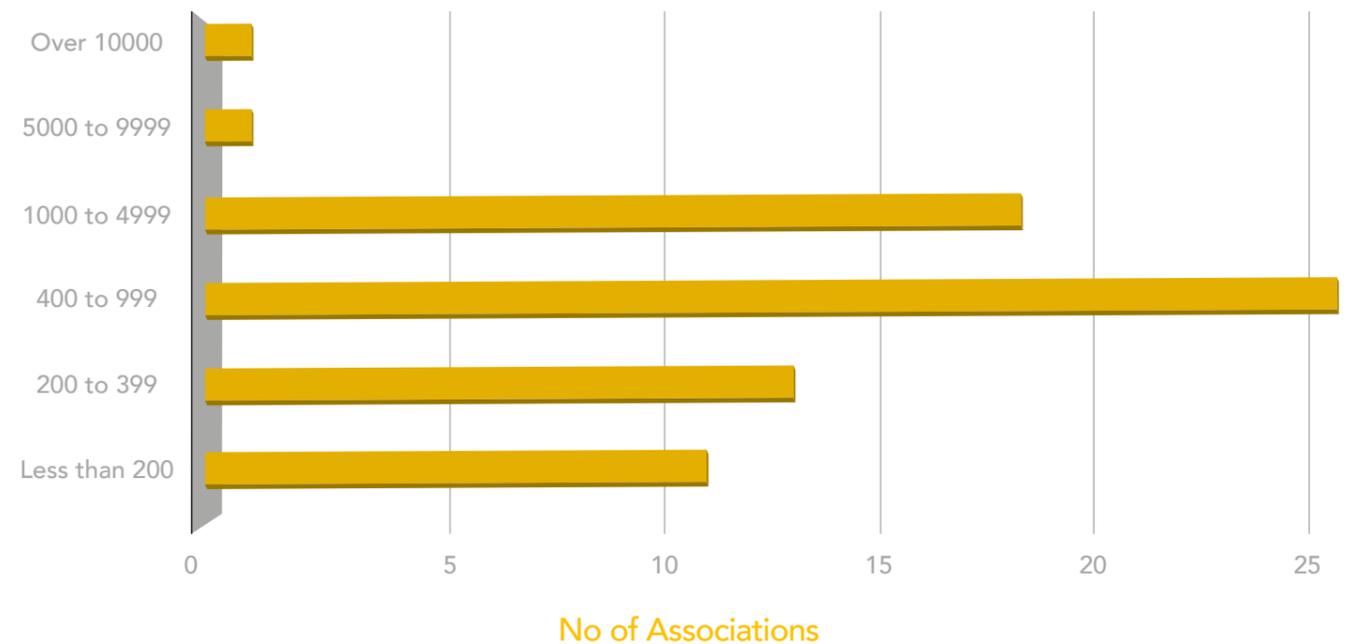
- All are regulated with the Scottish Housing Regulator
- Most are also registered as Industrial and Provident Societies
- 51 associations operate solely within the Glasgow boundary
- 17 associations operate across more than one local authority area
- Almost all of the Housing Associations operate within very specific geographical boundaries
- 60 of the associations are considered mainstream associations while 8 provide specialist supported accommodation.

Glasgow City Council no longer owns or manages any social rented housing stock following the whole stock transfer of all 83,000 properties to Glasgow Housing Association in 2003, and the subsequent second stage transfers of around 22,000 of these dwellings to a number of RSLs operating in the city.

There are around 60,000 registered properties in the private rented sector in Glasgow (about 20% of all residential properties in the city) and in excess of 35,000 registered private sector landlords.

City Lets report that the average rent in the city is £733 at Quarter 3 (2016) and the average re-let time has reduced to 26 days with almost a quarter of properties being let within a week, suggesting high demand for this product.

Size of Housing Association by No of Properties (Glasgow Stock only)



(CHART 6 SOURCE: SCOTTISH HOUSING REGULATORY RETURNS 2014/15)



Sustainable Communities Affordable Homes

Our vision is that there should be as much choice, quality and value as possible in the housing system for current and incoming residents.

Housing should be safe, wind and watertight, warm, dry and comfortable, sustainable and energy efficient.

As much of the housing stock as possible should be flexible and adaptable to the changing needs of households old and new.

New houses and flats should be situated in attractive, well managed neighbourhoods.

The housing stock should have convenient access to work, education, shopping, leisure and cultural activities.

This vision for the housing strategy reflects what the Council and its partners want to achieve for the city over the next 5 years and has been developed based on Glasgow City Council's commitment to the principles of:-

Equality

An overarching principle of this housing strategy is equality and it follows the example set by the Council's Equality policy which aims to:

- work to end unlawful discrimination
- embrace diversity and promote equal opportunities
- promote good relations between people from different communities

This housing strategy is committed to ensuring that people are not discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including lack of belief), sex or sexual orientation.

An Equalities Impact Assessment (EQIA) has been undertaken as part of this strategy. The purpose of the EQIA is to ensure that equality considerations are built into the strategy and that Glasgow City Council is not discriminating against anyone on the grounds above. Our aim is to ensure equality of access to housing and information, with suitable options available to meet the diverse range of needs of the communities that we serve, irrespective of personal circumstances. Our aim is to end rough sleeping and establish a sufficient supply of settled accommodation for homeless people.



Sustainability

This housing strategy is committed to ensuring that the housing in the city is sustainable in terms of environmental, social and economic outcomes. A Strategic Environmental Assessment (SEA) screening has been undertaken as part of this strategy. The purpose of the SEA screening is to ensure that environmental considerations are incorporated into Glasgow's Housing Strategy and its outcomes are assessed in relation to their impact on population, health, material assets and climatic factors.

Health and Wellbeing

This housing strategy is committed to improving the health and well-being of the city's residents through improved house conditions and specialist provision in partnership with health and social care providers. Our aim is to ensure that all of Glasgow's citizens can expect to live in warm, dry and comfortable accommodation.

Partnership

This housing strategy is committed to encouraging innovative partnership solutions to add value in new build, improvement and wider action. This includes owner occupiers and owner landlords who have a duty to repair and maintain their property.

We recognise that there will be some serious challenges to delivery but we are confident that we are well placed to overcome these.

The strategic context



Policy and legislative change

Glasgow's housing strategy is influenced by policy and legislation at a UK, Scottish and local level. These policies will have a direct and indirect impact on housing in Glasgow over the period of the strategy. A full summary of the policy and legislation changes can be found on the following factsheets [Legislative Changes since 2010](#) and [Policy Changes since 2010](#).

Glasgow's Housing Strategy is influenced by and contributes to a range of Glasgow City Council strategies, policies and plans. Key documents are described below:-

Council Strategic Plan 2012-2017

The City Council launched [Glasgow's Strategic Plan](#) in 2012. The Plan identifies 5 priority areas where there could be a drive for real progress and achievement to ensure Glasgow has: -

- Economic growth, and is
- A world class city
- A sustainable city
- A city that looks after its vulnerable people, and
- A learning city

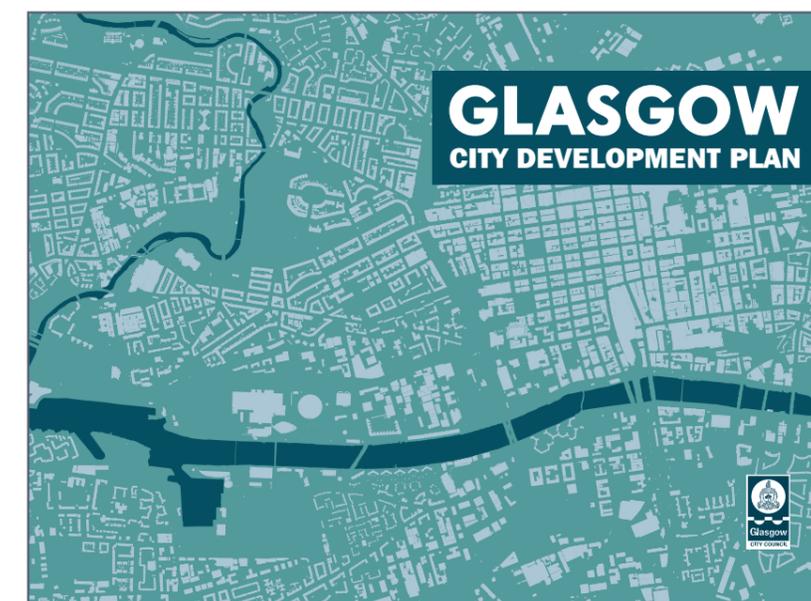
The Council's Strategic Plan was refreshed in 2015 to take account of new or emerging significant issues since 2012 such as City Deal, the Council's Transformation Programme and to re-affirm priorities.



Glasgow City Development Plan

The proposed [City Development Plan](#) was submitted to Scottish Ministers on 24 June 2015 for examination. A Reporter was appointed to carry out the examination of the Plan and the Council has now received the Examination Report from the Reporters.

The Council is now considering the Report with a view to modifying the Plan and submitting it, as the Plan it wishes to adopt, to Scottish Ministers. If Scottish Ministers are satisfied with the modified Plan the Council may then adopt the Plan as the Local Development Plan for Glasgow. The City Development Plan and Glasgow's Housing Strategy are closely linked and both use the Housing Needs and Demand Assessment as an evidence base. Housing supply targets are reflected in both documents.



Strategic Development Plan

Glasgow City Council is a member of [Clydeplan](#) which comprises the eight local authorities of East Dunbartonshire, East Renfrewshire, Glasgow City, Inverclyde, North Lanarkshire, Renfrewshire, South Lanarkshire and West Dunbartonshire Councils who work together on strategic development planning matters.

The current Strategic Development Plan was adopted in May 2012 and sets out a shared spatial vision and strategy for the SDP area, including Glasgow. A revised SDP has been prepared and has been submitted to Scottish Ministers for formal examination and approval.

Economic Development Strategy

Glasgow's Economic Strategy 2016-2023 identifies areas of connectivity between housing and economic growth. Strategic housing activity needs to address more than just housing needs. It needs to be positioned within economic, transport and other strategies to deliver wider benefits to the delivery of the bigger vision for the Glasgow area. This is apparent in both the Scottish Government's and the Council's economic strategies where they both place importance on growth, infrastructure and investment. The Scottish Government's economic policy is set out in the paper "Scotland's Economic Strategy" and identifies four priorities for economic development:-

1. **Investing** in our people and our infrastructure in a sustainable way;
2. Fostering a culture of **innovation** and research and development;
3. Promoting **inclusive growth** and creating opportunity through a fair and inclusive jobs market and regional cohesion
4. Promoting Scotland on the **international** stage to boost our trade and investment, influence and networks.

Glasgow City Council's new seven year economic development strategy 2016-2023 sets out 10 themes to encourage more innovation, grow Glasgow's business base, better link skills provision with the needs of the local economy and tackle longstanding health issues. Housing is one of the 10 key themes within the strategy, recognising the importance of the supply of housing to support a prosperous and growing economy.

The demand for housing, driven by economic and population growth in the city will continue to increase over the period of this strategy. A shortage of housing can have a detrimental economic effect especially on business location, labour mobility and economic welfare. It is therefore essential that, in order for Glasgow to thrive, that we place an equal importance onto the availability of good quality, affordable housing in attractive neighbourhoods both through higher rates of new build housing and by ensuring that existing housing is accessible and well maintained.

Housing's contribution to the Glasgow economy is not just about building new homes. Housing associations in Glasgow provide more than just housing and the sector has in recent years made a real impact on supporting Glasgow's economy. Housing Associations in the city are contributing to the wider economy of the city by creating jobs, training opportunities and apprenticeships. Housing Associations also create or help communities to set up social enterprises.



City Deal

Glasgow City Council has led the development of a set of proposals which will deliver £2.2bn of additional economic activity and 29,000 new jobs over the next twenty years. These proposals are centred on an Infrastructure Fund, and have parallel streams of activity to support Labour Market and Innovation measures. This will support continued growth in the city region by enhancing transport infrastructure, unlocking new sites for housing and employment, and enhancing public transport over the next 10 to 15 years.

The £1.13bn Glasgow and Clyde Valley Infrastructure Fund ([Glasgow City Region City Deal](#)) will provide a once in a generation investment into Glasgow's infrastructure. £500m of funding will be provided by the UK Government, £500m will be provided by the Scottish Government and a minimum of £130m by local authorities across Glasgow and the Clyde Valley. It will lever in an estimated £3.3bn of private sector investment on top of the public sector investments.

Single Outcome Agreement 2013 (SOA)

Glasgow's Single Outcome Agreement has been approved by the Community Planning Partnership Strategic Board. This document represents the joint priorities of Community Planning Partners in the city, and sets out some of the ways in which we will work over the next 10 years to deliver better outcomes for the residents of Glasgow. There are 4 strategic themes within the new SOA:-

- Alcohol,
- Youth Employability,
- Vulnerable People
- Thriving Places

The Glasgow City Partnership Strategic Planning Group on Homelessness is considering housing need and homelessness under the Vulnerable People theme looking at multi agency (including third sector) joint working on homelessness prevention focussed on young people.

Glasgow City Integration Joint Board Strategic Plan 2016 - 2019

The Council is committed to developing a service to increase access to the Health and Social Care. The Public Bodies (Joint Working)(Scotland) Act 2014 required local authorities and health boards to integrate the strategic planning of most social care functions, and a substantial number of health functions.

Glasgow City Council and NHS Greater Glasgow and Clyde agreed to adopt the integration joint board model, and also to integrate children and families, criminal justice and homelessness services as well as those functions required by the Act.

The functions delegated from Glasgow City Council to the Integration Joint Board (IJB) represent almost all of the current Social Care functions of the Council, along with the budget for these functions. A similar range of health functions, along with the budget for these, are

also delegated to the Integration Joint Board by NHS Greater Glasgow and Clyde.

The Glasgow City IJB is a distinct legal entity created by the Scottish Ministers upon approval of the integration scheme and is the primary body through which integrated health and social care services are strategically planned and monitored within Glasgow. More details including a copy of the IJB's strategic plan can be found at [Health and Social Care Integration in Glasgow](#).

Housing Contribution Statement

A Joint [Housing Contribution Statement](#) was prepared following an event held by the Housing, Health and Social Care Group (HHSCG) in February 2016 to engage with health, social care, housing, third and independent sector representatives on housing's role in integration. They provided the Group with very useful ideas and views about housing's role and this has been reflected in the Housing Contribution Statement.



Financial inclusion

The city has established a Poverty Leadership Panel to bring together organisations, as well as individuals who have been directly affected by poverty. The panel's vision is that poverty is made a thing of the past and Glasgow is a place where everyone agrees that poverty is an outrage, and where every person feels that they can be a part of Glasgow. The aims of the Poverty Leadership Panel link to the objectives contained within Glasgow's [Financial Inclusion Strategy 2015-2018](#).

Digital Glasgow

Digital Glasgow is a partnership that pulls together expertise from business, the public sector, universities and colleges, the third sector and community organisations. The city aims to become a world leading digital city by 2017. The success of this ambition rests on two core requirements:

1. A world class digital **infrastructure** - essential to supporting the wider transformation of the city, attracting new businesses and jobs and supporting major regeneration projects; and
2. Ensuring Glasgow businesses and residents have the **skills** required to create and access the opportunities that this digital infrastructure has to offer.

The [Digital Glasgow Roadmap 2014](#) was developed to ensure the city can deliver on these two requirements. A number of work streams have been identified which together will deliver on the vision for Glasgow to be a world leading digital city:

- Broadband Infrastructure
- Urban Wireless
- Digital Participation
- Digital Business
- Digital Public Services

Homelessness Strategy

The [Housing \(Scotland\) Act 2001](#) places a statutory duty on each local authority to carry out an assessment of homelessness in its area and to prepare and submit to Ministers, a strategy (as part of the Local Housing Strategy) for the prevention and alleviation of homelessness. In Glasgow, the responsibility for the production of the [Homelessness Strategy](#) has transferred to the Health and Social Care Partnership.



Consultation

There has been extensive consultation with partners and stakeholders in the run up to the preparation of this Housing Strategy. A copy of the full consultation document is available on the following [link](#). The following is a brief summary of the type of consultation we have carried out in preparation for writing this strategy:

Events

- Single Outcome Agreement Vulnerable People Workshop 12th June 2013
- Welfare Reform Event 14th June 2013
- Homelessness Event, Monday 9th September 2013, Glasgow City Chambers
- 3 mini events in each of the strategic planning areas to inform the SHIP May /June 2014
- Factoring Commission Action Plan Event January 2015
- Welfare Reform Event, 27th April 2015
- Private Rented Sector Research Event 8th June 2015
- Energy Efficiency and Fuel Poverty Event, 9th July 2015
- Greater Easterhouse Housing, Regeneration and Green Infrastructure Stakeholder Workshop – 10th November 2015
- Homelessness and Housing Need Single Outcome Group Workshop 11th January 2016
- Health and Social Care Integration Event, 11th February 2016
- Housing Strategy Consultation Event, 19th April 2016
- Sighthill Consultation
- Charrettes – Govan- Partick, Port Dundas, Applecross, East Pollok-shields

Working groups

- Glasgow Factoring Commission June 2012- Nov 2013 and Final Report Feb 2014
- Welfare Reform Housing and Investment Group Nov 2012 to present day
- Common Housing Register Working Group
- Housing and Social Care Group
- Housing Options Project Board
- Single Outcome Agreement Vulnerable People Working Group
- Private Housing and Homelessness Research Steering Group 2014-15
- Common Housing Register Pilot Steering Group



Surveys

- Welfare Reform/ Energy Efficiency/ Private Landlords

Research

- Glasgow and the Clyde Valley, Housing Needs and Demand Assessment
- GWSF research report, December 2014, Section 5 Homelessness Referrals in Glasgow
- Mid-Market Rent Research
- Private Rented Sector research study: housing affordability analysis & outcomes June 2015
- Gypsy/ Travellers Desktop Study to assist with informing development of Local Housing Strategies for the Glasgow, Clyde Valley and Ayrshire authorities (place on web)

Factsheets

- Housing Policy Changes
- Housing Legislative Changes
- Glasgow's Population
- Housing Needs and Demand Study
- Glasgow's Housing Strategy
- Neighbourhood profiles
- Overcrowding and underoccupation
- Empty Homes
- Employment Change
- Mid-market rent
- Private rented sector
- Social rented sector
- Welfare reform
- Fuel poverty
- Owner occupation

Consultations

- Housing Strategy 2011-2016 Evaluation Report
- Draft Interim Housing Contribution Statement
- SHIP 2012, 2013, 2014, 2016
- Factoring Commission Report Consultative Draft August 2013

In addition to the above, 2 drafts of this strategy have been issued for consultation, with feedback being used to shape the final draft.

The Challenges



Changes to tenure profile

Since the development of the previous strategy in 2011, the results of the 2011 Census have been released and this has allowed us to compare changes in the city since the last census in 2001. Although this data is now a few years old, it still presents a good picture of the demographic changes in the city over time. This information has been used to produce the Housing Needs and Demand Assessment and a summary of the results and issues can be found on page 8. A full copy of the analysis can be found at [Housing Change in Glasgow and Population and Household Projections 2012-2022](#)

A rapid increase in the growth of the private rented sector

Between 2001 and 2011, the private rented sector in Glasgow increased by 124.3%. This is well above the 85.6% rate of growth for Scotland. The private rented sector in Glasgow is currently estimated to be 59,192 dwellings ([Dwelling Estimates by Tenure 2015](#)). This growth has been driven by young adults although there is also an increase in the number of families with children who live in private rented accommodation. There was an increase of 3,400 student households during this period.

An ageing housing stock

The Scottish House Condition Survey 2012-2014 estimates that approximately 5% of Glasgow's Pre 1945 properties are below the tolerable standard with the majority of these being in the private sector. The key challenges for this ageing housing stock include:

- the substantial repair and improvement needs of pre 1919 buildings
- issues around shared responsibility for repairs and maintenance of communal parts in tenements
- the impact of the private rented sector in areas with poor housing condition
- introducing policies/strategies geared towards property maintenance
- the need for block insurance in common properties

- the poorest property conditions being associated, in many cases, with negative equity and affordability issues.

Overcrowding

Overcrowding has reduced in Glasgow since the 2001 census but the rate for Glasgow at 17.4% (census 2011) of households is still about twice the national average of 9% of households. Overcrowding is highest in the private rented sector.

Ethnicity

The percentage of "other white and BME" households has increased in Glasgow from 7.7% in 2001 to 14.4% in 2011. This has the biggest impact on the private rented and social rented sectors. More information on ethnicity in Glasgow can be found on the following briefing paper [Glasgow's Population by Ethnicity](#)

Economic certainty and stability

A majority of those who voted in the UK Referendum (Thursday, 23 June 16), on whether the UK should remain or leave the European Union (EU), voted to leave. This outcome has resulted in significant political, economic and constitutional uncertainty which is likely to have short, medium and longer term consequences for the UK. Continued uncertainty and instability created by "Brexit" has the potential to impact on developer and house builder confidence, and could affect the housing market (for example, a fall in house purchase transactions whilst potential movers await the outcome of negotiations.)

There may also be higher costs for building trade labour and materials as a result of shortage of skilled labour and higher materials import costs. Housing Associations borrowing costs may also be affected depending on their individual loan repayment arrangements and interest rates. It is too early to determine what these consequences are or how they will impact on housing however the situation will continue to be monitored.



Poverty

Glasgow City Council's Poverty Leadership Panel estimates that:

- Approximately **one in three** of the city's children live in poverty
- Just over **a quarter** of children living in poverty also live in workless households.
- About **one in five** families with children say they are unable to manage well financially, have some money difficulties or are in deep financial trouble.
- About **one in six** adults do not have access to a bank or building society account.
- Around **one in five** working Glaswegians earns below the Living Wage.
- Almost **half** of working-age Scots living in poverty are in households where someone works.

Glasgow Homelessness Network (GHN) facilitated two surveys about people's experiences of poverty. Both can be accessed [here](#).

Welfare reform

The Welfare Reform Act (2012) set out the UK Government's intention to reform the welfare system. These changes have had a fundamental impact on tenants and housing providers in Glasgow. The Joseph Rowntree Foundation report: [The impact of welfare reform on social landlords and tenants](#), shows the financial strain being put on people affected by welfare reform changes.

The report says in its key findings:

“

Tenants are experiencing poverty, anxiety, debt and health problems. Food banks are becoming essential. People rely on family and friends for help. Tenants and landlords expect evictions to rise.' People are choosing between heating and eating, with three quarters cutting back on food bills, and anxiety is increasing as tenants become more reliant on emergency support

”

The report found that half of those paying the Social Sector Size Criteria Charge (known colloquially as the 'Bedroom Tax') were in arrears in the first six months of the policy due to the average £14 per week cut. It also found more than 100,000 people subject to the cut are trapped in larger homes despite wanting to move. Only 6 per cent have moved to avoid paying. Six months after implementation, 22% of affected tenants had registered for a transfer or exchange.

In addition to the other welfare cuts already introduced, from the autumn of 2016, the benefit cap will be cut from £26,000 to £20,000 per annum and housing benefit family premiums for new claimants and new births will be removed. Universal in-work allowances will be cut and the backdating of claims will be reduced to 4 weeks. Most working age benefits will be frozen for 4 years.

From 2017/18 onwards, the Government intends to remove the entitlement to Housing Benefit for under 22s and will remove the child element of tax credit and universal credit awards for third and subsequent children born after 06/04/17. This means that families (especially larger families) will be particularly affected by the new changes. New parents on Universal Credit will need to prepare for work when a child turns 2 and find work when they turn 3. In his Autumn statement, the Chancellor announced that for tenancies created after 01/04/16 social housing benefit (or universal credit element for housing) will be capped at Local Housing Allowance maxima and at the shared accommodation rate for the under 35s (coming into effect in 2018). Housing association rents in Glasgow are generally below this level but the shared accommodation rate for the under 35s but the future trend is that this is not expected to cover rent costs.

For Glasgow, it was estimated that the reforms announced at this stage could mean a loss to the Glasgow economy of £239 million p.a. (source: [The Cumulative Impact of Welfare Reform on Households in Scotland](#), Sheffield Hallam's Centre for Regional Economic and Social Research, 2015) and the average loss per working age adult will be £580 per annum, placing many more households in poverty.

The UK Government is transferring responsibility for a number of social security benefits to the Scottish Government as a result of the Smith Commission and the resulting Scotland Act 2016. The Scottish Government have calculated that the UK Government currently spends around £18 billion on social security benefits in Scotland every year.

The benefits account for about £2.7 billion or 15% of this total spending. The remainder (£15.1 billion or 85% which includes state pension) remains under the control of the UK Government.

To date, the Scottish Government have made a number of commitments regarding the devolved social security powers. For example, Universal Credit (UC) remains reserved to the UK Government, but the Scottish Government have administrative flexibilities to pay UC direct to social landlords, to offer fortnightly payments to recipients rather than monthly payments, and to effectively abolish the removal or the spare room subsidy (bedroom tax). Some of these devolved powers will not come into effect until UC is fully rolled out (currently a target date of 2022) so Scotland's residents and organisations will be dealing with a complex picture of benefit entitlement and processes for a considerable period to come.

The Scottish Government are consulting on the new devolved powers through 'A New Future for Social Security' which will close at end of October 2016, with a plan for a Bill being laid before Parliament in 2017 to establish the new Social Security Agency. More information on the devolution of social security powers to Scotland can be found at [Social Security for Scotland: Benefits being devolved to the Scottish Parliament \(updated July 2016\)](#)

Our aim is that we will work together to mitigate some of the impacts of welfare reform on Glasgow residents and on our delivery partners, and contribute to a reduction in poverty over the next 5 years of the strategy.

Registered Social Landlords in the city are extremely worried about the impacts of the reforms on their business especially when a high proportion of their income comes from tenants on housing benefit.

There will also be increased costs for the associations including cash handling facilities, increased arrears, increased staffing costs, increased void loss and additional costs if they take anyone to court over arrears. Lenders will also perceive associations to be a higher risk as their income is no longer guaranteed through direct payments and this may result in higher borrowing costs.

With both the potential shortfall in benefit payments and the housing cost element ultimately being paid directly to the claimant under universal credit, housing organisations will have to revise and devise new ways to ensure that tenants pay their rent in full and on time even if they do face competing demands for their limited incomes from creditors, council tax, utilities and so on. For further information please see [factsheet](#) on welfare reform.

Affordability

The cost of housing is an issue for people trying to gain access to home ownership and for those in the private rented sector with private rents increasing faster in Glasgow than in Scotland as a whole.

Empty homes

Council Tax records indicate that there were 1857 empty properties within Glasgow as of March 2016, defined as lying vacant for more than 6 months. The number of empty properties has increased slightly, 111, (6%) since 2011. Records

also indicate that there were an additional 472 empty properties classed as second homes in March 2016. This figure is likely to be considerably understated and work continues through the Empty Homes Partnership to identify the real figure which is expected to be approximately double the council tax estimate. The challenge is to reduce the proportion of vacant properties at a time when housing demand (in all tenures) is high.

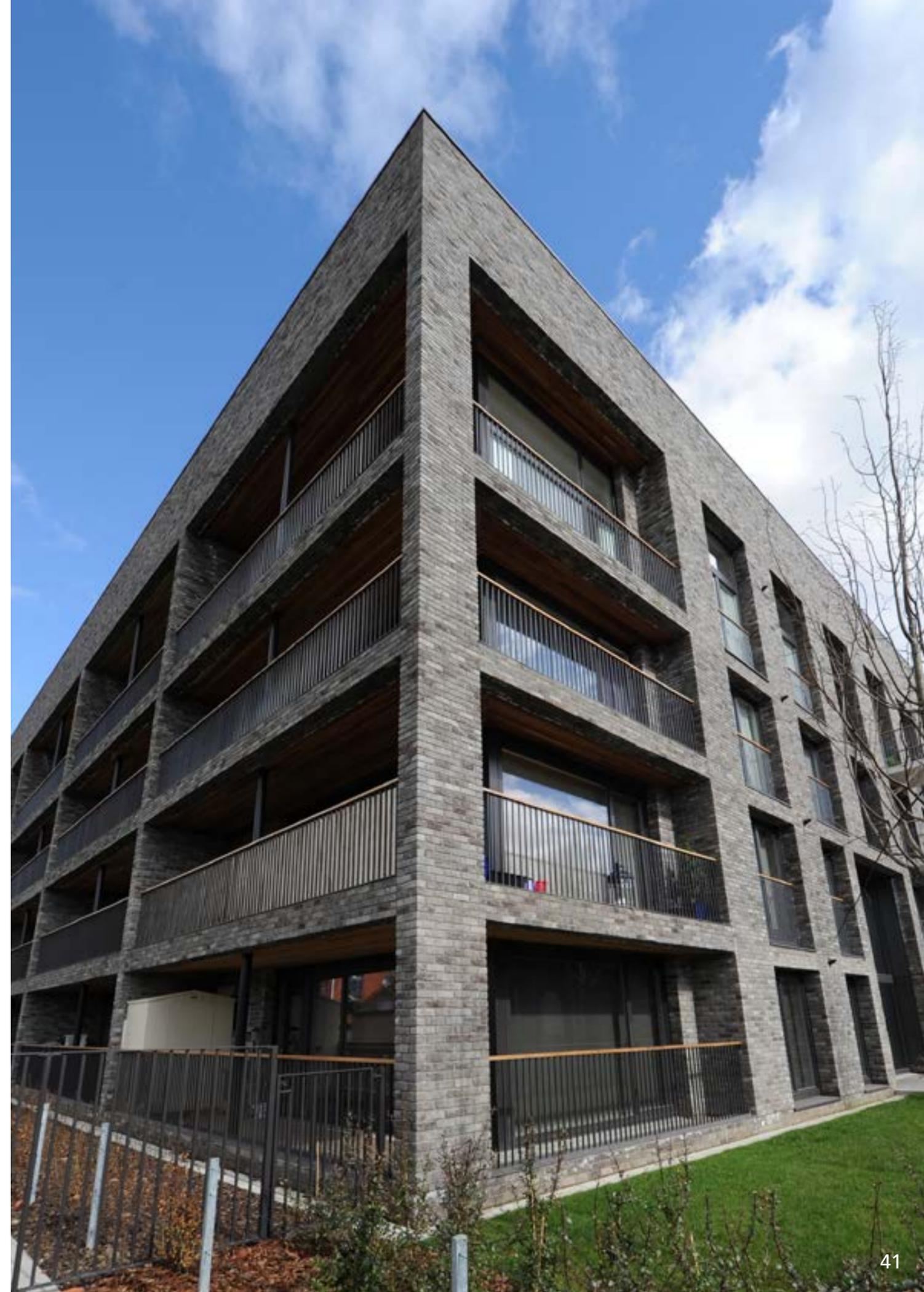
Health

Glasgow's population has a poorer state of health than the Scottish average. 22.4% of the population in Glasgow has an illness or disability which limits their day to day lives. This compares to 19.2% of Scotland's population. 37.5% of households have at least one household member with a limiting long term illness. In some deprived areas in Glasgow, over 50% of households contain someone with a limiting long term illness. The challenge for this strategy is to ensure that housing is accessible, there is effective support and barriers are removed to enable people to live independently.

Homelessness

There are sustained and growing supply and demand pressures on all types of accommodation within the homelessness system in Glasgow. It is widely acknowledged that the City Council faces unique challenges in responding to these pressures:

Glasgow has by far the highest recorded levels of individuals presenting as homeless in Scotland. The Homelessness Strategy is now the responsibility of the Glasgow Health and Social Care Partnership.



Our Strategic Priorities



6 strategic priorities

have been identified within this strategy, though they are interconnected, representing the fact that Glasgow's housing system is complex and diverse with multiple impacts. The actions cannot and do not represent every aspect of housing that Glasgow and its partners are working on, simply those highlighted within the co-production process.

Our strategic priorities are:

Increasing the supply and improving the quality of housing available to Glasgow's people

Promote area regeneration and enable investment in new build housing

Manage, maintain and improve our existing housing stock

Raise management standards in the private rented sector

Tackle fuel poverty, energy inefficiency and climate change

Improving access to appropriate housing for Glasgow's people

Improve access to housing across all tenures

Promote health and wellbeing

It is a major challenge for the Council and its partners to deliver these strategic priorities within the constraints of limited resources. During consultation throughout the development of this Strategy, the Council's partners have expressed a willingness and commitment to work together collaboratively to achieve shared strategic priorities and to explore new ways of delivering positive outcomes for residents.

Increasing the supply and improving the quality of housing available to Glasgow's people

Promote area regeneration and enable investment in new build housing

Glasgow City Council is a key enabler in delivering both private and affordable housing within the city especially in a rapidly changing political and economic climate. This strategic priority sets out our approach to tackling regeneration and enabling investment in new build housing. In doing this the strategy aims to:-

- Maximise investment in housing and housing related services
- Build sustainable communities
- Create attractive places to live

To achieve this we have set challenging housing supply targets to increase the number of additional dwellings to be delivered across both the private and social rented sectors in Glasgow. These can be found on page 12. The housing supply targets represent the target for the lifetime of the strategy 2017-2022 and contribute to the council's target of 25,000 over 10 years (2015-2025).

These targets have been informed by the [Glasgow and Clyde Valley Housing Needs and Demand Assessment](#) and an assessment of the likely level of available resources to build new affordable homes.

The assessment of future housing requirements helps to inform the need for land to be made available for housing, as set out in Glasgow's [City Development Plan](#)

and the [Clydeplan - Strategic Development Plan](#). The City Development Plan has recently been subject to formal Examination by Reporters appointed by Scottish Ministers. The Examination Report recommended an early review of the Plan, in the light of under provision in the effective land supply, particularly in relation to the affordable sector housing requirement set out in the 2012 Strategic Development Plan.

The Council in its strategic housing role, will strive to identify and assist in negotiations for suitable council owned sites for housing development. Housing associations will be given priority for these sites where there is an identified need for affordable housing and where associations can meet cost and time requirements.

The target to build at least 15,000 new homes in the next 5 years contributes to the Scottish Government's commitment, detailed in the [More Homes Scotland](#) document, to commit over £3bn across Scotland over the next 5 years to fund the delivery of 50,000 affordable homes, 70% of which will be for social rent.

This will help to support approximately 14,000 full time equivalent jobs a year in the construction and related industries and generate approximately £1.8b of economic activity a year over the lifetime of the 5 year programme.



The Scottish Government have also made the supply of more homes a national strategic "social infrastructure" priority in the [2015 Infrastructure Investment Plan](#).

As part of the [More Homes Scotland approach](#), the Scottish Government has introduced a new five-year Housing Infrastructure Fund with up to £50m available in 2016/17 across Scotland with priority given to those projects delivering affordable and private rented housing within the next five years.

The Housing Infrastructure Fund comprises two main elements:

- Infrastructure loans (to non-public sector organisations)
- Infrastructure grant available to local authorities and registered social landlords (RSLs) to support affordable housing delivery

The Housing Infrastructure Grant will be available to local authorities and RSLs for the delivery of affordable housing sites where the scale and nature of infrastructure costs would prevent it from being supported through the [Affordable Housing Supply Programme](#).

To assist the increase in new build, the Scottish Government has also increased the new build subsidy levels for social housing delivered through the Affordable Housing

Supply Programme and reintroduced the Partnership Support for Regeneration grant for eligible private builders developing housing for sale.

In Glasgow, this funding is managed by Glasgow City Council as part of the Transfer of the Management of Development Funding arrangement which was agreed at stock transfer in 2003. These changes were welcomed by associations and developers in the city.

The council recognises that affordable housing extends to mid-market rent (MMR), shared equity and other ownership products.

Since commissioning research into MMR (2012) the council has been encouraged by the demand for MMR across the city reflected by a number of Housing Associations providing it in mixed tenure new developments.

MMR fills an important gap in the market and the council is keen to encourage more investment in MMR to meet identified demand. This will be more fully reflected in the Strategic Housing Investment Plan (SHIP).

Action 1

ENABLE THE DEVELOPMENT OF 15,000 NEW BUILD PROPERTIES IN THE CITY BETWEEN 2017 AND 2022

The Scottish Government has also undertaken an independent review of the land use planning system which was published on 31st May 2016 ([Review of the Scottish Planning System](#)). The report sets out 48 recommendations and changes and calls for strong and flexible local development plans, which should be updated regularly with a “20-year vision”, and an enhanced national planning framework.

Recommendations also focus on delivering more, better housing, and improving infrastructure. While it is not yet known how this review will translate into legislation, there are likely to be changes to the planning system during the lifetime of this strategy. The Scottish Government is proposing to bring forward a planning bill in the near future.

The Council is keen to support all housing developers build new housing in Glasgow to help deliver the priorities identified in this strategy and meet newly arising local needs. The Council will work with partners, including the Scottish Government, to try to tackle or mitigate the issues identified as barriers to development and is committed to facilitating partnerships to maximise resources and expertise in delivering new supply.

The Council will engage with all potential development organisations to increase housing supply and contribute to regeneration activity in the city. The Council would like to see the reintroduction of Grant to Improve the Physical and Social Environment (GPSE) as part of the Affordable Housing Supply Programme to assist in dealing with environmental and related issues found in developments. The Scottish Government has indicated that it will provide 5-year resource planning assumptions. This will help with the programming of work rather than annual funding allocations.

Action 2

THE COUNCIL WILL CONTINUE TO MAKE THE CASE FOR A RETURN OF GPSE FUNDING AND WILL SUPPORT HOUSING ASSOCIATIONS WHO WISH TO PROVIDE NEW SUPPLY PROVIDING THAT RISKS TO ASSOCIATIONS ARE MITIGATED AND INCENTIVES ARE INTRODUCED TO MAXIMISE UPTAKE

The Strategic Housing Investment Plan (SHIP), which accompanies this document, sets out in detail the priorities for investment in housing over the next 5 year period 2017-2022, the funding available and how the Council and its partners will deliver these priorities.

Our approach to tackling regeneration in the city and enabling investment in new build housing

The term regeneration can mean different things to different people and can be used to describe a broad range of public policy initiatives. For the purpose of this document, regeneration is taken to mean “housing-led” or “asset-led” regeneration which not only focuses on building new housing but also on refurbishment, renewal or improvement of the local environment with local economic development linked to housing association activity embedded in the approach.

[The Town Centre First Principle](#) is embedded into this strategy recognising the contribution that mixed use living can play in local housing needs and demand and in creating a range of positive community, social and economic outputs. For Glasgow, this includes areas such as Parkhead, Shawlands and Govan. The Town Centre First Principle was launched by the Scottish Government in January 2015, following an independent review of town centres across Scotland. The principle states that town centres

are a key element of the economic, social and environmental fabric of Scotland’s towns; often at the core of community and economic life, offering spaces in which to live, meet and interact, do business and access facilities and services. It urges public bodies to “take collective responsibility to help town centres thrive sustainably, reinvent their function, and meet the needs of residents, businesses, and visitors for the 21st century”.

Regenerating the city is the key to improving the general wellbeing of Glasgow’s citizens, not only in terms of the physical quality of housing and the environment but in improving their overall quality of life for existing and potential new residents. The Scottish Index of Multiple Deprivation (2016) reports that Glasgow City has six of the ten most deprived data zones in Scotland. Glasgow City also has the largest share of deprivation with nearly half (48 per cent) of its data zones classified in the 20 per cent most deprived in Scotland. The geography of deprivation in Glasgow is closely matched to the neighbourhoods managed by registered social landlords (RSLs) and they sit at the interface of health and place, making partnership working with all of the city’s social landlords vital if the Council is to tackle the root causes of poverty, poor health and inequality.

RSLs, in their role as “community anchors”, are well placed to invest in local areas, providing holistic solutions to local problems and challenges, making sure that local communities are at the heart of regeneration and decision making about their area. The local delivery groups in the Transformational Regeneration Areas [TRA City Map](#) are a good example of how communities are involved in the regeneration process.

Action 3

ESTABLISH THE POTENTIAL TO CREATE A NETWORK OF COMMUNITY ANCHOR/ COMMUNITY HUBS LED BY COMMUNITY BASED OR CONTROLLED HOUSING ASSOCIATIONS WHO WISH TO PROVIDE A SERVICE

Community empowerment also links to Community Planning’s Thriving Places. This is an intensive neighbourhood approach which centres on partners working collaboratively and with local communities to make better use of existing resources and assets and speed up better outcomes for residents. This approach recognises that for some communities, the issues are often more complicated and solutions need to be more flexible and focussed.

Regeneration in the city is delivered in a variety of ways which is not a “one size fits all” approach. Regeneration initiatives try to take account of local circumstances and tailor the approach to the area. The one thing that they do have in common however is the aim of contributing to the city’s economic growth and tackling poverty. Housing is critical to economic growth, ensuring that Glasgow can remain economically competitive and provide quality infrastructure that is essential to support Glasgow’s growth. Development of new homes is likely to generate expenditure in the local economy e.g. through new homeowners spending money on furnishings, gardening tools and supplies. Increased council tax receipts are also likely to be collected.

House building will also create jobs directly in construction and the related supply chains that extend beyond Glasgow’s boundaries.

Housing construction supports more jobs per £ invested than most other sectors because it sponsors a range of related activity such as concrete production and glass manufacturing.

Every new home built creates two jobs for at least a year. Every £1 of investment in construction is estimated to generate at least £2.84 in total Gross Domestic Product (GDP). (Source: Construction in the UK economy–The benefits of investment, UK Contractors Group, 2009)

Glasgow City Council has developed a policy on Community Benefits to ensure that the city secures the maximum economic and social benefit from procurement contracts. The policy introduced measures to encourage:

- the targeted recruitment and training of the long-term unemployed and those furthest from the job market
- support of small and medium (SME) sized businesses
- support for social enterprises.

Action 4

OPTIMISE THE USE OF COMMUNITY BENEFITS THROUGH ALL CONTRACTS INCLUDING REGENERATION AND INVESTMENT CONTRACTS



Housing associations in the city have contributed to this policy and the Glasgow economy by providing jobs and training opportunities from their regeneration and new build contracts. A survey carried out by the Glasgow and West of Scotland Forum of Housing Associations (GWSF) demonstrated that housing associations support the training and employability agenda in a variety of ways including:

- providing apprenticeship opportunities and encouraging contractors to use local apprentices
- employing local people directly and including employment related community benefits clauses in contracts
- providing training opportunities to help build up skills including “softer skills” like confidence building and communication skills
- working with a range of partners including local schools and colleges, third sector organisations, social enterprises and local authorities
- providing a range of volunteering opportunities

The results of the survey are in the chart (on the next page) and are based on 21 responses. If this is extrapolated to all the housing associations in the city, the numbers are considerably more.

Employment/Training by Community based/ Controlled Housing Associations



(CHART 7 BASED ON A SURVEY OF 21 COMMUNITY BASED / CONTROLLED HOUSING ASSOCIATIONS BY GLASGOW AND WEST OF SCOTLAND FORUM OF HOUSING ASSOCIATIONS.)

In addition to the community based / controlled housing associations, the Wheatley Group, in the last year has:-

- helped 198 people into jobs
- created 193 training places through the Community Janitors scheme which sees long-term unemployed people work alongside GHA’s environmental teams keeping neighbourhoods clean.
- employed 19 school-leavers in modern apprenticeships in Business, Housing and IT.

The Wheatley Group has created the “Wheatley Pledge” which encourages contractors to create jobs and training opportunities. Since 2013 the scheme has created 160 opportunities, mainly for young people.

Action 5

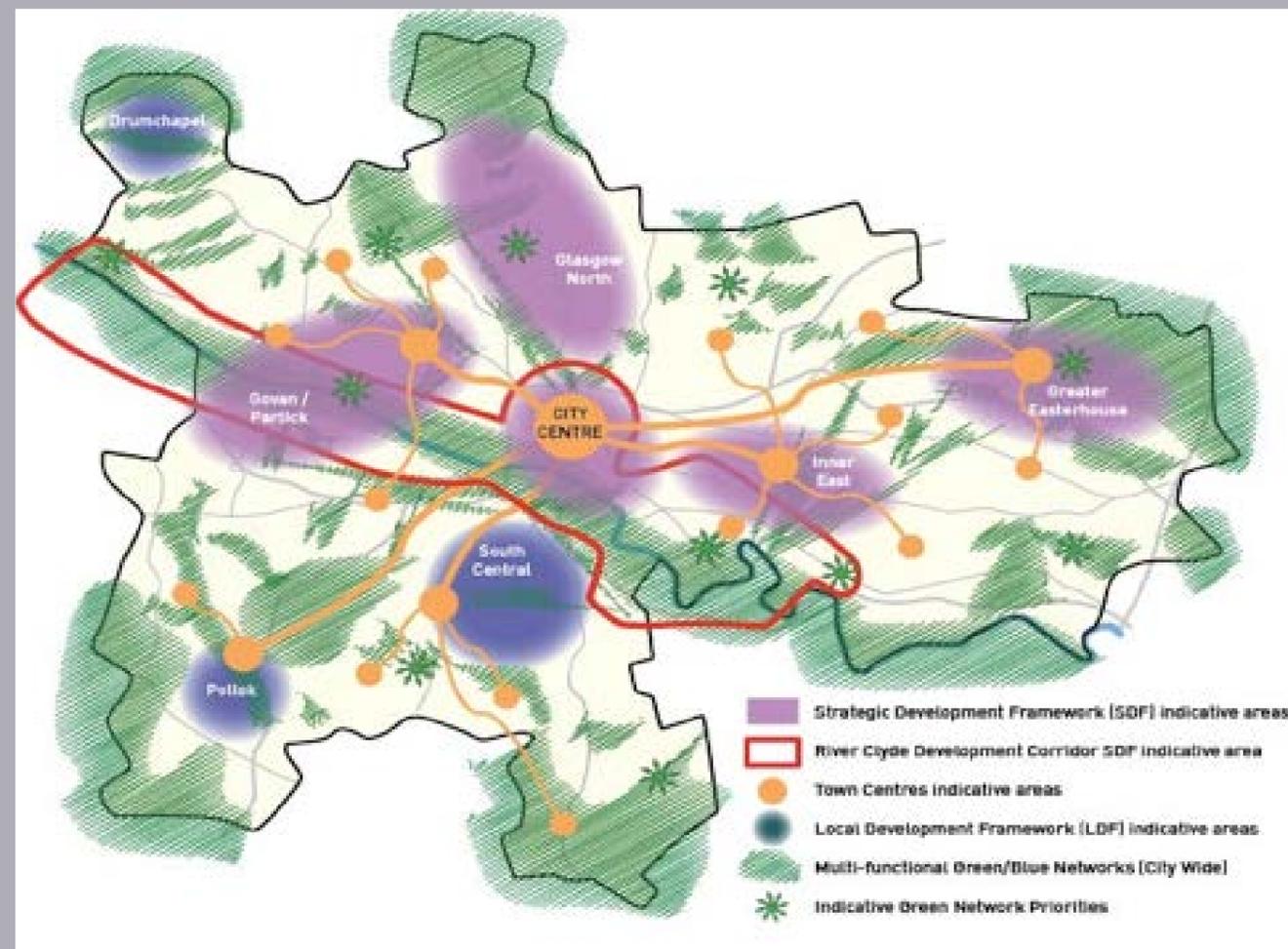
CREATE TRAINING AND EMPLOYMENT OPPORTUNITIES FOR LOCAL RESIDENTS THROUGH INVESTMENT IN NEW BUILD HOUSING

Enabling Development

The Council is keen to encourage development and has put in place a range of structures, resources and programmes to deliver regeneration and new build in the city.

Government and the eight local authorities across Glasgow and the Clyde Valley.

The partnership of 8 neighbouring local authorities has secured £1.13 billion,



The local and strategic development frameworks detailed in the city plan identify priority areas for investment in the city. We will work to ensure housing contributes to these frameworks. Many of these opportunities will be “enabled” by the Council through remediation work and by improved lighting, public realm and stalled spaces intervention. Partnership working with RSLs can also assist developments by offering intermediate tenure products to make an area more attractive for private sector investment. For example,

City Deal The City Deal is an agreement between the UK Government, the Scottish

the second largest City Deal in the UK, which will focus improvement in the Glasgow and the Clyde Valley across 26 projects.

Glasgow will benefit from over £400m of the City Deal funding which will result in improvements to the physical environment, improving connectivity and contributing to the social and economic environment.

This will deliver approximately £2.2bn of net additional Gross Value Added (GVA) per annum and contribute to approximately 28,000 new jobs.

One of the key objectives of the project includes unlocking the development potential of vacant and derelict sites to remove some of the development constraints.

This includes improvements to drainage, public realm and remediating land. Projects include:

- The Metropolitan Glasgow Strategic Drainage Partnership (MGSDP) City Deal investment comprising of 14 drainage projects to increase drainage capacity and reduce flood risk where this inhibits development. Projects are located in the North East, North, North West, South, Hillington and Croftfoot.
- The City Centre Enabling Infrastructure Public Realm (CCEIIPR) will fund a strategic programme of improvement works to enhance the city centre, deliver the objectives of the Glasgow City Centre Strategy and establish integrated public realm.
- The Canal and North Gateway (CNG) City Deal investment aims to deliver site remediation, flood management, servicing and public realms improvements which will reconnect Sighthill, Port Dundas, Cowlands and Speirs Lock with the City Centre.

- The Waterfront and West End Innovation Quarter (WFWEI) City Deal investment will fund specific site remediation measures required to unlock long term vacant development sites, access improvements and improvements to the quality of the physical environment.
- The Collegelands Calton Barras (CCB) City Deal project combines site remediation, increased connectivity and public realm improvements to unlock the potential of the area east of the City Centre bounded by High Street, Glasgow Cross, Saltmarket, Duke Street, Bellgrove Street, Abercrombie Street and Glasgow Green.

These five infrastructure projects total over £385.8 million of investment to unlock Glasgow sites. In addition to this there is the £144.3 million Glasgow Airport Access project shared with Renfrewshire and the £4 million Tontine centre for business innovation and growth.

Action 6

DELIVER PROJECTS TO UNLOCK THE DEVELOPMENT POTENTIAL OF VACANT AND DERELICT LAND



Transforming Communities: Glasgow (TC:G) was established as strategic partnership between the Council, Glasgow Housing Association and the Scottish Government to oversee the delivery of a regeneration and development programme across Glasgow's eight identified Transformational Regeneration Areas (TRAs).

- Gallowgate Red Road Maryhill
- Laurieston Sighthill North Toryglen
- Pollokshaws East Govan and Ibrox

This partnership has since formed into a regeneration company and registered charity.

The key purpose of Transforming Communities:Glasgow (TC: G) is to create sustainable place transformation through mixed-use development and housing renewal, maximising the potential of public sector land assets; tackling infrastructure issues and to maximise the level and rate at which private sector investment is attracted to the Programme and the TRAs.

The TRA programme aims to provide new sustainable mixed tenure communities through the provision of new housing, community facilities, green space and where appropriate, commercial units. Each TRA has its own local delivery group, with resident and community representation.

Sighthill is the largest of eight Transformational Regeneration Areas (TRAs) in Glasgow. Sighthill was proposed as the location for the Youth Olympic Games in 2018 in addition to having TRA status however the city's bid was unsuccessful. Despite this, the Council took the decision to take the proposals forward and these are virtually unchanged from the bid. The work in the Sighthill area is now 10-20 years ahead of the original TRA schedule as a legacy of the games bid. Working with strategic partners through Transforming Communities: Glasgow, a £250m master plan for Sighthill TRA has been developed.

New Neighbourhood Initiatives at Garthamlock, Oatlands & Drumchapel.

New Neighbourhood Initiatives in Glasgow are predominantly private sector housing developments and are designed to increase the choice of house type and size in the city. It is hoped this type of housing will help to reduce the population loss to neighbouring local authorities, particularly from family households in the middle-market sector.

In addition to this, the New Neighbourhoods are designed to tackle deprivation, encourage social inclusion and regenerate some of the less affluent areas in the city.

City Centre Regeneration Strategy The Glasgow City Centre Strategy has been developed collaboratively within Glasgow City Council Services, the business communities, Glasgow economic leadership and other city centre stakeholders and organisations. The strategy has a wide range of over 50 proposed actions to be delivered over the period of 2014-2019, all aimed at ensuring that Glasgow remains as one of the top city centres in the UK and Europe.

In relation to housing, one of the key objectives of the City Centre Strategy is to develop a range of housing to bring more families back into the city centre as well as carry out work to the public realm and improve connectivity.

In June 2016 consultants were appointed to assess residential capacity and the nature of the housing market as part of a new residential strategy for the City Centre. The outcomes will inform the scope to attract new households and further boost demand for goods and services within the city's core business area.

Canal Regeneration The Glasgow Canal Regeneration Partnership is a partnership between Glasgow City Council, Scottish Canals and BIGG Regeneration formed with the aim of delivering the Canal Action Plan which outlines proposal for regeneration over the next 5 years.

This includes the development of new housing in the Maryhill TRA and Maryhill Locks.



Self-Build

Glasgow City Council is committed to diversifying its local housing supply through facilitating self-build. The Council is keen to promote alternative, affordable models of housing that help people to remain within the city.

Maryhill TRA was selected as a suitable area to pilot self-build, as part of a larger regeneration project to create a contemporary urban village with shops and community facilities. An initial site was identified in Bantaskin Street. This six plot pilot, set between the River Kelvin and the refurbished canal locks, will serve to test the local appetite for enabled self-build in the city; the first such scheme in Scotland.

Building your own home gives you something very personal and flexible that suits your needs, not to mention a huge sense of achievement. It can also be a cheaper option – most self-builders, with careful budget management, are capable of building a house

30% cheaper than the same house would cost to buy. With so many people priced out of the property market, this provides a valid alternative.

In addition, self-builders have been proven to stay within a community for longer, investing in their area.

Self-build can be a challenging process. One of the biggest hurdles self-builders face is finding land, together with finance and planning issues.

Glasgow City Council has worked to address these issues with the provision of serviced plots, working to make self-build finance more available and developing a simplified approach to planning.

Action 7

ENABLE THE COMPLETION OF THE 6 PILOT SELF-BUILD PROJECTS WITHIN THE MARYHILL TRA



Clyde Gateway Clyde Gateway is a partnership between Glasgow City Council, South Lanarkshire Council and Scottish Enterprise, backed by funding and direct support from the Scottish Government. Its aim, over a 20-year period until 2028, is to lead the way on social, economic and physical change across communities over an area of 840 hectares in the east end of Glasgow and Rutherglen. It will also continue to build on the Legacy aspects of the 2014 Commonwealth Games.

Continued investment in Dalmarnock In the summer of 2014, the Commonwealth Games Athletes' Village in Dalmarnock was home to 6,500 athletes and officials attending the 20th Commonwealth Games. Post-Games, the 700 houses were retrofitted for permanent habitation.

400 are social rented family houses now owned by Thenue Housing Association, West of Scotland Housing Association and Glasgow Housing Association. The balance of 300 houses and flats for sale were sold by the developer consortium, City Legacy. A high percentage of these owner occupiers are first-time buyers.

The Village continues to win awards for its design, construction, and overall delivery, and is now home to thousands of very satisfied new residents. The housing at the Village is complemented by other facilities, including the adjacent Dalmarnock Hub community centre and Cuningar Loop Forest Park. A new care home has been developed in the village, a new nursery will open in 2017 and a new school will be developed in 2018. The adjacent site at Dalmarnock Riverside will be developed for mixed tenure.

A number of areas have been identified by Glasgow City Council as priorities for regeneration and planning study/master plans have been prepared which describes and maps development concepts including:

- present and future land use
- urban design and landscaping
- built form
- infrastructure
- circulation, and
- service provision

It is based upon an understanding of place and it is intended to provide a structured approach to creating a clear and consistent framework for development.

Developments Include:

- Byres Road Placemaking Report [1 Mb]
- Calton Barras Action Plan (CBAP)
- Calton Area Development Framework [11Mb]
- Cowglen Spatial Masterplan [5Mb]
- East End Local Development Strategy [9Mb]
- Maps for the East End Local Development Strategy [5Mb]
- Maryhill Town Centre Action Plan [4Mb]
- Shawlands Town Centre Action Plan

A strategic development framework was approved by Council in September 2016 for Greater Easterhouse. The framework will provide guidance to maximise regeneration potential in the area to secure future investment for the area including new build housing.

Regeneration within established neighbourhoods

It is recognised that regeneration is not just about new build housing and that regeneration or renewal also takes place within areas of existing housing.

The Govanhill Strategic Property Acquisition Strategy established in 2014/15 focuses on balancing housing tenure, creating a majority ownership to allow property factoring to be revived and to meet housing need by transferring properties to the social rented sector to meet housing need.

The strategy also involves provision of new supply affordable housing on vacant and

derelict sites within Govanhill and an intensive estate management plan. See also the Manage, Maintain and Improve the Existing Housing Stock section of this document.

Make attractive places to live

We want people to live in attractive well maintained neighbourhoods. From research and feedback, we know that derelict sites have a significant impact on the perception of an area, on its popularity and on existing communities. Research has also made linkages with the impact of vacant land and poorer health ([Derelict Land, Deprivation, and Health Inequality in Glasgow, Scotland: The Collapse of Place - J.A. Maantay](#)) Over 60% of Glasgow City's population lives within 500 metres of a derelict site, and over 92% live within 1,000 metres of a derelict site. To tackle this, the council has introduced a number of projects aimed at improving the environment. These are:-

[Stalled Spaces](#) is a programme introduced by Glasgow City Council to support community groups and local organisations across the city to develop temporary projects on stalled sites or under utilised open spaces. Many sites may have plans for future development, however this can be anywhere from one to over ten years until development is scheduled to begin. The stalled spaces project delivers an innovative approach to dealing with issues relating to poor environmental conditions that have become more prevalent due to economic downturn.

The project focuses on the temporary use of vacant land, under utilised open space and sites earmarked for development though stalled. Projects range through allotment gardens, green gym/play space/outdoor exercise to exhibition space and arts projects. All projects deliver a range of initiatives that promote health and wellbeing.



The Glasgow Centre for Population Health has undertaken research on the impact of stalled spaces on individuals involved and the communities in which projects have taken place. Findings show that people involved gain confidence, develop new skills and felt better able to contribute to society.

Wider community benefits were also experienced through strengthened local partnerships and more positive feelings about the community as a place to live. These impacts compliment improvements to the physical environment, providing a strong basis for the community-led development of spaces to continue to be supported by Glasgow City Council.

The [Open Space Strategy](#) is the cornerstone of the place making theme that runs through the new City Development Plan and associated Supplementary Guidance. It will be a viable and enforceable tool that seeks to deliver multi-functional open spaces which are inclusive, accessible and fit for purpose.

The Open Space Strategy concentrates on accessible open space and will:

- Set the context for open space across the City
- Provide strategic direction on what constitutes a multi-functional open space
- Support the strategic direction for the Council's Parks & Maintenance Strategy
- Provide a framework for open space investment and asset management of open spaces across the City via the local area context appraisals
- Set open space standards to inform that framework and to assess the contribution that development proposals may need to make to open space provision/enhancement in the local area

A huge variety of open spaces are provided by a range of stakeholders across the City serving a number of needs and opportunities, it is not exclusively the responsibility of the Council to

deliver and maintain publicly accessible open space.

The Council will continue to work with stakeholders to build on these partnerships to further extend the range, quality, function and, where appropriate, accessibility, of open spaces across the City.

Action 8

GLASGOW CITY COUNCIL AND LOCAL PARTNERS WILL CONTINUE TO DEVELOP OPEN SPACES WITH QUALITY STREETScape, GROWING SPACES AND ACCESS TO PLAY SPACE FOR CHILDREN

Transport links

Poor transport links can have negative consequences for access to employment and training opportunities as well as access to vital health, social work and advice services. Research with older residents highlighted that the lack of good transport links can also leave residents feeling isolated and cut off.

Action 9

WORK IN PARTNERSHIP WITH SPT AND OTHER TRANSPORT PROVIDERS TO IMPROVE TRANSPORT CONNECTIONS WHERE COMMUNITIES HAVE IDENTIFIED THIS AS A PRIORITY

Obstacles to development

From our consultation with registered social landlords (RSLs) and private sector developers, we know that to deliver regeneration and our promise of at least 1000 new social rented or below market rent properties and 1500 private sector properties per annum, there are a number of obstacles which need to be overcome and Glasgow City Council is committed to working with RSLs and private sector developers to do this.

This is discussed in more detail in the [Strategic Housing Investment Plan](#).

Manage, maintain and improve the existing housing stock

This strategic priority sets out the Council's approach to managing, maintaining and improving existing housing in the city across all tenures

The minimum standard

The Below Tolerable Housing standard (BTS) is a condemnatory standard. A house that falls below this standard is not considered acceptable as living accommodation in any tenure. The Tolerable Standard consists of a set of criteria covering the basic elements of a house which are fundamental to its functioning as a home and these include issues of public health, comfort and safety.

The Scottish House Condition Survey 2012-2014 estimates that 3% of the housing stock in Glasgow is below tolerable standard (BTS) with the majority of properties being in owner occupation. The Council's Strategy for tackling [BTS housing](#) has been approved. The key elements of the strategy are to address housing which is currently identified as BTS, and to prevent housing becoming BTS or

falling into serious disrepair. Where a property is found to be below the tolerable standard, owners would be tasked with bringing their property up to the tolerable standard. If this is not carried out, in line with our BTS Strategy, the Council can serve a closing or demolition order on the property.

A Common Housing Quality Standard Forum been set up by the Scottish Government to consider a single repair standard which will apply to all tenures. We assume that, if agreed, this would replace the tolerable standard.

Action 10

WE WILL TAKE ACTION TO ADDRESS PROPERTIES WHICH CURRENTLY FALL BELOW THE TOLERABLE STANDARD OR ARE IN DANGER OF BECOMING BTS OR FALLING INTO DISREPAIR

Pre 1919 properties

The built heritage, particularly in the form of the pre-1919 tenements, is considered an important cultural attribute for the city. Glasgow's older private houses, including some 74,000 houses and flats built before 1919, are an important and vital part of the city's housing stock.

They provide a flexible housing resource and give the city much of its distinctive character. The majority of these properties are in the private sector. In 2006, the Council carried out a [Survey of Older Private Housing](#) and from this developed an [Older Private Housing Strategy](#) in 2009. This now requires to be updated.

There is a strong overlap between predominantly pre-1919 tenemental areas and Conservation Areas or buildings with listed status.

Poor conditions in the older private housing stock can be found in particular areas of the city with major concentrations of poor pre 1919 housing in Govanhill, Ibrox/ Cessnock, East Pollokshields and parts of Dennistoun.

There are smaller areas of poor house conditions and management issues arising in other parts of the city but they are not as concentrated as these areas.

Action 11

REVIEW THE OLDER PRIVATE HOUSING STRATEGY

The Scheme of Assistance

Section 72 of the Housing Act (2006) requires a local authority to prepare and make publicly available a [Scheme of Assistance](#) for private sector housing.

The Scheme of Assistance is aimed at owner-occupiers, landlords and tenants of privately let properties, who are looking for advice and assistance with regard to property repairs and adaptation works.

The Scheme of Assistance reflects national policy priorities such as the repair of sub-standard housing, promoting the responsibility of owners to maintain their property and enabling older people and people with disabilities to live independently.

The Council will deliver assistance with a range of partners detailed in the Scheme of Assistance document. Glasgow City Council will provide the following types of assistance depending on the circumstances:

- Information and advice
- Practical help and guidance
- Financial assistance (in certain circumstances)

Financial assistance

The Council's overall budget for private sector housing is severely limited by the fact that Private Sector Housing Grant is no longer ring fenced. It is discretionary and set only in the context of wider Council budget priorities.

The Scheme of Assistance sets out what financial assistance the Council is able to offer and this may include directing the owner to seek independent financial advice about a range of loan or equity release schemes available. Grant funding may also be available in certain circumstances. [Grants for Common Property Repairs](#).

As funding is limited and subject to availability, financial assistance will be targeted at those owners most in need where national and local strategic objectives are being delivered.



Assistance will be prioritised according to work type and by area including:

1. Essential adaptations for people with disabilities.
2. Below Tolerable Standard (BTS) properties or properties at risk of becoming BTS.
3. Common repairs required in pre 1919 tenement properties in priority areas, which impact on all of the property owners, where the property is deemed as sub-standard or is in danger of becoming sub-standard. This will include small scale preventative maintenance works which if carried out will enable the appointment of a property factor.
4. Flatted dwellings which have secured funding through the:
5. Affordable Warmth scheme to carry out energy efficiency measures and may be in need of common repairs.
6. Glasgow City Heritage Trust or similar bodies.
7. Various work initiatives that may be undertaken from time to time within priority areas.
8. Empty Homes – to bring the property back into use.

Equipment and adaptations

The Housing Scotland Act 2006 places a general duty on local authorities to provide assistance to make a house suitable for a disabled person where the house is or will be that person's only or main residence. This is described in more detail on page 108

Care and repair

The Glasgow Care & Repair Service assists home owners aged 65 or over and people with disabilities, with no adult family living with them, to organise repairs to their property. This assistance generally comprises identifying defects, obtaining quotations for the work involved and liaising with the contractor and client throughout the course of the work. The service will also assist owners with a disability to adapt their homes.

For further information refer to page 13 of

Glasgow City Council's [Scheme of Assistance](#).

Enforcement action

In instances where all owners or some owners do not agree to participate in a repair project or maintenance regime, the Council can take enforcement action under the Housing (Scotland) Acts 1987, 2006 & 2014. Under this legislation local authorities have statutory powers which they can use to facilitate or execute works in relation to common repairs. If any enforcement action is taken, the offer of any financial assistance is immediately withdrawn.

The types of enforcement action the Council may take are:-

- Works Notices - Section 30, Housing (Scotland) Act 2006
- Missing Shares - Section 50, Housing (Scotland) Act 2006
- Maintenance Orders - Section 42, Housing (Scotland) Act 2006
- Closing Orders - Section 114, Housing (Scotland) Act 1987
- Demolition Orders – Section 115, Housing (Scotland) Act 1987
- Housing Renewal Areas - Section 1, Housing (Scotland) Act 2006
- Third Party Reporting – Section 25, Housing (Scotland) Act 2014
- Enhanced Enforcement Areas - Section 28, Housing (Scotland) Act 2014

For more details on this enforcement action please click the following link. [Statutory Enforcement Action for Common Repairs](#).

Action 12

THE COUNCIL WILL CONTINUE TO ENCOURAGE OWNERS TO CARRY OUT WORKS AND TO MAINTAIN THEIR PROPERTIES ON A VOLUNTARY BASIS AND WILL MAKE USE OF ITS STATUTORY POWERS TO CARRY OUT ENFORCEMENT ACTION IF IT IS DEEMED NECESSARY INCLUDING EXPANDING THE USE OF 'MISSING SHARES'

Strategic Acquisition Strategy

Housing Associations have a significant role in driving up standards in the private sector, particularly in relation to mixed tenure blocks or where the association provides a factoring service to owners.

Glasgow City Council has introduced a strategic acquisition programme to assist associations in this regard, with the aim of targeting properties in poor condition or where there is a lack of effective management or maintenance.

The strategic acquisition programme provides funding to assist associations to purchase privately owned properties in mixed tenure blocks and will be targeted at:-

- Flatted dwellings without common repair or maintenance plans
- Properties without effective management
- Properties which are long term empty
- Properties with absentee landlords not paying their share of repair/maintenance costs

The aim of this programme is to enable the appointment of a factor, carry out common repairs and introduce maintenance plans, ensure preventative maintenance is carried out and to consolidate housing association ownership in problem properties. This provides added value to social landlords by allowing them to tackle problem closes, tackle the issue of absentee landlords and raise their profile in communities.

Action 13

THE STRATEGIC ACQUISITIONS PROGRAMME WILL CONTINUE TO BE DEVELOPED IN RECOGNITION THAT RSLs MAY REQUIRE TO TARGET OWNERSHIP OF PROPERTIES IN TENEMENT BLOCKS TO ENABLE THEM TO ADDRESS COMMON REPAIR ISSUES AND CONSOLIDATE FACTORING ARRANGEMENTS



Govanhill

In 2015, a strategy was agreed with the Scottish Government in respect of South West Govanhill. The strategy involved Glasgow City Council, Govanhill Housing Association and the Govanhill Partnership working together to try to resolve problems in the area such as overcrowding, deterioration of the building fabric, infestations and environmental issues through a package of investment and management interventions.

The Scottish Government agreed to fund £4.3m over 2 years for a 2 year pilot project and a further £5m was committed by Glasgow City Council. This funding was to be used to acquire and improve 80 properties over the two years. 4 blocks in South West Govanhill were to be designated as an Enhanced Enforcement Area, the first of its kind in Scotland, giving the Council enhanced enforcement powers to tackle some of the issues in the area.

The concentration of resources on the 4 blocks was aimed to provide maximum impact over the 2 years. The main priorities of the pilot were to:-

- Promote a sustainable tenure balance
- Stabilise the tenement blocks by addressing disrepair and overcrowding issues
- Introduce a programme of preventative maintenance via promotion of factoring services/maintenance plans
- Meet housing need through the allocation of a proportion of acquired properties to address shortfalls in homelessness provision
- Engage with and register all landlords in the designated area to ensure full compliance with legislation
- Reduce and eventually eliminate poor landlord practice through pro-active intervention by Glasgow City Council's Housing Intervention and Support Team (HIST)
- Work closely with partnering organisations operating in the area to share information and ensure that all work programmes are effectively co-ordinated

Between February 2015 and July 2016, Govanhill Housing Association have managed to acquire 93 properties within the 4 blocks designated as an Enhanced Enforcement Area (EEA) and acquired 8 additional properties just outside the EEA area. There are plans to acquire further properties.

The multi-agency approach to the area also includes residential engagement visits, close inspections, carrying out common repairs work, issuing abatement notices in relation to public health nuisances, requesting iron bars to be removed from windows and third party reporting of private landlords to the Private Rented Housing Panel (now known as the Housing and Property Chamber from 1st December 2016). All 76 closes in the 4 blocks will have a factor or management arrangements in place by March 2017.

Refuse and pest control issues are tackled through proactive and reactive services funded by Glasgow City Council and the area has a dedicated Environmental Health Officer and Pest Control team. A pull through service for the collection of refuse has been introduced in the 4 blocks which has been a success. A strategy is now being developed to be implemented in other problematic blocks.

Following the success of the pilot, partners are now looking at a longer term strategy for the area and how this can be funded. Discussions are currently ongoing between the partnering organisations previously highlighted.

It is proposed to seek further Enhanced Enforcement Area (EEA) designations over the wider area and Glasgow City Council will lobby for the powers under the EEA to become standard for landlord registration.

Standards in the private sector

At present neither private landlords nor individual property owners are obliged to meet the prescribed standards of management,

maintenance and energy efficiency standards which apply to the social rented sector. Nor is there a prescribed energy efficiency benchmark, although every property which is being offered for sale on the housing market must have a Home Report which includes an energy rating for the property.

The Scottish Government established the Regulation of Energy Efficiency in Private Sector Homes (REEPS) Working Group to consider regulation issues and help develop proposals for consultation. The consultation on REEPS is expected at some point during the new parliamentary session although it is currently unclear how the Scottish Government will enforce any standard introduced.

Private Rented Sector landlords must comply with the Repairing Standard (RS) in terms of protecting the health and safety of private rented sector tenants however returns and the monitoring of compliance are not carried out by any overseeing trade body or regulator. Compliance relies on individual tenants reporting a breach in the standard to the Private Rented Housing Panel (Housing and Property Chamber from 1st December 2016).

Recently passed legislation in the form of the Housing (Scotland) Act 2014 has provided

additional powers to allow a third party referral to the Private Rented Housing Panel (Housing and Property Chamber from 1st December 2016) by the local authority. Enhanced standards have also been introduced for gas, electrical appliance and fire detection equipment. Landlords must obtain and renew certificates on a regular basis and have these available for inspection in order to comply with landlord registration criteria.

Glasgow City Council will inspect properties in the private rented sector, following receipt of adverse reports, to determine if they fail to meet either the Repairing or Tolerable Standard. Where failures are identified, landlords are given the opportunity to carry out work within stipulated timescales failing which enforcement action will be taken.

Action 14

GLASGOW CITY COUNCIL WILL CONTINUE TO CARRY OUT INSPECTIONS TO MONITOR PROPERTY STANDARDS IN THE PRIVATE HOUSING SECTOR. PROACTIVE INSPECTIONS WILL BE CARRIED OUT IN ENHANCED ENFORCEMENT AREAS AND OTHER AREAS PRIORITISED BY THE COUNCIL WHERE PROPERTY CONDITION IS DEEMED A PROBLEM



Standards in the social rented sector

Housing standards in the social rented sector are generally much higher than the private sector as all Registered Social Landlords in Scotland are obliged to meet certain minimum building maintenance and repairs management standards which are monitored and recorded by the Scottish Housing Regulator (SHR) through the Annual Return of the Charter (ARC). These include compliance with the Scottish Housing Quality Standard (SHQS) and the time taken to effect emergency, routine and cyclical repairs.

As of September 2015, the Scottish Housing Regulator (SHR) made available the returns on Scottish Housing Quality Standard (SHQS) on an association by association basis, including national associations operating in the city. According to Scottish Housing Regulator aggregated figures, a total of 94,478 properties in Glasgow had achieved the standard at the end of March 2015 with a further 2,623 units expected to reach the standard by the end of March 2016. The remainder of the properties are either exempted, held in abeyance, subject to demolition or right to buy or the tenant has refused entry for work to be carried out. Further analysis of the Scottish Housing Quality Standard will be reported when it becomes available. Based on the 2015 housing stock estimates which assume a total of 106,950 social rented units, this would suggest that just under 91% of the city's social rented stock will have achieved full Scottish

Housing Quality Standard compliance by end of March 2016 with the remainder being subject to exemptions or abeyances which may reflect disproportionate costs or tenants not allowing access.

From 2016, RSLs must make a separate new return to the charter on working towards compliance with the [Energy Efficiency Standard for Social Housing \(ESSH\)](#). The target date for full ESSH compliance is 2020.



It is recognised that the energy efficiency of the property can have a significant impact on the comfort levels that someone experiences in their home and on their likelihood of being in fuel poverty. This issue is recognised as being an important element of the management, maintenance and improvement of properties in

Glasgow and is discussed in more detail in the Tackling Fuel Poverty, Energy Inefficiency and Climate Change section.

Taken together, these standards cover all of the key building elements required to effectively ensure that RSL properties remain at a high standard and that they will meet a minimum threshold in terms of the energy efficiency of the property by 2020.

In the Social Rented Sector, improvement of stock, whilst including raising the standard of the condition of building elements where this has not already been done, can also include discretionary works which fall out-with SHQS or ESSH but which are nevertheless an amenity improvement.

Examples include internal refurbishment of properties to a higher standard, voluntary extension of properties without grant aid, backcourt and amenity open space improvements.

The targets set for the social rented sector across the management and maintenance of properties are being and will be addressed by RSLs in the context of nationally set targets.

It is anticipated that RSLs will implement discretionary improvement in terms of their own asset management strategies which may also include commercial properties where they or their subsidiaries have a controlling interest and land in their ownership.

Where RSLs have majority ownership in common properties where they act as property factor, they have the option of carrying out common repair works and re-charging owners under a voluntary agreement. RSLs can currently record a Notice of Potential Liability to recover costs from owners. The Scottish Government is currently consulting on strengthening this by giving RSLs the power to record a Repayment Charge to recover monies from owners in relation to repair costs.

The Council has identified pressured areas in the city where those resources that are available from within the Council's Private Sector Housing Grant budget can be brought together with RSL and other partners and owners on a targeted basis to bring particular groups of properties up to a better or higher repair, maintenance and energy efficiency standard.

An example of this is Brucefield Park where the Council worked with Lochfield Park Housing Association to tackle a range of repair, management and energy efficiency issues in the area.

This included the use of financial assistance, enforcement action and targeted acquisition to tackle some of the problems in the area. This multi-agency partnership approach is now being used to target other areas in the city such as properties in Priesthill and London Road, where there are high levels of poorly managed privately let properties.

Action 15

WORK WITH RSL PARTNERS ON AN AREA BASIS TO TACKLE PROBLEMATIC PRIVATE SECTOR HOUSING IN POOR CONDITION

Glasgow's Factoring Commission was initiated by the Leader of the Council in May 2012, and the initiative was incorporated into the Council's Strategic Plan 2012–17. The Commission was tasked with producing recommendations to improve private sector property management in the city. The remit included the identification of property management issues and problems through taking evidence from a variety of stakeholders including home owners and property factors. The objective was to identify good practice but also to identify issues which have been preventing the effective delivery of sustainable repair and maintenance of flatted properties in the city.

In the course of its independent deliberations, the Commission opted to extend the scope of enquiry to include legal, fiscal and administrative impediments to good and effective property maintenance which came to light as a result of evidence provided by range of stakeholders, interest groups and individuals. A summary of the full report and its recommendations can be found here [Final Report of the Glasgow Factoring Commission January 2014](#).

In summary, the proposed key actions include:

- supporting the development of the information and advice website,
- assisting with the co-ordination of Glasgow-wide co-operation between the key players in the property market, including the designation of enforcement

areas and property acquisition to facilitate consolidation of ownership and effective factoring arrangements

- developing improved information on properties without a factor
- pulling together information on “at risk” properties
- initiating discussion with the Scottish Government on the role it could play in fostering greater owner responsibility,
- reviewing the inter-relationship between different pieces of private housing legislation
- measuring the impact of the increased share of private rented sector housing on long term value and condition
- supporting the development of the website with a view to its wider application across Scotland

The new Scotland-wide information and advice website, Under One Roof, was launched in September 2016 following the recommendations from the factoring commission.

Action 16

PROMOTE THE UNDER ONE ROOF PROPERTY FACTORING AND MAINTENANCE WEBSITE TO ENCOURAGE OWNERS TO UNDERSTAND THEIR LEGAL RESPONSIBILITY FOR COMMON REPAIRS. THE COUNCIL WILL PROACTIVELY WORK WITH LETTINGS AGENTS, PROPERTY MANAGERS AND OWNERS TO PROMOTE AND EDUCATE ON GOOD PRACTICE

Establishing a Factoring Standard and tackling lack of maintenance in mixed tenure blocks

The need to address common property repair in areas where there is mixed ownership has prompted pro-active discussion between the Council, local housing associations and residents in specific areas.

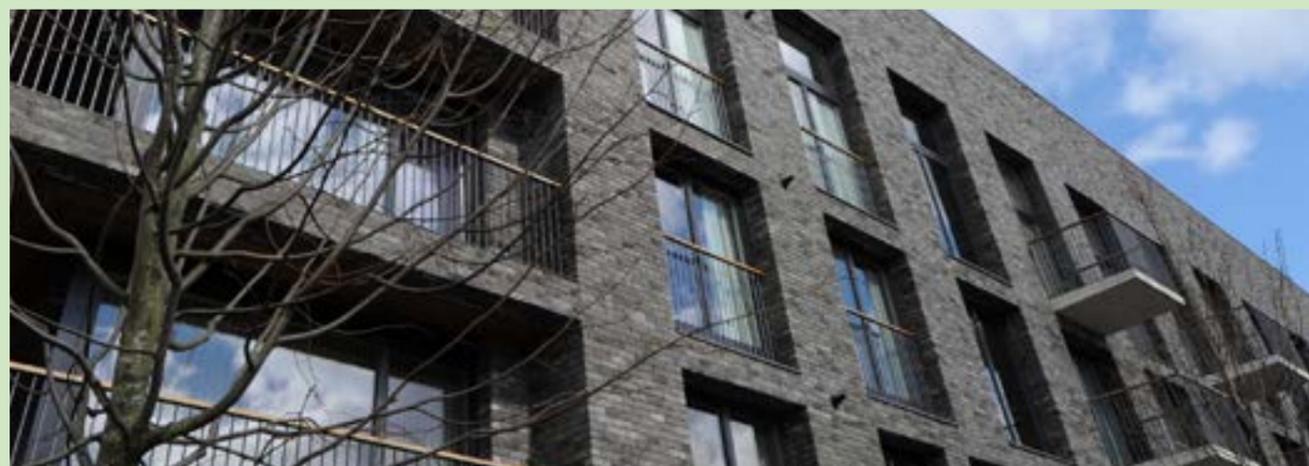
The problem tends to be more acute where private sector property factors are no longer providing a service, where there are high proportions of privately rented properties and some evidence of negative equity.

The Council will work with residents and property factors to establish funds to bring

common areas up to an acceptable standard and establish longer term maintenance and factoring arrangements to protect the investment and restore confidence in the market.

Action 17

DEVELOP JOINT PROPOSALS WITH RSL AND COMMERCIAL PROPERTY FACTORS TO ESTABLISH A FACTORING STANDARD AND ENCOURAGE RSLs TO PRO-ACTIVELY APPROACH OWNERS WITH A VIEW TO OFFERING FACTORING SERVICES IN PROPERTIES WHERE THEY HAVE NO OWNERSHIP OR A MINORITY INTEREST



Empty Homes Council Tax records indicate that there were 1857 empty properties within Glasgow at March 2016. These properties are those that have been empty for more than six months in March 2016. The number of empty properties have increased slightly, 111, (6%) since 2011, following the changes to the council tax levy implemented in 2013. Records also indicate there are 472 properties classed as second homes in Glasgow at March 2016. This shows a decrease of 353 on previous years when there were 825 properties classed as a second home at March 2011. It is anticipated that the actual number of empty homes is far greater than the figure identified. Further investigations are currently being carried out.

The Glasgow Shared Services Project, a tri-partite project in conjunction with Glasgow City Council, Glasgow Housing Association, and Shelter Scotland commenced in mid-2015. An advisory board was developed to oversee the project with a dedicated officer employed from August 2015. The initial focus of the empty homes partnership has concentrated on engaging with owners of empty properties where there had been problems identified with private sector housing.

The Empty Homes Officer will continue to offer a range of practical assistance dependent on the individual circumstances to enable the owner to bring the property back into use. The types of assistance range from signposting owners to forms of loan assistance, energy efficiency measures, as well as assisting owners to develop successful strategies to bring their property back into use.

As part of the Glasgow City Council strategic acquisition strategy, the Council will continue to work in partnership with locally based housing associations primarily within designated priority areas, as well as other areas where maintenance or common repairs have been

identified. It is envisaged that this strategy will lead to positive outcomes in relation to factoring, planned maintenance, and wider regeneration of the area.

In addition, a 'matchmaker' scheme will continue to match owners of empty properties in the private sector with potential purchasers to assist in bringing empty properties back into use. The scheme has initially focused on empty properties within the priority areas. Work will also continue in partnership with Glasgow Housing Association (GHA) to identify ex Glasgow City Council properties with the aim of bringing these properties back into GHA ownership and so increasing social housing supply in pressured areas.

Whilst the Council's aim is to bring empty properties back into use through positive encouragement with owners, there will always be problem cases where the property is causing a detriment to the wider community. In these circumstances and where all voluntary help and encouragement has been ineffective, the Council will consider the use of compulsory purchase powers.

The Empty Homes Partnership has recommended the introduction of Compulsory Sales Orders to the Scottish Government and they are considering legislating for this in the current parliamentary term.

Action 18

IDENTIFY AND TAKE ACTION TO BRING LONG TERM EMPTY HOMES BACK INTO USE OVER THE LIFE OF THE STRATEGY

Community Safety Glasgow

Research has highlighted that one of the key concerns for tenants is community safety and anti-social behaviour. Glasgow City Council in partnership with Police Scotland have set up Community Safety Glasgow with the specific task of tackling anti-social behaviour and making communities safer for people to live in.

This includes providing a range of services including CCTV, community relations,

mediation, and an anti-social behaviour noise service. Where antisocial behaviour is evidenced this can lead to action being taken up to and including the service of Antisocial Behaviour Orders.

Where a private landlord is failing to act against his tenant(s) the matter would be referred to the Private Landlord Registration Unit for action under Part 7 of the Antisocial Behaviour etc. (Scotland) Act 2004.



Raise management standards in the private rented sector

This strategic priority sets out the Council's approach to managing, maintaining and improving existing housing in the city across all tenures

Growth in the private rented sector

The growth in the private rented sector in Glasgow since 2008 has been rapid, particularly in inner city neighbourhoods, and has also increased but at a slower rate in previously single tenure communities. There are around 60,000 properties in the private rented sector in Glasgow (about 20% of all residential properties in the city) and in excess of 35,000 registered landlords.

Most landlords own only one or two properties and may be regarded as 'amateur' in the sense that for them this is not their main business or area of economic activity. This does not mean, however, that these landlords, in the main, do not strive to provide a good service for their tenants. There are signs that new registrations have begun to slow down as the house sales market starts to pick up and the 'Buy to Let' market is affected by the reduction in tax allowances and increased stamp duty on second homes.

Legislative Framework for the Private Rented Sector and Strategic Outcomes

The legislative framework governing the management of the private rented sector (PRS) has emerged from a number of pieces of primary and secondary legislation passed by the UK and Scottish Parliaments between 1989 and 2016 designed to protect PRS tenants and to raise standards across the private rented sector. The framework will be further strengthened by 2018 through the

introduction of a new private rented sector tenancy, the transfer of certain regulatory functions from the Private Rented Housing Panel (PRHP) to the Housing and Property Chamber of the First Tier Tribunal and the regulation of letting agents.

Strategic outcomes in relation to its role in regulating the private rented sector include raising internal and external physical standards of properties let out privately and improving the quality of life for tenants. The primary tools which the local authority has to raise standards are:

- the licensing of Houses in Multiple Occupation
- considerations under the Landlord Registration scheme
- use of the Scheme of Assistance to assist private rented sector landlords and tenants to tackle common disrepair and meet housing need. This includes:
 - the provision of discretionary repair grant
 - assistance with the cost of adaptations
 - inclusion of properties in energy efficiency projects where certain criteria is met
- joint working, including sharing of best practice and the application of information sharing protocols with a number of agencies, including the Scottish Government and Police Scotland, on an area basis to comprehensively address overcrowding, anti-social behaviour, poor landlord practice and criminality



Success will be measured by specific locally determined and agreed targets in relation to measures of compliance and improvement. These include:

- the proportion of landlords deemed to be fit and proper and deemed suitable for registration or re-registration,
- identification of unregistered properties subsequently included in the Register,
- the number of properties acquired and converted to social rented tenancies where there are very high concentrations of poorly managed private rented sector properties,
- evidence of collective and individual engagement with landlords,
- accreditation
- referrals to the Licensing and Regulatory Committee for refusal or revocation of registration and breaches of HMO regulations
- the numbers of rent penalty notices issued and subsequent prosecutions
- the proportion of closes factored by a *bona fide* organisation,
- reductions in anti-social behaviour.

Regulation and enforcement in the private rented sector in Glasgow

Much of the sector is well managed and maintained. The private rented sector has met and continues to meet the housing needs of a variety of groups and there are high levels of tenant satisfaction in parts of the sector. As the sector has grown so has the diversity of households that now live in private renting. In addition to the provision for 'niche' markets e.g. purpose build student accommodation, there is scope for institutional investment in "Build to Rent" particularly in the City Centre. Large scale investment in good quality private rented sector developments that are well managed is an important goal for providing better housing options for households and improving housing standards in the city overall.

Action 19

CONTINUE TO ENCOURAGE LANDLORD ACCREDITATION SCHEMES AND TAKE APPROPRIATE ACTION WHERE LANDLORDS DO NOT MEET THEIR RESPONSIBILITIES

Houses in Multiple Occupation (HMOs)

HMOs are an important housing option especially for young people and students. There are more than 3,000 licensed HMOs operating in the city. As this part of the sector is licensed, there is more regulation compared with other part of private rented sector.

Managing existing provision

It can be impractical for some tenants to take direct action against landlords without recourse to the law. There is a political expectation that the local authority will be able to take enforcement action should a case be referred directly by the tenant or indirectly by an elected member. The main routes of redress for tenants revolve around breaches of the law as it currently stands:

- Breach of the tenancy agreement e.g. illegal or forced eviction
- Failure to place deposit with an accredited Rent Deposit Scheme
- Breach of the Repairing Standard and repairs not being carried out
- Discrimination on the basis of age, disability, gender, sexual orientation/identity, race or religion,
- Harassment
- Anti-social behaviour of other tenants and nearby residents

Shelter Scotland has a one stop shop offering advice and support to private sector tenants and web based tools and sample letters to help tenants to write to their landlord to request action.

Action 20

CONTINUE TO MAKE REFERRALS TO THE LICENSING COMMITTEE SEEKING THE REMOVAL OF POORLY PERFORMING LANDLORDS FROM THE REGISTER WHERE THERE HAS BEEN A FAILURE OF COMPLIANCE WITH STATUTORY NOTICES, THE FIT AND PROPER PERSON TEST AND OTHER RELEVANT LEGISLATION OR REQUIREMENTS

Landlord registration

Landlord registration became a legal requirement in April 2006 following the passing of the Antisocial Behaviour etc. (Scotland) Act 2004. The Private Rented Housing (Scotland) Act 2011 contained a number of provisions which amended the 2004 Act and a raft of Statutory Instruments, Regulations and Orders have been issued over the course of the last ten years. More recently, the Housing (Scotland) Act 2014 extends regulation to the activities of letting agents from 2018 and creates a new tribunal system for private sector housing. A separate but related piece of legislation, the Private Housing (Tenancies) (Scotland) Act 2016 strengthens the rights of private sector tenants and will create a new single tenancy agreement. There is an expectation that in a nationally driven campaign to raise standards in the private rented sector, pressure will be placed on local authorities to revisit landlord registration alongside other legislation to drive improvements in landlord practice.

Within the context of the Scottish Regulators' Strategic Code of Practice and the Private Housing Sector legislative framework, there is also likely to be an expectation that enforcement action around the registration of landlords should be transparent, accountable, proportionate, consistent and targeted only where necessary.

Enhanced Enforcement Areas

Enhanced Enforcement Areas (EEA) are areas where there are significant concentrations of private landlords and persistent anti-social behaviour, poor management by landlords (including evidence of exploitation of tenants) and poor physical conditions. Local Authorities can seek EEA designation from the Scottish Government which will enable them to use additional powers to tackle the causes of the problems including rooting out poor landlords. The aim is to work with landlords who want to improve both management and physical conditions to improve the overall



quality of a neighbourhood so that people and communities feel secure. Glasgow is the first local authority in Scotland to apply for and successfully launch an Enhanced Enforcement Area in South West Govanhill.

Both the Housing in Multiple Occupation Unit and Private Landlord Registration Units form part of an integrated housing service working closely with the Private Sector Housing Property Condition team. This provides an effective approach to dealing with poor property condition and property standards in the private rented sector and an effective

sharing of information'. This also enables a co-ordinated approach to enforcement where landlords do not comply with current legislation.

Action 21

ENGAGE WITH THE SCOTTISH GOVERNMENT TO STRENGTHEN LOCAL AUTHORITY ENFORCEMENT POWERS AND LOBBY FOR THE POWERS UNDER THE ENHANCED ENFORCEMENT AREAS TO BECOME STANDARDS FOR LANDLORD REGISTRATION

Tackle fuel poverty, energy inefficiency and climate change

This strategic priority sets out the Council's approach to tackling fuel poverty, energy inefficiency and climate change across all tenures

Fuel poverty

Rising energy costs, continued austerity and welfare reform mean that fuel poverty will continue to be a challenge for a large proportion of Glasgow's population for years to come. In spite of significant investment in energy efficiency measures in Glasgow properties over the past 20 years, fuel poverty has not decreased. In fact it has increased. In 2002 we reported fuel poverty in the city to be 14% of the population and in our last strategy we reported that this figure had increased to 33% in 2011. Now in 2016, [The Scottish House Condition Survey \(2012-2014\)](#) reports that fuel poverty in the City is at 34% with 8% being in extreme fuel poverty that is, spending over 20% of their income on fuel costs. Over 45% of the people in fuel poverty in the city are elderly.

The [Housing \(Scotland\) Act 2001](#) placed a statutory duty on the Scottish Government to "ensure, so far as is reasonably practicable, that people are not living in fuel poverty in Scotland by November 2016". With 34% of Glasgow households currently in fuel poverty, it is clear the target will not be met.

Fuel poverty in Glasgow is not the consequence of a lack of investment on energy efficiency improvements. Since the last strategy, over £89.4m has been spent by Glasgow City Council and its partners on installing energy efficiency measures to 14,609 fuel poor households (5,005 of which were social rented households). Glasgow City

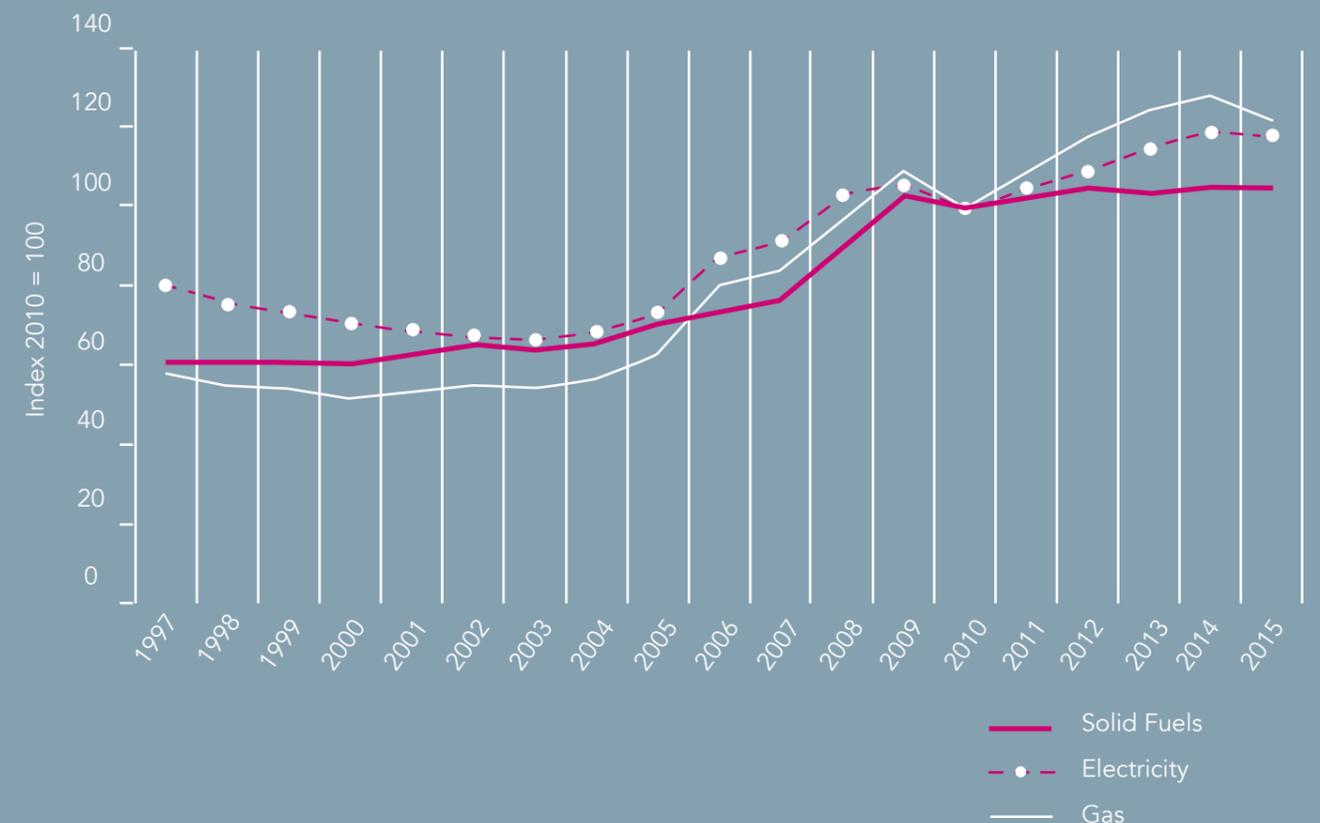
Council has consistently attracted the highest amount of Scottish Government Home Energy Efficiency Programme funding (HEEPS) and Energy Company Obligation (ECO) funding from utilities companies than any other Scottish Local Authority. Up to March 2015, Glasgow had 28,313 (or 98.7 measures per 1,000 households) ECO measures installed which is double the number of measures of any other Scottish Local Authority. (Source: Scottish Government).

The main reason for fuel poverty increasing in the city is low income levels and the year on year increases to fuel prices as the following chart demonstrates. Since 2010, (mainly over the period of the last housing strategy) solid fuel prices have increased by 13.5%, gas by 31.9% and electricity by 28%. Median gross annual pay for individual full time workers in Glasgow over the same period has only increased by 16.49% meaning that fuel prices have risen at more than 1.5 times the rate of wages.

Legislative Framework for the Private Rented Sector and Strategic Outcomes

The legislative framework governing the management of the private rented sector (PRS) has emerged from a number of pieces of primary and secondary legislation passed by the UK and Scottish Parliaments between 1989 and 2016 designed to protect PRS tenants and to raise standards across the private rented sector. The framework will be This strategy recognises that fuel poverty is

Fuel price indices in the domestic sector in real terms 1997 - 2015



(Chart 8 Source: Domestic Energy Price Indices, Department of Energy and Climate Change, 26th May 2016)

only one symptom of poverty. A person in fuel poverty may also be struggling with other living costs such as food and rent therefore we have tried to align the actions within this strategy to the objectives and actions of Glasgow's Poverty Leadership Panel and Glasgow's Financial Inclusion Strategy 2015-2018 which take a more holistic approach to tackling poverty and is an important priority for the Council.

Energy efficiency advice

Glasgow City Council has identified advice and information as being a key means of mitigating fuel poverty, and reducing its impact on vulnerable households. In March 2010, the Council established a fuel poverty advice team, branded as Glasgow's Home Energy Advice Team (G-HEAT), in partnership with the Scottish Federation of Housing Associations,

Glasgow & West of Scotland Forum of Housing Associations and Glasgow Advice and Information Network (GAIN). Its focus is to deliver face to face advice on energy related issues to vulnerable households in the city regardless of tenure.

The project has and is currently supported through partial funding from Scottish Power and Glasgow City Council. The team is managed by the Wise Group and is co-located with the Scottish Government's Home Energy Scotland team in order to maximise linkages.

Action 22

CONTINUE TO SUPPORT THE PROVISION OF FREE AND IMPARTIAL ENERGY ADVICE, ASSISTANCE AND ADVOCACY SERVICES TO ALL HOUSEHOLDS IN THE CITY

Fuel banks

In 2009 there was only one food bank in Scotland. By September 2013 there were thirty-five in Glasgow alone, and now there are over seventy in the city. In 2016, the Glasgow South East Food Bank, in partnership with the Trussel Trust and Npower, set up the first fuel bank in Glasgow which offers prepayment meter vouchers to people struggling to afford to light and heat their homes. The scheme gives people around two weeks' worth of energy depending on the time of year.

Action 23

SUPPORT ORGANISATIONS TO TACKLE FUEL POVERTY THROUGH THE USE OF FOOD AND FUEL BANKS

Affordable Warmth Dividend

The Affordable Warmth Dividend is a payment of £100 made by the Council to Glasgow residents who are 80 years of age or older. The purpose of the dividend is to help residents keep warm during the winter months. Over 40% of people in fuel poverty in Glasgow are elderly. The Council spends just over £1.3m on the dividend each year. During 2013/14 there were 13,832 payments made to Glasgow residents and during 2014/15 this figure was 13,566.

Action 24

ENSURE MAXIMUM UPTAKE OF THE COUNCIL'S AFFORDABLE WARMTH DIVIDEND TO ELDERLY GLASGOW RESIDENTS

Glasgow People's Energy

In November 2015, Glasgow City Council established a Social Enterprise Collaboration with the Wise Group and Citrus Energy called Glasgow People's Energy (GPE). GPE is a free, independent and impartial switching service for Glasgow's businesses and third

sector organisations with the aim of helping them to save money on their fuel bills by searching through prices from the whole commercial energy market for the best price.

GPE also offers a bill and invoice validation service, energy management reports, contract management and supplier dispute resolution.

Once fully established, it aims to roll out its switching service to domestic customers which will offer a tailored service to residents, taking into account their individual energy needs and circumstances. This will be particularly beneficial to residents on prepayment meters who often find it harder to switch.

Action 25

EXPAND GLASGOW PEOPLE'S ENERGY SERVICES TO INCLUDE DOMESTIC CUSTOMERS

Scotland's Energy Efficiency Programme

In June 2015, the Scottish Minister for Environment, Climate Change and Land Reform announced that Energy Efficiency would become a national infrastructure priority and the cornerstone of this would be the [Scotland's Energy Efficiency Programme \(SEEP\)](#).

This will be delivered jointly by the [Home Energy Efficiency Programmes for Scotland: Area Based Scheme \(HEEPS: ABS\)](#) and the [Low Carbon Infrastructure Transition Programme \(LCITP\)](#). Over the next 15 - 20 years, SEEP will offer support to ensure that all buildings (domestic and non-domestic) in Scotland can achieve a good energy efficiency rating. SEEP will officially launch in 2018 but the Scottish Government have introduced a pilot scheme for 2016/17 to develop new approaches and have made £4m SEEPS funding and £10m from HEEPS for 2016/17 available across Scotland.

Action 26

GLASGOW CITY COUNCIL TO IDENTIFY AND TAKE FORWARD PROJECTS WHICH WOULD BE ELIGIBLE FOR SEEPS FUNDING AND WORK WITH PARTNERS TO MAXIMISE THE FUNDING AND LEVERAGE BROUGHT INTO THE CITY

Home Energy Efficiency Programme for Scotland (HEEPS)

Since January 2013, the Council has managed the Home Energy Efficiency Programme for Scotland: Area Based Scheme (HEEPS: ABS) on behalf of the Scottish Government. Area-based schemes are designed and delivered by local authorities, with local delivery partners. They target fuel-poor areas and provide energy efficiency measures to owner occupied and mixed tenure blocks while delivering emission savings and helping reduce fuel poverty. Between 2013 and 2017, Glasgow City Council was awarded £23.72m to provide energy efficiency improvements to owner occupiers in Glasgow. The Council then uses the funding to lever in additional funding from the utilities in the form of Energy Company Obligation (ECO) and where possible complements with other Council funding (i.e. private sector housing grant).

The types of measures being delivered through this programme include external wall insulation, internal wall insulation, cavity wall and loft insulation and supports the installation of district heating systems by RSLs. As a direct result of successive insulation projects over the last 20 years, there is limited scope remaining in Glasgow for cavity and loft insulation and the focus has instead been on harder to treat properties.

Installing HEEPS measures can save households between £145 and £455 per annum (Energy Saving Trust Figures) depending on the insulation measure, house

type and size of the property. It is estimated that these measures are saving Glasgow residents over £1m per year on their fuel bills.

Action 27

GLASGOW CITY COUNCIL TO IDENTIFY AND TAKE FORWARD PROJECTS WHICH WOULD BE ELIGIBLE FOR HEEPS FUNDING AND WORK IN PARTNERSHIP WITH OWNERS, LANDLORDS AND RSLs TO MAXIMISE THE FUNDING AND LEVERAGE BROUGHT INTO THE CITY

Energy Efficiency Standard for Social Housing (EESH)

The [Energy Efficiency Standard for Social Housing](#) will contribute towards the carbon emission reduction targets set by the Climate Change (Scotland) Act 2009. From 2015/16, the Scottish Housing Regulator expects all social landlords to submit data on their compliance with the EESH on an annual basis.

The EESH will support the social housing sector to lead the way in the reduction of energy use and greenhouse gas emissions, it will also help address fuel poverty levels in the social housing sector. All social landlords will be expected to achieve the new standard by 2020. The Standard is based on minimum Energy Performance Certificate (EPC) Energy Efficiency (EE) ratings. These are shown on an EESH ratings table and vary depending on the type of property and the fuel used to heat it.

Although Glasgow City Council is supportive of the new Energy Efficiency Standard for Social Housing, especially as it will help to reduce carbon emissions and contribute to the reduction of fuel poverty, the Council is concerned that there is no additional funding allocated to the increased standard and the recent legislation has passed the risk and

cost to the associations at the same time as the Scottish Housing Regulator (SHR) is commenting on the need to keep rents affordable.

This puts additional pressure on social landlords, especially at a time when they have already had the additional cost of bringing their stock up to the Scottish Housing Quality Standard and are incurring extra costs as a result of welfare reform. It was originally anticipated that ECO funding would be available to help to support landlords to install energy efficiency measures but the criteria and funding have changed dramatically since its inception in 2012 and there is very little funding available for social landlord properties.

To assist landlords in this respect, the Council would like to see grant assistance for energy efficiency measures being made available for social landlords to improve their stock in the same way that it is available for owner occupiers. fuel bills.

Action 28

THE COUNCIL WILL MAKE THE CASE TO THE SCOTTISH GOVERNMENT FOR FUNDING TO BE MADE AVAILABLE FOR REGISTERED SOCIAL LANDLORDS TO ALLOW THEM TO DELIVER EESSH

Renewable energy and district heating

As noted earlier, one of the main causes of fuel poverty is the increasing costs of energy and Glasgow City Council encourages partners to consider ways in which they can generate and store their own energy through renewables, district heating and energy storage systems.

The Commonwealth Games Village is an example of a district heating scheme which is capable of expansion and Glasgow Housing Association has developed an approach to

self-managed district heating and renewable energy generation to off-set conventional energy market costs for tenants.

This includes a £4.3m air source heat pump and solar panel district heating scheme and energy centre in the south side of Glasgow providing 350 tenants with heating and hot water.

Action 29

WORK WITH PARTNERS TO IDENTIFY AND PROMOTE PROJECTS WHERE RENEWABLES AND DISTRICT HEATING IS A COST EFFECTIVE SOLUTION TO AFFORDABLE WARMTH AND ASSIST ORGANISATIONS TO APPLY FOR EXTERNAL FUNDING

New Affordable Warmth Strategy

The council prepared its last fuel poverty strategy in 2005 and an Affordable Warmth Action Plan in 2012. This now requires to be updated to reflect the change in circumstances since 2012. The Council is preparing a new Affordable Warmth Strategy for Glasgow during 2016 which will be included as evidence to accompany this strategy. (insert link)

Climate change

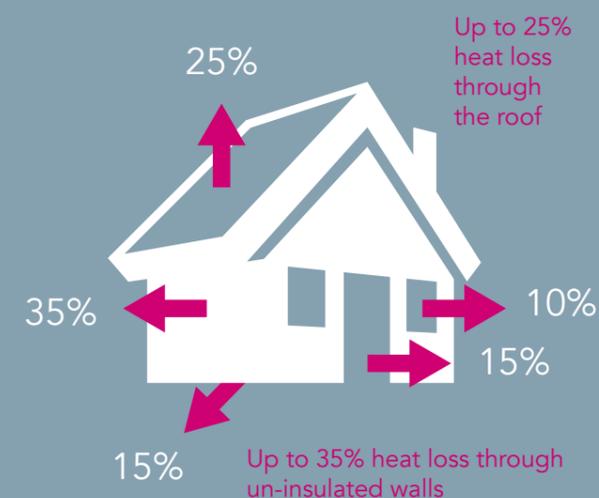
There has been a dramatic intensification of global concern about the likely impacts of climate change. In 2008, the UK became the first country to introduce a Climate Change Act which put into statute, targets to reduce CO2 emissions by at least 80% by 2050.

Early in 2008, the Scottish Government consulted on its proposals for a Scottish Climate Change Bill. Subsequently, the [Climate Change \(Scotland\) Act](#) received royal assent on 4th August 2009. Its target is to reduce Scotland's greenhouse gases by 50% by 2030 and by 80% by 2050; including an interim target of 42% greenhouse gas

reduction by 2020. The Scottish Government announced in June 2016 that this interim target has been met 4 years early and plan to introduce new more ambitious targets.

Glasgow City Council has made a commitment to play its part and has developed a [Carbon Management Plan](#) and has made a commitment through [Sustainable Glasgow](#) to achieve a 32% CO2 reduction. The Council will lead, support and encourage the City to become more climate conscious and respond urgently and effectively to the consequences of a changing climate.

Glasgow's Housing Strategy supports the Council's vision of "becoming one of the most environmentally sustainable cities in the world" and will consider actions it can take through new build and in Glasgow's existing housing stock to contribute to this goal. One of the ways we can contribute to reducing carbon emissions is through the insulation of a property which also contributes to the reduction in fuel poverty.



The diagram above of a typical house shows that around, 35% of heat is lost through uninsulated walls and up to 25% of heat is lost through uninsulated roofs. If we can reduce the heat lost from a property, we can reduce the CO2 emissions from the property, help the resident to live in a warmer property and

potentially reduce their fuel bills. Between 2013 and 2016, Glasgow City Council delivered over 8,000 energy efficiency measures and saved approximately 200,000 tonnes of lifetime carbon. The anticipated carbon reduction from installing all of the HEEPS measures in 2016/2017 will be around 21,215 tonnes of carbon over the lifetime of the measure. This calculation is based on Ofgem guidance.

Glasgow's housing strategy supports the objectives of [Resilient Glasgow](#) which considers the Council's response to climate change and other stresses or shocks that the city may experience in the future.

As part of this, the Council will ensure that the city's existing and new housing stock makes a positive contribution to reducing the risks and impacts of flooding and climate change through the delivery of best practice for surface water management, including seeking opportunities for retrofit surface water management.

An example of this is the projects being delivered with the Metropolitan Glasgow Strategic Drainage Partnership (MGSDP) (see page 40)

Action 30

TAKE ACTION TO ENSURE THAT THE HOUSING STOCK IN THE CITY IS RESILIENT TO THE POSSIBLE EFFECTS OF CLIMATE CHANGE AND FLOODING, AND MAKES A POSITIVE CONTRIBUTION TO REDUCING THE RISKS AND IMPACTS OF FLOODING AND CLIMATE CHANGE IN THE LONGER TERM

Improving access to appropriate housing for Glasgow's people

Improve access to housing across all tenures

Glasgow's Housing Strategy 2011 to 2016 emphasised the need to improve access to housing in the city given the unique nature of the city's housing system. For the new strategy, we want peoples' housing journeys to be supported by an accessible housing system that is responsive to the diversity of need and demand in Glasgow.

A wide range of suitable housing is needed across all tenures at affordable prices for Glaswegians to access. This is challenging and there are also headwinds created by welfare reform, modest national economic growth, relatively low income growth and lack of access to mortgage finance. The increase in Glasgow's population has also resulted in increased household growth.

People must be able to make informed choices on their housing journey and this is dependent on quality information and advice and effective partnerships delivering services. Access to suitable quality affordable housing

is a fundamental aim of this strategy whether it is for young single people under 35, the growing number of older households, lone parent families or families with disabled family member(s) or other households from all backgrounds.

More needs to be done. In strategic terms, the City Council wants to build on existing partnerships and where there are gaps (and it makes sense), develop new ones to improve people's access to suitable housing in the city. As a strategic housing authority we believe the various strands of activity and initiatives must be co-ordinated to ensure effectiveness, efficiency of resource use and consistency in quality of service provision across Glasgow.

Improving access to owner occupation

In the 1980s and the 1990s there was a steady increase in owner occupied housing in Glasgow due in part to the policy of Right to Buy and the increasing availability of mortgages.

Owner occupation in Glasgow peaked around 2008 when the financial crisis resulted in much tighter controls on mortgage lending.

Since 2008, the share of owner occupation in Glasgow has fallen (see chart 9) and the private rented sector has increased rapidly. Housing and Regeneration Services have been tracking the average house price

in Glasgow for both new build and resale properties since 1988.

The following chart (Chart 10) shows the sharp increase in house prices in both the new build and resale markets during the early 2000's followed by the financial market crash in 2008 which saw the average house price across the city fall back to 2005/06 levels.

Chart 9

Housing Stock change in Glasgow City by Tenure 1991 - 2015

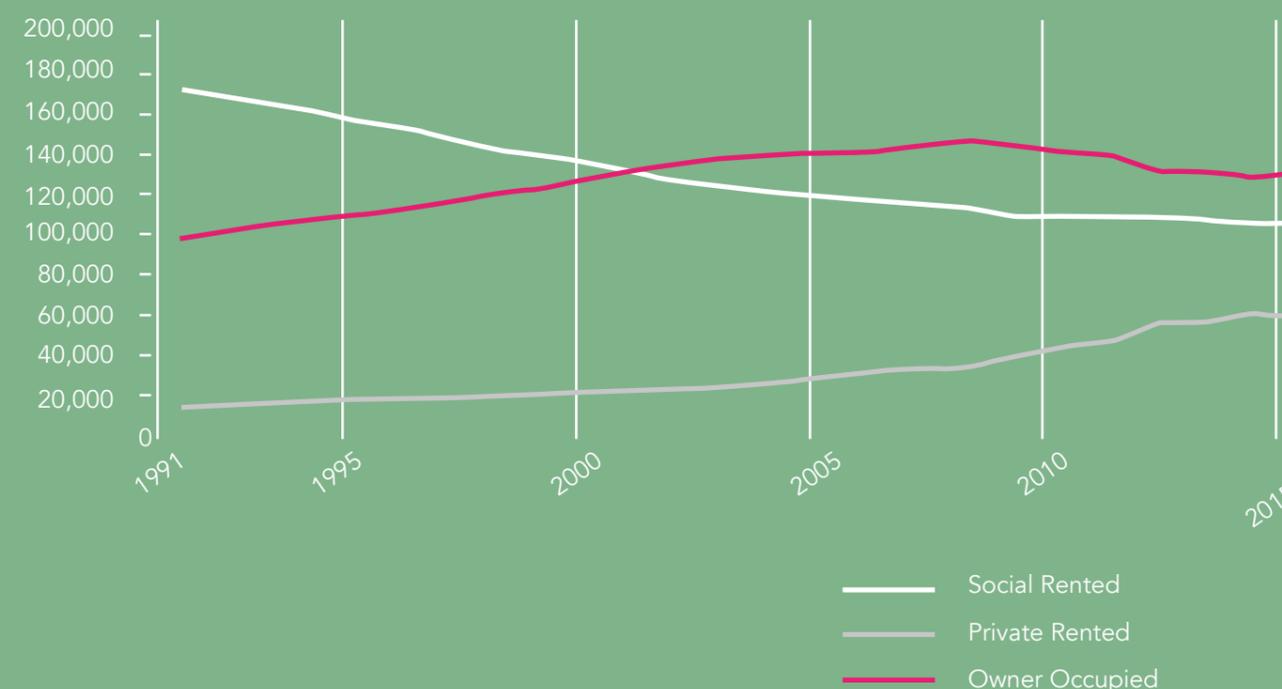


Chart 10

Average House Prices 1988 - 2014



The gap between income and house prices measures the affordability of the house prices in an area. In 2002, in Glasgow, the average house price was (3.5x) the average gross annual pay.

At the height of the market in 2008, this ratio was (6.1x) the average gross annual pay.

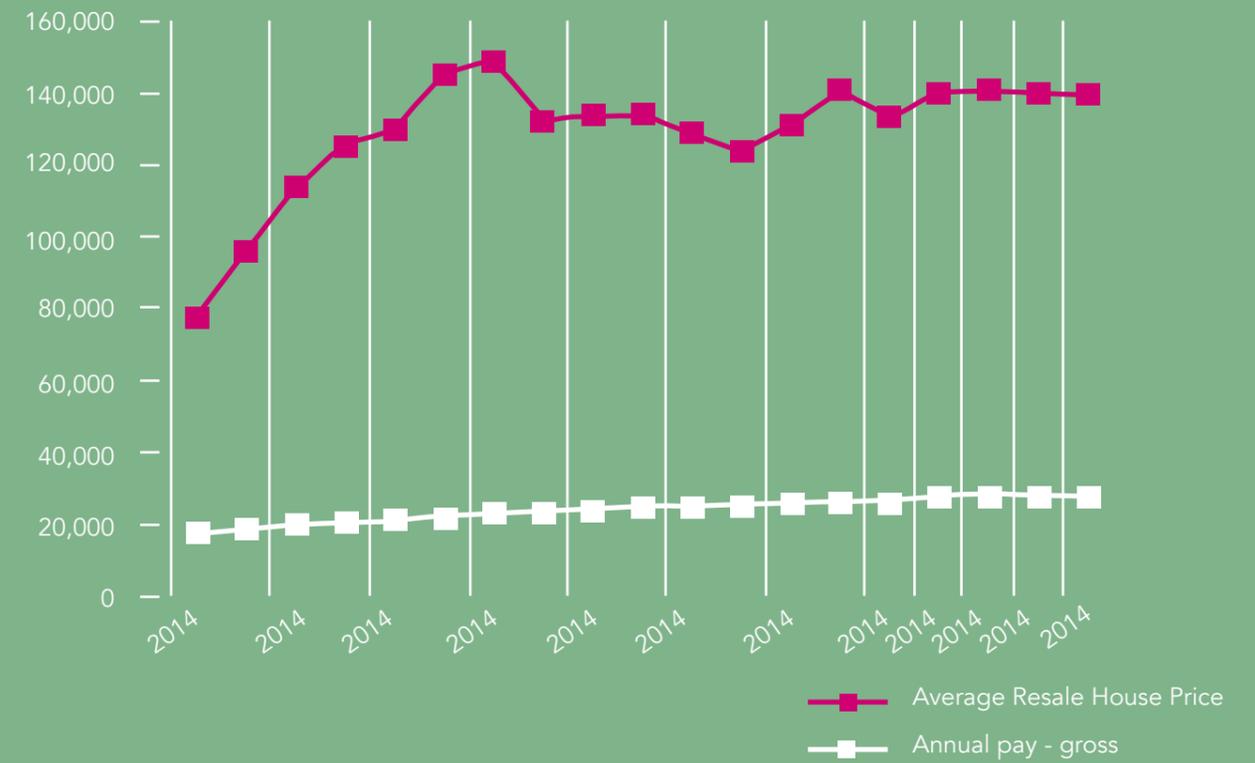
This has reduced and remained steady during 2015 at (4.1x) the average gross

annual pay which although still higher than an accepted ratio of 3.0 or 3.5x income, it is still considerably lower than other cities in the UK.

However as chart 11 demonstrates, average house prices in Glasgow have increased and remained high since 2002 but wages have not increased at the same rate making home ownership less achievable for some people.

Chart 11

Average House Prices 1988 - 2014



Another contributory factor to the affordability of owner occupation is the requirement from lending institutions for a mortgage deposit (typically around 10% of the property value).

To buy an average priced property in Glasgow, a person earning an average gross annual salary in Glasgow, saving 10% of their income each month, would take approximately 4 years to save for a deposit and would still require to

borrow over 3.75 times their annual salary. This is a particular problem for first time buyers with no equity but it is not exclusive to them with other market segments also experiencing difficulties (e.g. relationship breakdown).

Glasgow's Housing Strategy has identified a number of initiatives, to help people into owner occupation where they choose to do so.



Help to Buy

The Help to Buy (Scotland) is a Scottish Government scheme to help first time buyers and existing homeowners to buy an affordable new build home from a participating home builder. The three year scheme will operate until 31 March 2019. The scheme is open to first time buyers and existing homeowners and provides help of up to 15% of the purchase price of an affordable new build home.

Low Cost Initiative for First Time Buyers (LIFT Scheme)

The LIFT Scheme is a Scottish Government scheme which helps first time buyers to access new build properties from housing associations, private builders or an existing property from the open market based on a shared equity principle. The scheme also gives priority access to particular applicants including disabled people, armed forces personnel and veterans.

Shared equity is a way to buy a home without having to fund all of it. The owner pays the majority share (typically 60%- 80%) of the purchase price of the property and the Scottish Government pays the rest under an agreement which it enters into with the purchaser. The Scottish Government recoups its percentage equity stake when the owner sells the property.

Partnership Mortgage Guarantee Scheme

Glasgow City Council together with Glasgow Credit Union has introduced a pilot mortgage guarantee scheme as a local initiative to help buyers to access home ownership. The pilot scheme will allocate up to £4million in mortgage funding over a 2 years period (2015-2017) and will help house hunters who can afford to pay a mortgage but cannot raise the necessary deposit.

The council will act as a guarantor for the loan over a maximum five year period, up to a maximum of 20% of the original mortgage amount in the first year, reducing to 10% by year five.

Improving access to social rented housing

An increasing proportion of applicants on the waiting lists of social housing providers now come from people who would have, prior to the credit crunch, sought owner occupation, particularly first time buyers. Such applicants find themselves unable to provide the large deposit required to obtain a mortgage or are living in the private rented sector paying relatively high rents.

The Council encourages Registered Social Landlords to carry out their own local housing needs assessments and review their allocations policies to take account of the changing circumstances of people on their waiting list.

The Strategic Housing Investment Plan insert link sets out the priorities for investment in affordable housing over the next 5 years (2017-2022) and how other housing investment streams relating to the existing housing stock are actively partnered with the Affordable Housing Supply Programme (AHSP) to maximise value for the city's residents and communities. Our overarching strategic priority is to increase the supply of good quality affordable housing in the city and the Council is keen to work with a wide range of partners to facilitate a substantial increase in housing supply in the city by accelerating the numbers supplied annually through the AHSP in keeping with the Scottish Government's "More Homes" commitment.

The level of housing need for affordable rented housing (social rented and 'below market rent') in the city is considerable with at least 1,400 units needed a year. The majority of AHSP investment (60-70%) has been targeted to increasing social rented housing supply, and reinvigorating regeneration activity in the surrounding area.

The Council believes that collaborative working is key to delivering services more efficiently to improve citizens' access to housing,

maximising the use of existing resources especially in a time when budgets are constrained. Examples of this are described below but the Council welcomes further discussion with the housing sector around how the sector can work together to deliver a better service for Glasgow citizens.

Applying for Housing

The current situation for anyone applying for social housing in Glasgow is that they must apply individually to each of the 68 housing associations operating in the city, completing separate application forms for each. Each association also has its own allocations policy and Glasgow Housing Association operates a choice based lettings policy where vacant properties are advertised on a weekly basis, with potential tenants expressing an interest in a particular property via either the website, local housing office or telephone.

With this plethora of applications and lettings policies, it is understandable that many people can find the process of applying for a social rented house in Glasgow, confusing and burdensome. It is the intention of this housing strategy to make the process of applying for a social rented property in Glasgow, simpler. This includes:-

Glasgow's Housing Register: North West (GHR), a common housing register between housing associations, has been built and is currently in the testing phase. It will be piloted in the north west of the city. Seventeen housing associations and co-operatives are participating in the pilot and it is anticipated that it will be officially launched in 2017.

The service will primarily be web based and will mean that applicants will only have to complete one housing application to apply to all 17 landlords for housing.

Following a successful pilot of the GHR, it is intended to role the register out to all associations in Glasgow.

The GHR will help align multi agency working and complement the work already being carried out in relation to Housing Options and preventing homelessness.

Action 31

COMPLETE THE GLASGOW HOUSING REGISTER PATHFINDER AND ROLL OUT THE SERVICE ACROSS THE CITY

Glasgow Centre for Inclusive Living (GCIL)

provides services for disabled people. This includes housing information and advice and access to Home2Fit which is a national online database and self-help resource to assist disabled people find suitable housing. Home2Fit gives housing associations, councils and private landlords the chance to match their vacant adapted properties to disabled people looking for a home by:

- saving housing providers lost rent by finding an occupant for an adapted home that becomes vacant
- reducing the costs of readapting or reinstating a property.
- Having one point of access for disabled people to identify available properties

Action 32

RAISE AWARENESS OF THE HOME2FIT DATABASE AND ENCOURAGE ITS USE

Glasgow's Poverty Leadership Panel, the Wheatley Group, Children in Scotland and the Poverty Alliance carried out some research with and for young people to gain their view on housing. The research was called Beyond Four Walls: Participatory Youth Research Project and the results provide an interesting insight into housing access issues faced by younger people.

The research found that young people did not have a good knowledge about housing options and many saw the lack of social housing as

a barrier forcing them to turn to other options such as private renting.

The research found that young people did not have a good knowledge about housing options and many saw the lack of social housing as a barrier forcing them to turn to other options such as private renting.

Many shared experiences of the private rented sector such as not getting their deposit back, hidden costs and experiencing poor landlord practices. The research made recommendations to help young people access appropriate housing including:-

- having housing options and budgeting in the Curriculum for Excellence
- young tenants having access to peer led advice and mentoring
- closer links between housing, schools and youth services

Action 33

IMPROVE ON THE HOUSING INFORMATION AND ADVICE SERVICES CURRENTLY AVAILABLE TO YOUNG PEOPLE

Preventing and addressing homelessness

The Housing (Scotland) Act 2001 places a statutory duty on each local authority to carry out an assessment of homelessness in its area and to prepare and submit to Ministers, a strategy (as part of the Local Housing Strategy) for the prevention and alleviation of homelessness. In Glasgow, the responsibility for the production of the Homelessness Strategy has transferred to the Health and Social Care Partnership and can be found here [insert link](#).

Homelessness has an impact beyond the inability to secure and sustain accommodation. Homelessness impacts upon a person's health and well-being and ability to access work. No one organisation or agency can tackle homelessness. Agencies require to

work together to address the challenges that the City faces in dealing with homelessness. Glasgow City Council is confident that the partnerships that have developed in recent years will continue to grow and take on new challenges throughout the period of this strategy.

Trends in homelessness

The Homelessness Strategy identifies key trends in homelessness in the city. The following is a summary of these but a more detailed account can be found at the following link: [Assessment of Need in Homelessness Services](#).

- Glasgow City Council receives the largest number of homeless applications per year in Scotland.
- The majority of applications continue to be from single person households.
- There were 3,767 applications where the main applicant was male (60%) and 2,530 with a female main applicant (40%) in 2014/15.
- At 31st March 2015 there were 1200 children recorded as living in temporary accommodation.
- The majority of applications are made by people aged 26-59 years, however, there is an over representation of people aged 18-25 years (24% of homelessness applications).
- The largest numbers of applicants previously stayed in the parental/family home or with relatives (20%) or with friends/partners (17%).
- 12% of applicants stated they had a private rented sector tenancy and 11% a social rented tenancy. 3% owned or were in the process of buying their own home.
- 10% of applicants were recorded as prison leavers in 2014/15.
- In 2014/15, 125 people stated that they had been in hospital prior to making a homeless application, 2 were in armed services accommodation, and 2 were in children's residential accommodation.

- Of the reasons recorded for making an application, 'Asked to Leave' is the highest category recorded, accounting for 23% of all applications, 12% are under discharge from prison, hospital, care or other institution, 10% as a result of a non-violent dispute or relationship breakdown, 8% as a result of a violent dispute, and 5% fleeing non domestic violence.
- Numbers recorded for people who had their tenancy or mortgage terminated due to arrears are comparatively low at 4% and 6% where other action had been taken by their landlord resulting in termination of tenancy.
- During 2014/15, 36.2% of homelessness applicants had one or more support needs. These support needs were predominantly around drug or alcohol dependency, basic household management, independent living skills and mental health.
- A study commissioned by Glasgow Homelessness Network estimated that 1,500 - 1,800 people approached homelessness services with needs that could be defined as complex during 2013/14. The majority of these were single men aged between 25 and 59 years.
- Repeat homelessness in Glasgow increased from 6% in 2013/14 to 10% in 2014/15.
- During 2014/15, 8% of applicants reported that they had slept rough in the last three months, and 7.4% stated that they slept rough the night prior to making a homelessness application.
- In 2014/15, Glasgow received 10,233 approaches for Housing Options advice, of which 6,297 progressed to a homeless application. This is a reduction of 6% on the previous year.

Key challenges

The [Strategic Review](#) of homelessness undertaken in 2014 confirmed a number of key challenges and service pressures. These have informed the development and activities outlined in the Homelessness Strategy. These include:

- Pressure on the Supply of Settled and Temporary Accommodation
- Use of Bed and Breakfast Accommodation
- Welfare Reform
- Multiple Exclusion Homeless
- Support to Homeless Households
- People Seeking Asylum
- Access to the Private Rented Sector

Glasgow's Homelessness Strategy is based upon two simple principles:

- Prevent homelessness where possible, by providing access to good quality advice, assistance and support.
- Where people do become homeless, work with them to access emergency, temporary and settled accommodation and support which meets their needs.

It sets out an ambitious agenda for ensuring that we deliver high quality services to people affected by homelessness that all stakeholders can agree on and help to deliver.

The new Homelessness Strategy has identified a number of priority actions to tackle these challenges. The actions can be found in the [Homelessness Strategy](#) and include:-

Housing options

Housing Options is an approach to preventing homelessness that considers all of the options open to people that may help them to avoid housing crisis. For many, this may mean advice and support to stay in their current home. For others this may mean looking at ways to support them accessing the Private Rented Sector. For others again it may not be possible to prevent crisis and a homelessness application is the best option for them.

The purpose of Housing Options is to consider the individual circumstances of each household and work with them to identify what best meets their needs. The key difference in the Housing Options approach is that any service approached will look at a person's



full housing options and not just consider the services they specifically offer. For example, if someone approaches a housing association, they will be given advice, assistance and information about their particular housing needs rather than just putting their name on the housing waiting list and making referrals to appropriate services when needed. In partnership with benefit and social work staff, Housing Options develops a range of customised wraparound services to provide the right support at the right time.

This support may include mediation services by SACRO, Glasgow Central Citizen's Advice Bureau, Glasgow City Council's money advice service, debt and legal advice by Shelter Scotland, access to employability by Jobs & Business Glasgow and peer advocacy through Glasgow Homelessness Network (a help and advice service by trained advisors with similar life experiences).

The results of the year-long housing options pilot in the North west of the city showed a 31 per cent reduction in homeless applications between 2011/12 and 2012/13, despite a 19 per cent increase in demand for homelessness service. There was also a significant reduction in abandoned tenancies.

Action 34

THE COUNCIL WILL CONTINUE TO WORK WITH PARTNERS TO PROMOTE THE BENEFITS OF THE HOUSING OPTIONS APPROACH TO PREVENTING HOMELESSNESS

Housing Access Team

A multi-agency Housing Access Team has been established in Glasgow to work specifically on increasing the supply of temporary and permanent housing for homeless households in the city over the next 2 years.

The creation of this team has brought together, for the first time, housing professionals from the housing and homelessness sectors (Social Work Services, Development and Regeneration Services, Community Based / Controlled Housing Associations, Glasgow and West of Scotland Forum of Housing Associations and the Wheatley Group) to develop joint arrangements for increasing access to housing for households affected by homelessness.

A Housing Access Team Project Board has been established to progress this proposal and secure commitment at a senior level across partner organisations.

Action 35

GLASGOW CITY COUNCIL WILL CONTINUE TO WORK WITH PARTNERS ACROSS A RANGE OF HOUSING ORGANISATIONS TO DEVELOP JOINT ARRANGEMENTS FOR INCREASING ACCESS TO HOUSING FOR HOUSEHOLDS AFFECTED BY HOMELESSNESS

Asylum seekers and refugees

Home Office data suggests that at the end of April 2015 there were 3,106 asylum seekers in Glasgow representing 0.5% of Glasgow's population. Home Office statistics suggest that Glasgow's current asylum seeker population represents around 12.5% of all Asylum Seekers in the UK.

There is very little available data on refugees but the Scottish Government estimate that there are around 20,000 in Scotland with the majority in Glasgow. As shown in the table below the majority of asylum seekers and refugees in Glasgow are male, single and aged under 35. Only 29% of asylum seekers and 19% of refugees have children.

	% Male	% under 35	% single
Asylum seekers	58%	81%	81%
Refugees	71%	78%	77%

Glasgow is currently the only dispersal area in Scotland for asylum seekers. Housing for Asylum Seekers in the city is provided by a private contractor to the UK government and they are housed predominantly in the private sector. However when they gain leave to remain (Refugee Status), they become statutory homeless and become the responsibility of Glasgow City Council. This has created a problem for the Council it does not become involved with the refugee until after the expiry of their 28 day asylum support period following their leave to remain decision. The homelessness solution has been to use the temporary accommodation system to accommodate the household until a section 5 rehousing process is complete but this builds in delay and merely adds to the pressures on temporary accommodation.

Welfare reform changes have also has an impact on welfare benefit entitlements to European migrants living in Glasgow and advice and support agencies are expecting to see a rise in the number of migrant households who become homeless as a result of the changes, although this could fall back again within the next 5 years as a result of the EU Referendum outcome.

The Scottish Refugee Council (SRC), in collaboration with Queen Margaret University, has developed a large set of evidence of the experience of new refugees who settle in Glasgow who have accessed the SRC's Holistic Integration Service.

The service supports new refugees to access their options in relation to housing and homelessness, welfare benefits, education and employment.

The research is available on the following links:

- [Rights, Resilience and Refugee Integration in Scotland](#), Dr A.Strang et al, June 2016
- [Insight into Refugee Integration Pathways](#), Dr. A. Strang et al, June 2015

The Council would like to explore the possibilities of re-designing the refugee rehousing system that would, as the general rule, minimise the need for refugees to access the temporary accommodation system and seek immediate settled housing solutions.

This would involve bringing forward intervention to the beginning of the 28 day resettlement period using an assertive Housing Options approach. This would aim to provide settled accommodation outcome by the end of the 28 day period and develop a series of nomination agreements with housing associations in Glasgow.

Action 36

ESTABLISH A REFUGEE HOUSING GROUP INVOLVING ALL THE KEY STAKEHOLDERS TO DESIGN A NEW RESETTLEMENT HOUSING SOLUTION FOR REFUGEES



Lone parent families

In Glasgow, four out of ten families with children are lone parent families, according to the 2011 Census. This is the highest local authority rate in Scotland, equivalent to 26,454 households, with this figure expected to rise over the next 25 years. Many lone parents face a range of inequalities (Source: [Glasgow Centre for Population Health](#)):

- they are six times more likely to contain no earners when compared with couples;
- more likely to experience underemployment and in-work poverty;
- have average earnings that are one-third of the earnings of couples with children.
- lone parent mothers tend to have worse health than couple mothers,
- Less than half of all lone parents in Glasgow are in paid work, of which two out of three are in part-time work.

These statistics mean that lone parent families are more likely to have a much lower income than other households which has implications for their housing choices, especially for younger single parents.

This together with recent welfare reforms mean that housing options for single parents can be restricted with owner occupation and private renting often considered too expensive. The welfare reforms include:-

- The single room subsidy (bedroom tax) if a parent has 2 children under the age of 10 but 3 bedrooms.
- 4 year benefit freeze
- Tax credit in year increases
- A drop in universal credit work allowances, housing benefit family premium and the benefit cap.

As part of this strategy, we want to ensure that lone parent families have access to appropriate housing and welfare advice and consider how we can widen access to housing to housing choices.

Action 37

DEVELOP A RESOURCE FOR LONE PARENTS WHICH PROVIDES UP TO DATE INFORMATION AND SUPPORT ON ACCESSING WELFARE AND INCLUDES HELP AND SUPPORT TO UNDERSTAND THEIR HOUSING RIGHTS

Older households

As people get older, their housing needs change and housing that was previously suitable may become difficult to live in (e.g. top floor tenement flat). Research carried out by the Glasgow and West of Scotland Housing Association Forum, amongst their members, found that around 30% of tenants are aged over 65 and they estimate that housing associations support between 20% and 25% of Glasgow's older people. Housing associations are therefore key players in facilitating prevention and early intervention activities.

The Council and its partners are working through the 'Reshaping Care for Older People' agenda and developing proposals to become an 'age friendly city' which meets the needs and aspirations of its older citizens. This links into the Scottish Government's strategy Age, Home and Community (A Strategy for Housing for Scotland's Older People: 2012 – 2021). Initial research for the housing contribution statement has identified the following role for housing in relation to older people.

- The provision of affordable, safe, secure and energy efficient homes so that older people can live independently is fundamental to health and wellbeing outcomes
- Development of specialist provision where there is an identified need
- Support for hospital avoidance and discharge
- Support delivery of the Dementia Strategy
- Tackling social isolation and loneliness
- Advice and information – Housing Options for Older People

It is recognised that given the flatted nature of housing right across the city, accessible housing is a need throughout the city, particularly given the health inequalities and long term conditions experienced by residents. The peripheral estates and areas with concentrations of owner occupiers are projected to see particular growth in the older population where existing housing may not meet requirements in the future. The development of specifically designed housing to cater for households in all tenures will be important to ensure a range of housing options

are available for people to live independently for longer, and is therefore a priority for housing investment.

Action 38

CONSIDER INNOVATIVE MODELS OF SUSTAINABLE SERVICE DELIVERY AND HOUSING SUPPORT FOR OLDER PEOPLE, EMBRACING NEW TECHNOLOGY AND ADVANCEMENTS IN TELECARE WHERE APPROPRIATE, AND MAXIMISING PARTNERSHIP WORKING



Students/graduates

Glasgow City Council recognises that the provision of student accommodation raises a range of issues which would benefit from the development of an evidence base. A research brief has been prepared to commission research into student accommodation which should help to inform housing investment decisions.

In particular, the research will consider the

- trends in demographics and related need and demand for purpose built student accommodation,
- impacts of student accommodation on the City, local communities, facilities, open space and businesses,
- multiplier effects in terms of demand for goods and services and employment base
- the impact of purpose built student accommodation on HMO's
- a spatial analysis of the clustering of student accommodation and its impacts, including upon local housing land supply
- assessment of the current and future role of the traditional private rented sector market as a provider of short term accommodation for students

Action 39

CARRY OUT RESEARCH INTO THE HOUSING NEEDS AND DEMAND OF STUDENTS IN GLASGOW

Single person households (particularly under 35s)

Joint research to understand the impact of welfare reform on those under the age of 35 particularly the cap on housing benefit, to inform product offerings by housing providers to meet the needs of young people. How we work together to support people into sustainable, affordable tenancies over the long term could be brought through as an action.

Travelling Showpeople

The Scottish Travelling Showpeople community is a distinct minority community in Glasgow that has a long association with the city. Around 80% of the Scottish Travelling Showpeople community is located in Glasgow and are identified in the Housing Needs and Demand Study (HNDA) as having specific housing needs. Historically showpeople stayed on established regularly leased sites in the winter months, vacating these to travel during the summer season. As the travelling pattern has changed travelling showpeople tend to occupy around 50 sites or "Showman's Yards" across the Greater Glasgow area on a permanent year round basis.

The Scottish Showmen's Guild has expressed concern about the difficulties in acquiring yard sites, negotiating the planning process because of misrepresentation and social discrimination. Leasing land has become more difficult due to regeneration sites especially in the East End of Glasgow.

Given the expansion of master planning for regeneration in other parts of the city, including within areas where showpeople already have access to, own or lease accommodation and storage yards, it is important that the needs of occupants are addressed and that alternative sites can be identified where necessary.

Scottish Planning Policy 3, Section 133 should be applied in respect of handling applications for permanent sites for Travelling Showpeople where account should be taken of the need for storage and maintenance of equipment as well as accommodation.

In relocating sites, consideration should also be given to health and social care needs such as where children are attending local schools. In Glasgow, re-location has been arranged through Clyde Gateway.

In terms of access to housing, there is a need to identify specific housing-related need which cannot be met or is unlikely to be met within the existing sites. There is also a need to ensure that permanent residents have fair access to education, health and social care opportunities.

Action 40

WORK WITH THE SCOTTISH SHOWMEN'S GUILD TO ASSESS THE HOUSING NEEDS OF THE TRAVELLING SHOWPEOPLE COMMUNITY IN GLASGOW AND CONSIDER HOW THE USE OF A MODEL SITE PLAN CAN BE USED AS A POLICY PLANNING TOOL IN ANY PROPOSED RELOCATION



Gypsy travellers

The Glasgow, Clyde Valley and Ayrshire Local Authorities have undertaken a joint desktop exercise to provide evidence to contribute to the development of their housing strategies. This study has been approved by the Scottish Government.

The desktop study is based on a comprehensive literature review and evidence gathered from local authorities. Local authorities identified that the annual count in 2009 was the last official count and is now outdated with the figure then to most likely be under representative. Furthermore issues arise in identifying a true picture and pattern of households as the counts in summer are 50% greater than in winter with no knowledge or information collected or gathered in relation to where households come from or go to. The accuracy of information is therefore a key issue.

Other issues identified in the study relate to site conditions, tenancy agreements and rental charges as well as lack of suitable stopping places for gypsy/travellers on the move.

Health and access to services appears to be a cross cutting theme with publications indicating that gypsy/traveller household life expectancy and NHS outcomes are far poorer than that of the general public. Recent changes to planning systems and welfare reform were identified as key issues and are likely to affect households across the Clyde Valley and Ayrshire authorities.

The Clydeplan HNDA indicates that there is no unmet need for the gypsy traveller community within the area. Anecdotal evidence from gypsy traveller households suggests that the standards within sites across the country varies considerably however there are no Council sites within the Glasgow boundary and there is no evidence to suggest that this is needed. The Glasgow, Clyde Valley and Ayrshire Local Authorities will continue to explore areas of joint working on this subject.

Access to private renting

Recent research commissioned by the Council highlighted the important role the sector plays in providing homes for Glaswegians, itinerant workers and others. The research also

underlined the areas where more can be done to improve the offer from the sector [Research Report: The Role of the Private Rented Sector in Meeting Housing Need in Glasgow](#). Feedback from focus groups in the research identified areas of concern with respect to:

- having to raise a deposit,
- property condition
- security of tenure

Perhaps the most significant finding which emerged from the research into the private rented sector was the issue of affordability. The private rented sector has traditionally been an option for single people to access housing in the city. There is concern that here will be a significant impact on single people who are under 35, on low incomes and claiming housing benefit.

The new reforms will restrict access to private renting as single people under 35 will only be able to claim housing benefit at the shared accommodation rate, that is, the amount considered enough to rent a room in a shared property. The Local Housing Allowance (LHA) levels (the maximum rate at which private sector housing benefit is paid) will be set at the 30th

percentile of market rents rather than the median rate and there will be a freeze in increases in LHA over the next four years. With the rollout of Universal Credit to single people in Glasgow from June 2015 and the income cap set at £13,000 per annum the option of the private rented sector for many low income households may be receding and the capacity to maintain a tenancy will therefore be undermined.

In addition, the research also found that families with children with no other option than to enter the private rented sector also struggled to be able to afford rents for larger dwellings.

Action 41

THE COUNCIL'S WELFARE REFORM WORKING GROUP WILL CONTINUE TO WORK WITH THE SCOTTISH GOVERNMENT TO IDENTIFY HOW IT CAN USE ITS POWERS TO MITIGATE THE IMPACTS OF WELFARE REFORM ON PRIVATE SECTOR TENANTS AND UNDERTAKE RESEARCH TO BETTER UNDERSTAND THE IMPACT OF WELFARE REFORM ON COMMUNITIES IN GLASGOW



Broad rental market areas

Given the recent rapid expansion of the private rented sector, Glasgow City Council believes there should be a review of Broad Rental Market Areas (BRMA), to see if current geographies need to be amended to reflect local market conditions. Broad Rental Market Areas reviews can be carried out where there is significant change to the size of the private rented sector. Glasgow City Council feels that Local Housing Allowance rates are increasingly being separated from 'real' levels of rents in the sector (which continue to rise) and therefore people are being priced out of the market. This can only increase pressure on the social rented sector and increase the risk of homelessness.

Action 42

RECOMMEND TO THE SCOTTISH GOVERNMENT THAT THEY CARRY OUT A REVIEW OF BROAD MARKET RENTAL AREAS IN GLASGOW TO REFLECT THE RAPID INCREASE IN THE PRIVATE RENTED SECTOR IN THE CITY

The Private Rented Sector research indicates that accessibility and affordability are key issues for current and future customers with average rents double that of the social rented sector and security of tenure an issue (although this may be less of an issue with the introduction of the Private Housing (Tenancies) (Scotland) Act 2016). Restrictions are often placed on those on receipt of housing benefit and homeless households and there is evidence to suggest that landlords are exercising discretion in relation to tenants that they will accept. Evidence indicates that the private rented sector has also become the tenure for many who previously would have entered owner occupation. The effect of the economic downturn since 2008 has given rise to affordability issues, resulting in a sizable rise of affordable housing need.

As owner occupation is now less accessible for potential first time buyers, many of these households are now living in private rented housing. The extent, to which the increase in private renting is a permanent or temporary trend and its sensitivity to changes in the

economy and wider housing market, is not known and requires to be closely monitored. Glasgow's Housing Strategy has identified a number of initiatives to help people access private rented housing.

Glasgow Key Fund

The Glasgow Key Fund is run by Ypeople and provides a rent deposit guarantee for people who are either homeless or threatened with homelessness to find a solution to their housing needs through the private rented sector. Many private sector landlords require a cash deposit before they will agree to let a property to tenants. Ypeople provide a written guarantee to landlords in place of the required cash deposit.

The rent deposit guarantee service also ensures prospective landlords meet the required criteria, and are willing to accept the guarantee bond instead of a cash deposit. The guarantee covers loss or damage to the property/inventory items caused by the tenant (or visitors) which is not caused by reasonable wear and tear. It does not cover rent.

Social lettings agencies

The private rented sector research indicates that there is some support for the creation of a social housing sector led management service for private landlords (A social letting agency). This strategy is looking to expand access to the private rented sector through the development of more locally based social lettings agencies using an accreditation scheme to allow RSL applicants who do not qualify for social housing to access properties with the tenancy being managed on landlords behalf by the RSLs or their subsidiaries.

Action 43

ENCOURAGE THE FORMATION OF MORE LOCALLY BASED SOCIAL LETTINGS AGENCIES USING THE ACCREDITATION SCHEME TO ALLOW RSL APPLICANTS WHO DO NOT QUALIFY FOR SOCIAL HOUSING TO ACCESS PROPERTIES WITH THE TENANCY BEING MANAGED ON THE LANDLORDS BEHALF BY THE RSLs OR THEIR SUBSIDIARIES



Institutional investment

The private rented sector research commissioned by the Glasgow Housing Options Board indicated that there may be scope for expanding the private rented sector in Glasgow through institutional investment.

More recent research commissioned for Homes for Scotland ([Demand patterns in the private rented sector in Scotland](#)) (September 2016) suggests that there is potential for Build to Rent (BTR) in Scotland which is a function not only of depressed demand in the housing market but also because of demographic change, lifestyle choice and demand outstripping supply within both the private and social rented markets.

The key areas affecting long term viability are length of tenancy, land purchase and servicing costs. The proposed new private rented sector tenancy is likely to encourage longer periods of stay as it provides certainty for both landlords and tenants. Local authorities and the Scottish Government require to support these developments. Two major buy to rent developments in Glasgow at Glasgow Harbour and Pitt Street have already reached planning approval stage.

“

The Scottish Government has... concluded extensive market engagement on a Rental Income Guarantee Scheme which would see them underwrite 50% of rental income risk between 95% and 75%..... Within its Land and Buildings Transaction Tax structure (LBTT) (Scotland's equivalent to Stamp Duty Land Tax), a Multiple Dwellings Relief is available where six or more residential properties are purchased in a single transaction. Such transactions are also exempt from the 3% LBTT Additional Dwelling Supplement. RICS Scotland is currently developing guidance offering advice on valuing residential property purpose built for renting.

”

[The Build to Rent PRS Opportunity in Scotland](#)

A key aim of the City Centre Residential Strategy is to bring empty or only partially used commercial properties back into use for city centre living and to package vacant and derelict land sites to include a build to rent element. Homes for Scotland report that.

From a demand perspective, there is real potential for investment in large scale developments of purpose built rented housing to grow and be viable. However, achieving this will require further action from the Scottish Government in order to address the structural gap that currently separates house builders, investors and local authorities, and to give confidence to investors.

Future private rented sector growth through institutional investment may also reduce some of the future risks associated with the buy-to-let model of investment. Tax changes announced by the Chancellor may result in all higher-rate taxpayers who own buy-to-let properties on which there is a large mortgage paying substantially more tax.

Economic analysts suggests that for some landlords, buy-to-let properties may no longer be financially viable leading to either an increase in rents or more landlords leaving the market. If this indeed proves to be the case, the current factors that have stimulated growth in both accidental and buy-to-let landlord numbers could slow. If the private rented sector is to fulfil its potential and to increase its capacity to meet housing need, securing longer term institutional investment or innovative funding mechanisms may be the best way forward to boost capacity.

Action 44

CARRY OUT RESEARCH INTO THE POTENTIAL FOR INSTITUTIONAL INVESTMENT IN THE PRIVATE RENTED SECTOR IN GLASGOW AND DEVELOP A PILOT GLASGOW PRIVATE RENTED SECTOR DEVELOPMENT PARTNERSHIP



Promote health and wellbeing

Improve access to housing across all tenures

Housing, health and wellbeing are intrinsically connected. It is widely recognised that the quality of housing and environment is important to both individuals' and communities' health and psychosocial wellbeing. This strategic priority sets out housing priorities for the Council in promoting health and wellbeing. *'We strive to promote health and wellbeing through this Housing Strategy in order that housing which is built, improved or (housing services) delivered for Glasgow's people enhances their quality of life'.*

This strategy embeds a commitment to disability equality and recognises the housing "asks" in Glasgow's Independent Living Strategy. These are included as actions in this section.

Integration of health and social care

The Public Bodies (Joint Working) (Scotland) Act 2014 changed the way that Health and Social Care Services in Glasgow are delivered. This came into effect in April 2015 and means that health and social care services for the citizens of Glasgow City will be carried out jointly by Glasgow City Council and NHS Greater Glasgow and Clyde (NHSGGC) within a new construct called the Glasgow Health and Social Care Partnership.

Glasgow City Council and NHS Greater Glasgow & Clyde agreed that all community health and social care services, including homelessness services, will be integrated and have adopted the Integration Joint Board or 'body corporate' model. Within this model, the planning of integrated health and social care services is led by the Integration Joint Board, made up of voting members - eight Elected

Members from Glasgow City Council and eight Non-Executive Directors of NHS Greater Glasgow and Clyde - and non-voting members as prescribed by the Act and associated regulations, such as the Chief Social Work Officer, Clinical Director, Chief Officer and individuals representing staff, service users, patients and carers, and the third and independent sector.

The Integration Scheme for Glasgow City was approved by the Cabinet Secretary for Health, Wellbeing and Sport and was laid in the Scottish Parliament on 8 January 2016. It came into force on 6 February 2016. The role of the Integration Joint Board is to develop a Strategic Plan for the partnership area and monitor progress towards delivery of that plan. The Integration Joint Board Strategic Plan 2016-2019 has identified key priorities for the delivery of services. These are:

Early intervention, prevention, harm reduction.

This strategic priority identifies how multi agency working is key to early intervention, prevention and harm reduction, ensuring that staff across all participating organisations are equipped to provide advice, guidance and support for people to make their own decisions about their housing circumstances rather than hit crisis point. In particular the aim is to help people to plan their future housing so that it enables them to live at home for as long as possible. Feedback from a Health and Social Care Housing event (February 2016) indicated that there is potential for local housing, health and social care staff to link with each other to identify where there was a need for early intervention. Making the right local connections is another important message from the event.



Greater self-determination and choice

This strategic priority identifies how housing organisations can offer personalised individual solutions to people's housing solutions. An example of this is using technology to support people making their choices, sharing these appropriately across organisations and with carers, family and friends, or through improved planning for transitions throughout life stages.

There is also a focus on neighbourliness, volunteering, and helping people to help themselves, with local housing providers being excellent examples of how this has been a long term endeavour in the city.

Shifting the balance of care

Shifting the Balance of Care describes changes at different levels across housing, health and care systems, all of which are intended to bring about better health outcomes for people, provide services which reduce health inequalities, promote independence and are quicker, more personal and closer to home.

This means developing services that may involve shifting location, shifting responsibility; and identifying individuals earlier who might benefit from support that might sustain their independence and avoid adverse events or illness. Housing can play a major role in helping to shift the balance of care however it poses very significant challenges too.

Enabling independent living for longer

Glasgow has a particular need to help social housing providers provide independent living for its tenants as many customer profiles within housing associations show more tenants with a range of long term conditions, vulnerabilities, and poorer health chances, from a younger age than elsewhere in the country.

The priority is to provide for the growing numbers of older people and is one which housing providers willingly help with through both local and specialist providers. It is also

about ensuring that people of any age can plan their own futures, to live either at home or in a planned move.

Public protection

In many ways local housing staff can be the 'eyes and ears' in the community. They are often the first people tenants and others see and staff know their communities they serve. Training and development for housing staff, therefore, can help identify problems earlier and respond by linking in with other agencies/ organisations and voluntary groups.

There are examples of good local joint working between housing, health and social care colleagues.

Locality planning

Locality Planning is a key area for all partners. Feedback from the Housing, Health and Social Care Event highlighted that the three Strategic Planning areas, for many, are too large. There is also a need to clarify how Locality Planning structures fit with Community Planning. This is a key issue for third sector partners.

There was also feedback about the need to be realistic about expectations. Housing Associations are independent organisations run by voluntary board members and, in particular, have priorities beyond those within the health and social care agenda and their resources are limited.

Housing Contribution Statement

A Joint Housing Contribution Statement was prepared following an event held by the Housing, Health and Social Care Group (HHSCG) in February 2016 to engage with health, social care, housing, third and independent sector representatives on housing's role in integration.

They provided the Group with very useful ideas and views about housing's role and this has been reflected in the [Housing Contribution Statement](#). The Housing Contribution Statement identifies a number of outcomes which housing can contribute to health and wellbeing.



These are:

- To help more people to live independently and receive the support they require
- Prevent homelessness and if not prevented, address it effectively through improved service delivery
- Increase the supply of good quality social housing and introduced more affordable housing to meet the city's housing needs
- Increase the supply of new and converted accessible housing, as well as housing for particular needs
- Promote positive partnerships and co-ordination among statutory and voluntary agencies across a range of housing and housing related areas

Welfare changes and poverty

Welfare reform has disproportionately impacted on disabled people with work capability and Personal Independent Payments assessments leading to an increase in poverty and impacting on people's ability to live independently.

The percentage of disabled people living in poverty across all tenures is higher than non-disabled people but especially in social renting and private renting tenures. Statistics from the New Policy Institute, August 2016 state that:

- Disabled people in the UK are twice as likely to be in persistent poverty (defined as living at 60% of median income for 3 out of 4 years) as non-disabled people at 11% and 5% respectively.
- Pensioner poverty continues to be greatest among older and female pensioners, disabled pensioners not in receipt of disability benefits and ethnic minorities.
- Of all children living in poverty, one in three has a disabled parent.

The Local Housing Allowance cap on supported housing was due to be implemented in a similar way to supported housing as it was to mainstream housing. There has been

a concerted campaign by representative organisations highlighting the impact this will have on tenants and on the future development of supported housing.

On 15th September 2016 it was announced that the application of the policy of applying Local Housing Allowance rates to social rents from 2018 will be deferred for supported housing until 2019/20.

From 2019/20, the Government will bring in a new funding model which will ensure that the sector continues to be funded at current levels. From 2019/20, core rent and service charges will be funded through Housing Benefit or Universal Credit up to the level of the applicable Local Housing

Allowance rate and will apply to all those living in supported accommodation from that date. For costs above the level of the Local Housing Allowance rate, the Government will provide an equivalent amount to the Scottish Government to decide how best to allocate the funding.

The Department of Work and Pensions confirmed that the shared accommodation rate will not apply to people living in the supported housing sector. There is recognition that some particular challenges may remain for very short term accommodation, including hostels and refuges and that they will work with the sector to develop further options to ensure that providers of shorter term accommodation continue to receive appropriate funding.

It is now understood that the LHA cap in relation to supported housing will apply to all tenancies, not just new tenancies.

Action 45

THE COUNCIL WILL MONITOR THE IMPACT OF WELFARE REFORM CHANGES ON SUPPORTED ACCOMMODATION PROVISION



These priorities are reflected in a range of housing activity and services as outlined in below.

Wheelchair and larger family houses

The Strategic Housing Investment Plan (SHIP) considers the provision of new wheelchair and larger family houses and this is funded through the Affordable Housing Supply Programme outlined in the SHIP in partnership with local Housing Associations.

It is recognised that given the flatted nature of housing right across the city, accessible housing is a need throughout the city.

This strategy supports increasing the supply of accessible housing to give wheelchair users improved choice. Strategically, a citywide target of 10% wheelchair housing for all new build housing has been set to ensure the increase of accessible housing across the city. The Council continues to support this target.

The Council is keen to work with disability and housing stakeholders to monitor the effectiveness of this approach.

When designing new housing, delivery partners are urged to co-ordinate with potential tenants either directly or through Social

Work or Health Services at an early stage to ensure that the specific design enhances the independence of the tenant.

Action 46

WORK WITH DISABILITY AND HOUSING STAKEHOLDERS TO INCREASE THE PROPORTION AND NUMBER OF BARRIER FREE HOUSES AVAILABLE IN GLASGOW

The size of a 'larger family' is defined as a home with 4 or more bedrooms and 6 or more bedspaces. Across the city, there is a continuing need for larger family houses to meet household requirements, and further analysis in the area profiles (create link) has identified areas where overcrowding is a particular concern.

Further joint work with RSLs is needed to identify if there are particular housing needs in these neighbourhoods. A citywide target has been set to ensure provision is increased across the city and this is set out in the Strategic Housing Investment Plan.

Action 47

WORK WITH RSLs TO IDENTIFY WHERE THERE ARE PARTICULAR NEEDS FOR LARGER FAMILY ACCOMMODATION

Equipment and adaptations

The adaptations programme is a critical support for many people to help them exercise choice when they wish to remain at home. Provision of aids and adaptations is important in allowing people to stay in their own homes and live independently. This includes owners and tenants renting privately.

There are a range of funding streams for adaptations which average around £6million annually. The management of equipment and adaptations for owner occupiers and private renting tenants has recently transferred over to the Health and Social Care Group although it is still managed on a day to day basis by Housing and Regeneration Services. The Council's [Scheme of Assistance](#) provides further information.

The Affordable Housing Supply Programme provides stage 1 and 2 (new build) and stage 3 (existing property) funding to Registered Social Landlords in the city excluding Glasgow Housing Association (GHA). This is managed by Housing and Regeneration Services.

Glasgow Housing Association fund adaptations to their own housing stock as an outcome of the stock transfer. The adaptation works are carried out to dwellings in order to make them more suitable for residents and can include for example, wheelchair access, hand rails and accessible showers. There is a requirement to review the demand for aids and adaptations across all tenures and the management arrangements for prioritising and funding the broad range of provision.

Action 48

ESTABLISH A SHORT LIFE WORKING GROUP ON EQUIPMENT AND ADAPTATIONS TO REVIEW DEMAND, MANAGEMENT AND FUNDING OF ADAPTATIONS AND ACCESSIBLE INFORMATION TO DISABLED PEOPLE ABOUT HOUSING RIGHTS AND HELP AVAILABLE WITH ADAPTATION

Care and repair

The Glasgow Care & Repair Service assists home owners aged 65 or over and people with disabilities, with no adult family living with them, to organise repairs to their property.

This assistance generally comprises identifying defects, obtaining quotations for the work involved and liaising with the contractor and client throughout the course of the work. The service will also assist owners with a disability to adapt their homes. (This is likely to be applicable to applicants whose needs have been assessed as moderate or low risk).

It also provides a Handyperson Service giving practical help with small repairs and tasks around the home that owners may find difficult to carry out.

The services are free, although there may be a charge for materials. Also available, is a Home from Hospital service which provides practical assistance to prepare the homes of patients aged 65 or over for their discharge from hospital.

The service is designed to support older people returning from hospital as a matter of urgency after receiving treatment, making sure that the environment they are returning to is safe and secure.

Help to Adapt

Help to Adapt is a Scottish Government initiative designed to help older people live independently in their own home for as long as possible. The initiative encourages homeowners over 60 years old to consider making alterations to their property now to ensure it continues to meet their future needs. The aim is to help people stay safe and maintain their quality of life in their own home. The Scottish Government has appointed Link Group Ltd as managing agent to deliver the scheme in 12 local authority areas including Glasgow. Help to Adapt helps owners pay for adaptations by using the equity in their home

and the team helps with planning adaptations to meet specific needs, through to selecting and supervising approved contractors to ensure quality standards are met.

Independent living

The Council and its partners are working through the '[Reshaping Care for Older People](#)' agenda and developing proposals to become an [Age Friendly City](#) which meets the needs and aspirations of its older citizens. Housing and housing providers will play an important role in these new agendas which will entail service re-design in certain areas. With revenue funding streams under pressure, there is a need to look at innovative models of sustainable service delivery and housing support, embracing new technology and advancements in telecare where appropriate, and maximising partnership working.

In order to respond effectively to the future age profile of the city, new housing models, support services, and technological solutions are being

piloted by a number of partner organisations to promote independent living and combat social isolation.

These are being funded through a variety of sources includes RSL own resources, Affordable Housing Supply Programme, and specific funding streams from the Scottish Government. The learning from these pilots will help guide future models of housing and any related investment requirements.

Action 49

REDESIGN SERVICES BY WORKING THROUGH THE 'RESHAPING CARE FOR OLDER PEOPLE' AGENDA AND DEVELOP PROPOSALS TO BECOME AN 'AGE FRIENDLY CITY' WHICH MEETS THE NEEDS AND ASPIRATIONS OF ITS OLDER CITIZENS ENSURING A RANGE OF HOUSING OPTIONS ARE AVAILABLE FOR PEOPLE TO LIVE INDEPENDENTLY FOR LONGER



Specialist provision

Glasgow has a number of specialist housing providers who have developed excellent specific provision over the years to ensure greater self-determination and enable people to live the life they wish to.

Social Work Services annually identify Social Care Housing Investment Priorities which reflect the commissioning strategies across Social Work care teams.

The purpose of these priorities is to identify services where the provision of new build or refurbished accommodation is needed to ensure service delivery meets required standards and social care needs are being met. Currently, projects with a high priority meet the needs of people in the following care

groups: learning disability, physical disability and mental health.

This will be kept under review to reflect any changes in priority and any changes will be reflected in the Strategic Housing Investment Plan (SHIP) as the delivery vehicle of this strategy.

Action 50

KEEP SOCIAL CARE HOUSING INVESTMENT PRIORITIES UNDER REVIEW TO REFLECT ANY CHANGES IN POLICY

Technology enabled care

The Integrated Joint Board's strategic plan sets a clear direction of travel on the wider application and expansion of technology

through the Partnership's Accommodation Based Strategy for older people.

It promotes the use of technology as a component to transforming services for older people and providing support to assessment staff through technology based assessment tools.

The expansion of telecare services and digital platforms includes:-

- Link workers issued with iPads to use in post diagnosis support
- Dementia clients given iPads to communicate with family and friends using e-mail and face time with simple icons to access and memory prompts to help with self-management.

- GPS Technology being used to help maintain independence in dementia clients by enabling them to be monitored within "safe zones"
- GPS alert device linked to Community Safety Glasgow's Alarms Receiving Centre
- Very sheltered tenants given iPads allowing access to online resources and face time with other residents, family and staff and including them on a small scale daily 'wellbeing check' Pilot which means they can video-conference with staff in the office in the morning to let them know that they are up and about.

The service is designed to support older people returning from hospital as a matter of urgency after receiving treatment, making sure that the environment they are returning to is safe and secure.



Delivering the strategy

Partnership working is of vital importance to enabling the delivery of this strategy and the objectives of the Strategic Housing Investment Plan. This section considers how the Council and its partners will deliver the strategy, how communities and organisations can be empowered to deliver and how projects can tackle social and economic exclusion.

Working with housing providers

The Council works with representatives of all housing tenures in the city to provide good quality housing for Glasgow Citizens. Partnership working at a city and a local level takes place through:

- Housing associations and their subsidiaries
- Private Landlord Forums and newsletters
- Information for owners and private landlords e.g. the Under One Roof website
- Other forums, such as those relating to welfare reform or homelessness.

Strategic agreements with housing associations

The Council has already established a strategic agreement with the Wheatley Group in recognition that stock transfer and its legacy places a particular onus and responsibility on the Wheatley Group, especially through Glasgow Housing Association (GHA) to support Glasgow City Council in achieving its stated priorities and to remain, as now, rooted in Glasgow and its communities.

The Wheatley Group's Affordable Housing Programme for new homes in the City will be an important component in meeting the objectives of Glasgow's Housing Strategy and will contribute to Glasgow City Council's target of 15,000 new homes in the City over the next 5 years.

The strategic agreement with Wheatley Group has identified shared key objectives. These are:

- to update the principles of the conditions in the transfer agreement with GHA;
- to establish a framework for future joint working with the Wheatley Group, as a key housing provider in the city, that allows and binds it to, contributing to the overall delivery of Glasgow's Housing Strategy;
- to define the respective roles that will be carried out by various parts of the Wheatley Group in Glasgow and how they will contribute to the council's strategic aims;
- to optimise outcomes for each partner, maximising the resources and investment in the city and focusing on achieving joint objectives.

Glasgow and West of Scotland Forum of Housing Associations and the Scottish Federation of Housing Associations, which between them represent the majority of housing associations operating in Glasgow, are in early discussions with Glasgow City Council about a strategic agreement to cover Housing Associations within their membership.

The strategic agreement will outline the specific contribution that Community Based / Controlled Housing Associations and other housing association partners in the city can make to the delivery of common housing objectives and emphasises all parties commitment to maximise partnership working.

Community empowerment and engagement

Community empowerment is about involving local people in making decisions about their area but goes beyond the traditional methods of information sharing and consultation. Community empowerment involves a change in power relations, enabling people to have more control and responsibility for their own housing and communities.

The Scottish Government introduced the [Community Empowerment \(Scotland\) Act 2015](#) in July 2015.

The act is aimed at empowering community bodies through the ownership and control of land and buildings, and by strengthening their voices in decisions about public services.

The Act also places Community Planning Partnerships (CPPs) on a statutory footing and imposes duties on them around the planning and delivery of local outcomes, including tackling inequalities and the production of “locality plans” for areas experiencing particular disadvantage.

In delivering this strategy, the Council supports the principles of community empowerment and placing the community at the heart of the planning and delivery of services.

It also recognises that housing associations in the city are already committed to and very experienced in engaging and supporting

communities and working with partners to deliver the best outcomes for their area.

This includes:-

- providing training, volunteering and skills building opportunities
- capacity building with individuals and groups
- tackling social isolation by establishing clubs and events
- consulting and working with people in the community about new housing developments or environmental projects in their area
- developing and managing local communities facilities

Social and economic exclusion

In delivering this strategy the council will aim to tackle social and economic exclusion and recognises some of the work already being carried out by partners:-

Charter to challenge poverty

Queens Cross Housing Association, a member of Glasgow City Council’s Poverty Leadership Panel, established The Charter to Challenge Poverty which was launched in direct response to the Scottish Index of Multiple Deprivation (SIMD) figures released in August 2016. They show associations in Glasgow operate in some of the most deprived communities in Scotland.

The Charter has now been signed by ng Homes and Maryhill Housing Association with the aim of challenging poverty in their area.

The charter contains a commitment to:

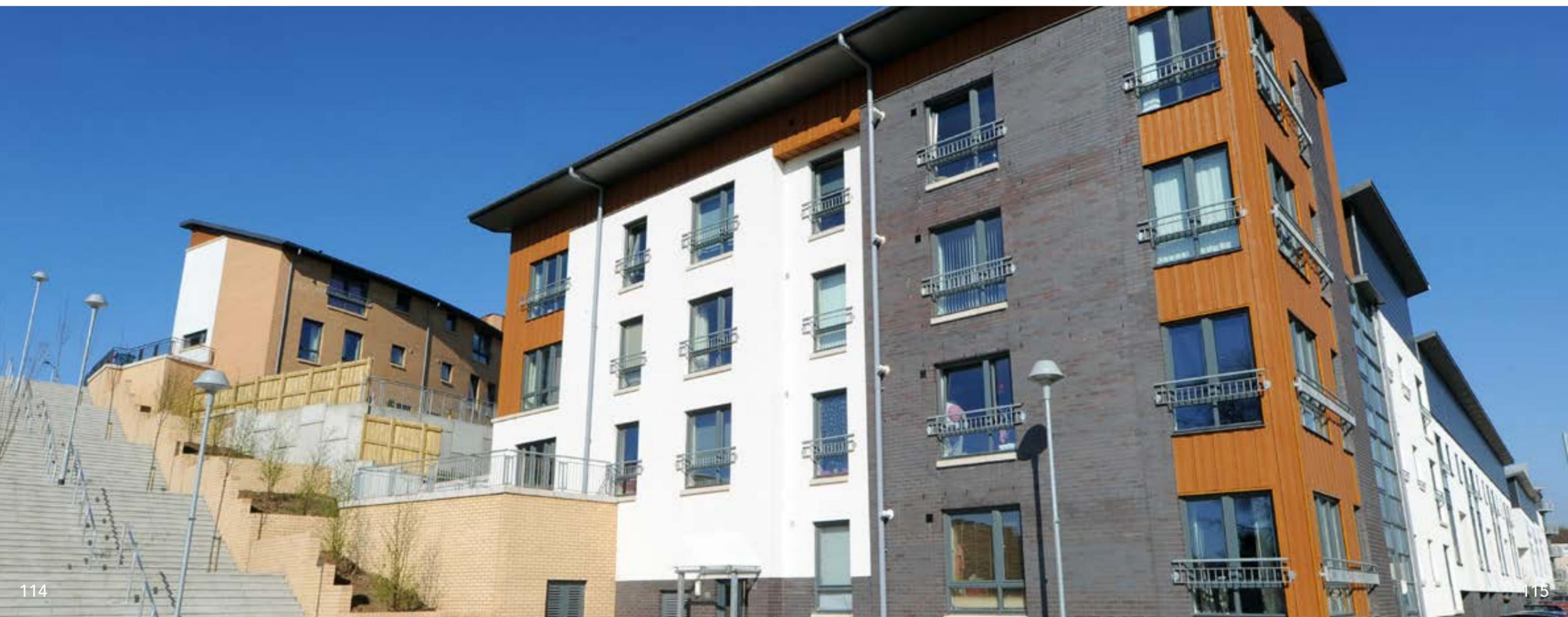
- minimise rent increases,
- install heating systems to address fuel poverty,
- increase the availability of low cost banking and money advice
- provide digital inclusion programmes

- campaign on poverty issues.

Glasgow’s Living Wage

The Glasgow living wage is an important element of Glasgow City Council’s ambition to tackle poverty and in particular the rising in-work poverty experienced by low income households. The living wage is a term used to describe the minimum hourly wage necessary for shelter (housing and incidentals such as clothing and other basic needs) and nutrition for a person for an extended period of time.

Glasgow City Council now has over 450 employers signed up to the Glasgow Living Wage covering approximately 88,000 employees and is keen to widen the impact of the policy and work within the current legislative framework by encouraging contractors to pay the Living Wage. It will do this by using procurement practices to raise





standards of pay across the city. Glasgow City Council would also like to encourage all housing association and other partners to sign up to Glasgow's Living Wage.

Community advocates

There are still many people in the city disconnected from the information and services that tackle poverty and offering an intervention that is led directly by other local people can act as an important catalyst in ensuring that people get access to the support they need. Glasgow's Homelessness Network's Navigate Project helps people to access services through a community advocate service with their advocates being volunteers.

Financial capacity

EPIC 360 is a lottery-funded financial capability project working across Glasgow. EPIC 360 works city-wide, holding personal conversations and these can cover budgeting, spending, saving, credit, debt, well-being, and financial products and services. Sessions with EPIC 360 are free, voluntary and confidential. The project is funded by the Big Lottery in Scotland and was set up in May 2015. Their aim is to work with over 3000 people and run 500 group sessions over the next three years.

Glasgow's Helping Heroes

Established in 2010, Glasgow's Helping Heroes provides a one point of contact

"Gateway Model" which aims to improve access to and co-ordination of advice and support for service personnel, veterans, their families and carers in Glasgow.

Glasgow's Helping Heroes work with a range of organisations across health, housing, social care, employability, financial services and specialist armed forces agencies to support service personnel, veterans, their families and carers to address any issue that affects them. Glasgow's Helping Heroes has a helpline and one to one support from staff employed by SSAFA Forces Help Glasgow through funding from Glasgow City Council and Glasgow Works. The staff are all ex-service men or women.

Going digital

This strategy recognises that the internet has become a huge part of everyone's lives and more and more services are now being provided on line. Government digital strategies encourage people to go online but also encourage organisations to consider how they deliver their services.

Digital Scotland outlines the steps that are required to ensure Scotland is well placed to take full advantage of all economic, social and environmental opportunities offered by the digital age and Digital Glasgow is a Glasgow city strategy, focused on promoting collaboration between the public, third and

private sectors. It is a partnership that pulls together expertise from business, the public sector, universities and colleges, the third sector and community organisations. The aim of the Digital Glasgow strategy is for the city to become a world leading digital city by 2017.

The success of this ambition rests on two core requirements:

- A world class digital infrastructure - essential to supporting the wider transformation of the city, attracting new businesses and jobs and supporting major regeneration projects; and
- Ensuring Glasgow businesses and residents have the skills required to create and access the opportunities that this digital infrastructure has to offer.

Both Digital Scotland and Digital Glasgow recognise that social housing tenants are one of the key "unconnected groups" they need to engage with if they are to achieve their objectives of getting as many people as possible to go online. Therefore going forward in the delivery of this strategy, the Council will work with partners to consider how it can improve digital connectivity across the sector and communities in which we provide services.

Co-operative Glasgow

The Council has created a Co-operative Unit to promote co-operatives and other social enterprise models in the city and build on current service delivery to develop new partnerships between

local people and public services. The aim is to develop models that:

- offer quality, value for money, and are designed around people's lives.
- are 'joined up' so that citizens get what they need at the right time and the right place;
- balance power and responsibility by agreeing what the Council provides and what communities will control for themselves
- involve communities and employees in planning services and supporting employees, local people and organisations to organise and run services differently;
- enable people to do more to help their own communities and at the same time to help themselves by gaining new skills and experience.

This strategy supports Glasgow City Council's Strategic Plan's commitment to developing Glasgow as a co-operative city by promoting and supporting co-operative, and mutual business models. An example of this is the Glasgow People's Energy fuel switching model for businesses which is a collaboration between the Council, the Wise Group and the social enterprise Citrus Energy.

There are many more opportunities in the city for an expansion of this model (e.g. environmental maintenance) in a housing context and we propose to explore this further with representatives of registered social landlords.

Monitoring and Evaluation



Monitoring and Evaluation

The production of Glasgow's Housing Strategy provides a focus for cross sector strategic planning, service improvement and delivery across the housing sector in Glasgow. Local housing initiatives present key opportunities to change and redesign services within the broader context of the reform of public services. It is therefore important to monitor and review the proposed outcomes within the strategy ensuring that we are delivering on our aspirations and adapting to any changes in the housing system.

Our monitoring and evaluation of the strategy will take the following form:-

- The outcome table will be monitored to record our actions and monitor progress
- An annual update of the strategy will be produced and this will be published on Glasgow City Council's website. These updates will be based on the actions in the strategy and joint working with partners.
- An Annual Monitoring Report will be submitted after the end of each financial year to the City Council's Executive Committee and referred to the Regeneration and the Economy Policy Development Committee. This will occur as close to the financial year end as is practicable.

- Strategic Action Plans will also be prepared on key areas of activity such as: -
- Affordable Warmth
- Private Sector Housing
- An interim Evaluation Report on Glasgow's Housing Strategy will be prepared in 2019
- A final Evaluation Report on Glasgow's Housing Strategy will be prepared in 2022.

All partners and key stakeholders will be involved in and contribute to the various reports identified above. We will incorporate monitoring activity into current ongoing liaison arrangements with key partners such as GHA and the other RSLs.

In terms of investment, targets are described throughout the main strategy document, with further detail provided in the current Strategic Housing Investment Plan (2017 -22) and subsequent plans within the strategy period. The Strategic Housing Investment Plan will be reviewed bi-annually.

Recording Outcomes

We have identified indicators that will be used to assess progress with individual strategic housing outcomes below. We have used the Scottish Government template for this purpose. The outcomes are detailed in the outcome section of this strategy.

Outcomes Table



Strategic Housing Outcome 1	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
Work with strategic partners to deliver regeneration projects in the city, creating local employment and apprenticeship opportunities through continuing and expanded house building and community programmes	No. of completions by tenure	Planning & DRS Housing Investment	April 2017	Refer to SHIP	2017 - 2022
	No. of tender approvals	Development Funding Performance Review	April 2017	Refer to SHIP	2017 - 2022
	Local people going into further or higher education because of training or work experience with RSLs	Survey data from Glasgow West of Scotland Forum of Housing Associations	April 2017	Increase on previous survey figure	2017 - 2022
	Local people finding employment as a result of training or apprenticeships with RSLs	Survey data from Glasgow West of Scotland Forum of Housing Associations	April 2017	Increase on previous survey figure	2017 - 2022
	No. of local people employed by RSLs	Survey data from Glasgow West of Scotland Forum of Housing Associations	April 2017	Increase on previous survey figure	2017 - 2022
	No. of apprenticeships offered by RSLs in the city	Survey data from Glasgow West of Scotland Forum of Housing Associations	April 2017	Increase on previous survey figure	2017 - 2022
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • Enable the development of 15,000 new build properties in the city between 2017 and 2022. • The council will continue to lobby for a return of GPSE funding and will support housing associations who wish to provide new supply providing that risks to associations are mitigated and incentives are introduced to maximise uptake. • Establish the potential to create a network of community anchor/community hubs led by community based or controlled housing associations who wish to provide a service. • Optimise the use of community benefits through all contracts including investment contracts • Create training and employment opportunities for local residents through investment in new build housing • Deliver projects to unlock development potential of vacant and derelict land • Enable the completion of the 6 pilot self-build projects within the Maryhill TRA. • Glasgow City Council and local partners will continue to develop open spaces with quality streetscape, growing spaces and access to play space for children • Work in partnership with SPT and other transport providers to improve transport connections where communities have identified this as a priority. 				

Strategic Housing Outcome 2	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
Improve the quality of the city's housing stock and encourage all parties to actively maintain and improve their properties	No. of inspections carried out	GCC Private Sector Housing	April 2017	Increase on 2016 figure	Ongoing
	No. of closing orders issued	GCC Private Sector Housing	April 2017	Increase on 2016 figure	Ongoing
	No. of properties that meet the repairing standard after the GCC intervention	GCC Private Sector Housing	April 2017	Increase on 2016 figure	Ongoing
	No. of properties that meet the tolerable standard after GCC intervention	GCC Private Sector Housing	April 2017	Increase on 2016 figure	Ongoing
	No. of offers of grant assistance to bring properties up to a factoring standard	GCC Private Sector Housing	April 2017	Increase on 2016 figure	2017 - 2022
	No. of payments of missing shares	GCC Private Sector Housing	April 2017	Increase on 2016 figure	2017 - 2022
	No. of work notices served	GCC Private Sector Housing	April 2017	Increase on 2016 figure	2017 - 2022
	No. of Maintenance orders issued	GCC Private Sector Housing	April 2017	Increase on 2016 figure	2017 - 2022
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • We will take action to address properties which currently fall below the tolerable standard, in danger of becoming BTS or falling into disrepair. • Review the Older Private Housing Strategy • The Council will continue to encourage owners to carry out works to maintain their properties on a voluntary basis and will make use of its statutory powers to carry out enforcement action if it is deemed necessary including expanding the use of "missing shares" • The Strategic Acquisition Programme will continue to be developed in recognition that RSLs may require to target ownership of properties in tenement blocks to enable them to address common repair issues and consolidate factoring arrangements. • Glasgow City Council will continue to carry out inspections to monitor property standards in the private housing sector. Proactive inspections will be carried out in Enhanced Enforcement Areas and other areas prioritised by the Council, where property conditions are deemed a problem. • Work with RSL partners on an area basis to tackle problematic private housing in poor condition. • Promote the Under One Roof Website property factoring and maintenance website to encourage owners to understand their legal responsibility for common repairs. The Council will proactively work with lettings agents, property managers and owners to promote and educate on good practice • Develop joint proposals with RSL and commercial property factors to establish a factoring standard and encourage RSLs to proactively approach owners with a view to offering factoring services in properties where they have no ownership or a minority interest. • Identify and take action to bring long term empty properties back into use over the life of the strategy. 				

Strategic Housing Outcome 3	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
Improve the quality of management in the private rented sector	Set up landlord accreditation scheme	Evidence of set up	April 2017	Accreditation scheme set up	2017 - 2022
	No. of landlords referred to Committee to be considered for de-registration	Private Sector Housing Team Statistics	April 2017	Increase on 2016 figure	2017 - 2022
	No. of landlord newsletters issued and forums held	Private Sector Housing Team – evidence of newsletters sent and forums held	April 2017	2 newsletters per year	Ongoing
	2 forums per year	2017 - 2022	April 2017	Increase on 2016 figure	Ongoing
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • Continue to encourage landlord accreditation schemes and take appropriate action where landlords do not meet their responsibilities • Continue to make referrals to the Licensing Committee seeking the removal of poorly performing landlord from the Register where there has been a failure of compliance with statutory notices, the fit and proper person test and other relevant legislation or requirements. • Engage with the Scottish Government to strengthen Local Authority enforcement powers and lobby for powers under Enhanced Enforcement Areas to become standards for landlord registration • Engage with landlords/tenants • Continue to promote the Landlord Accreditation Scheme in Govanhill and other priority areas throughout the city • PLRU, Police and Trading Standards to continue to work jointly to take appropriate action against landlords and recently appointed Govanhill Enforcement Co-ordination Group to meet regularly • Make use of available legislation under the various Housing Acts. 				

Strategic Housing Outcome 4	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
Improve the energy efficiency of all properties in Glasgow	% of households in fuel poverty	SHCS	March 2017	Decrease over the life of the strategy	2017 - 2022
	Median SAP of properties	SHCS	March 2017	Increase over the life of the strategy	2017 - 2022
	No. of energy efficiency measures carried out in the City	GCC DRS	March 2017	Increase over the life of the strategy	2017 - 2022
	Set up a SEEP delivery group	Quarterly meetings	January 2017	To increase number of potential projects identified for SEEP and delivery	2017 - 2022
	No. of measures carried out under SEEP/HEEPS schemes in city	GCC DRS Affordable Warmth team	March 2018	Maximise according to resources	2018 - 2022
	No. of grants and loans awarded for Energy Efficiency measures	GCC/Wise Group/Scottish Government Loans/ SALIX Finance/HEEPS Loans	March 2017	Maximise according to resources	2017 - 2022
	No. of RSLs/owners/private landlords engaging in HEEPS/SEEP schemes	GCC DRS Affordable Warmth team	From March 2017	Maximise according to resources	2017 - 2022
	No. of district heating projects delivered across the City	GCC DRS Affordable Warmth team/LES	From March 2017	Maximise according to resources	2017 - 2022
	No. of renewable technology projects delivered across the City	GCC DRS Affordable Warmth team/LES	From March 2017	Maximise according to resources	2017 - 2022
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • GCC to identify and take forward projects which would be eligible for SEEPS funding and work with partners to maximise the funding and leverage brought into the City • GCC to identify and take forward projects which would be eligible for HEEPS funding and work with in partnership with owners, landlords and RSLs to maximise the funding and leverage brought into the City • The Council will lobby the Scottish Government for funding to be made available for registered social landlords to allow them to deliver EESSH. • Work with partners to identify and promote projects where renewables and district heating is a cost effective solution to affordable warmth and assist organisations to apply to for external funding. • Take action to ensure that the housing stock in the city is resilient to the possible side effects of climate change and flooding and makes a positive contribution to reducing the risks and impacts of flooding and climate in the longer term. 				

Strategic Housing Outcome 5	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
We will take steps to mitigate the impact of fuel poverty and in the city.	No. of Advice visits from GHEAT/GHA Energy Advice Team/ RSLs Advice Teams/ HES	Annually	March 2017	Decrease over the life of the strategy	2017 - 2022
	No. of people benefitting from Warm Homes discount schemes, rebates and switching tariffs	Annually	Maximise according to resources	2017 - 2022	2017 - 2022
	No. of G-Heat steering group meetings attended	Annually	Maximise according to resources	2017 - 2022	2017 - 2022
	Contribute to the Poverty Leadership Panel	Participate in the Governance and Policy of the PLP	Targeting effective delivery of services	2017 - 2022	2017 - 2022
	Monitor no. of AWD applicants each year	GCC Financial Services	GCC Annual Commitment	Annual monitoring	2017 - 2022
	No. of customers referred to GPE	Quarterly Board Meetings	Launch Date November 2016	Maximise uptake depending on resources	2017 - 2022
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • Continue to support the provision of free and impartial energy advice, assistance and advocacy services to all households in the city. • Support organisations to tackle fuel poverty through the use of food and fuel banks • Ensure maximum uptake of the Council's Affordable Warmth Dividend to elderly Glasgow residents • Expand Glasgow People's Energy services to include domestic customers. 				

Strategic Housing Outcome 6	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
The Council will continue to develop and support initiatives to assist people to access good quality home ownership in an affordable and sustainable way.	Common Housing Register pathfinder operational	CHR board	January 2017	Pilot operational by summer 2017	2017
	No. of telecare packages provided		April 2017	Improved from 2016	2017/22
	No. of housing aids and adaptations provided	GCC Housing Investment/RSLs/ GCC Private Sector Housing	April 2017	Improved from 2016	2017/22
	No. of referrals to homelessness services	GCC Social Work Services	April 2017	Refer to Homelessness Strategy	2017/22
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • Complete the Glasgow Housing Register pathfinder and roll out the service across the city • Raise awareness of the home2fit database and encourage its use • Improve on the housing information and services currently available to young people • The Council will work with partners to promote the benefits of the housing options approach to preventing homelessness. • Glasgow City Council will continue to work with partners across a range of housing organisations to develop joint arrangements for increasing access to housing for households affected by homelessness. • Establish a Refugee Housing Group involving all the key stakeholders to design a new resettlement housing solution. • Develop a resource for lone parents which provides up to date information and support on accessing welfare and includes help and support to understand their housing rights. • Consider innovative models of sustainable service delivery and housing support for older people, embracing new technology and advancements in telecare where appropriate, and maximising partnership working. • Carry out research into the housing needs and demand of students in Glasgow • The Council's Welfare Reform Working Group will continue to work with the Scottish Government to identify how it can use its powers to mitigate the impacts of Welfare Reform on private sector tenants and undertake research to better understand the impact of welfare reform on communities in Glasgow. • Work with the Scottish Showmen's Guild to assess the housing needs of the travelling showpeople community in Glasgow and consider how the use of a model site plan can be used as a policy planning tool in any proposed relocation • Recommend to the Scottish Government that they carry out a review of Broad Market Rental Areas in Glasgow to reflect the rapid increase in the private rented sector in the city. • Encourage the formation of more locally based social lettings agencies using the accreditation scheme to allow RSL applicants who do not qualify for social housing to access properties with the tenancy being managed on the landlords behalf by the RSLs or their subsidiaries • Carry out research into the potential for institutional investment in the private rented sector in Glasgow and develop a pilot Glasgow Private Rented Sector Development Partnership. 				

Strategic Housing Outcome 7	Relevant Indicators	Data Frequency/Type/Source	Baseline (Date)	Targets	Timescales
Promote health and wellbeing?	No. of barrier free properties developed	Development Funding Performance Review	April 2017	Refer to SHIP	
	Establish a short life Working Group on Equipment and Adaptations	Minutes of Meetings	April 2017	Short life working group established	
	No. of larger family houses developed	Development Funding Performance Review	April 2017	Refer to SHIP	
	Review social care investment priorities	GCC Social Work Services	April 2017	New Social Care Investment Priorities	
Key Actions and commitment by local partners for this outcome	<ul style="list-style-type: none"> • The Council will monitor the impact of Welfare Reform changes on supported accommodation policy. • Work with disability and housing stakeholders to increase the proportion and number of barrier free houses available in Glasgow • Work with RSLs to identify where there are particular needs for larger family accommodation • Establish a short life Working Group on Equipment and Adaptations to review demand, management and funding of adaptations and accessible information to disabled people about housing rights and help available with adaptations. • Redesign services by working through the 'Reshaping Care for Older People' agenda and develop proposals to become an 'age friendly city' which meets the needs and aspirations of its older citizens ensuring a range of housing options are available for people to live independently for longer. • Keep social care housing investment priorities under review to reflect any changes in policy 				

Glossary



Term	Abbreviation	Description
Absentee landlord		A non-resident private sector landlord living out with the area where the property is being let
Adaptation		A physical change to a dwelling house to allow a disabled resident ease of access to or within the home (e.g. wider doors for a wheelchair, walk – in shower, handrails, ramp to close entrance)
Affordable housing		Housing of a reasonable quality that is affordable to people on modest incomes. Can include Mid-market Rent, Low cost home ownership through an approved LIFT scheme as well as housing for rent provided by a Registered Social Landlord or a local authority
Affordable Housing Supply Programme	AHSP	The annual programme for new build , property acquisition and improvement to meet housing need through the provision of grant to Registered Social Landlords (See also Development funding grant)
Affordable warmth		A target standard to deliver the optimum heating and insulation solution which will help to address fuel poverty for low income households
Affordable Warmth Dividend	AWD	A special annual payment provided by Glasgow City Council to assist those Glasgow residents over the age of 80 with their heating costs
Annual Return of the Charter	ARC	A compulsory return of performance outcomes across a range of housing management and energy efficiency indicators made annually by Registered Social Landlords to the Scottish Housing Regulator
Area regeneration		A broad term covering the comprehensive renewal of areas of deprivation and poor quality housing. This can include demolition of low demand housing, its replacement with modern energy efficient housing for sale and rent and, improvement of existing affordable housing. It can also include the provision of workspace, new business and commercial development as well as health and social care developments, environmental improvements and other infrastructure such as roads, public transport and schools

Term	Abbreviation	Description
Asset-led regeneration		A form of housing investment associated with upgrading and sustaining a maintenance and management plan for existing housing stock in a particular location
Asylum seeker		This term refers to someone who is waiting for his or her application for refugee status to be considered by the UK Government Home Office
Balance of care		Ensuring that solutions are found to provide the most appropriate form of care for those citizens whose health conditions require a shift from hospitalisation to care home provision or independent or supported living
“Bedroom Tax”		An alternative term for the Spare Room Subsidy associated with the reduction in housing benefit levels for low income households whose full rents were previously paid for by the state
Below Tolerable Standard	BTS	This term refers to property that is in a serious state of disrepair or lacks certain essential amenities.
Black Minority Ethnic	BME	People of African, Asian or Caribbean heritage or descent, encompassing other migrant communities who may be discriminated against because of their race, ethnicity or colour
Build to Rent	BTR	Privately funded new build and/or conversion schemes where all of the properties are for renting, usually at economic rents
Buy to Let	BTL	Purchase of a property on the open market which the owner does not occupy himself or herself and with the express purpose of renting it out to enhance income
Carbon Management Plan		Glasgow City Council's programme to reduce carbon emissions for all of its buildings and plant
Care and Repair		A service offering advice and assistance to people who are older or have a disability to help them repair, improve or adapt their homes

Term	Abbreviation	Description
City Deal		Or City Region Deal – programme of collaboration between the UK and Scottish Governments and one or more local authorities within a conurbation or cluster or local authorities around Scottish cities to fund major economic infrastructure projects
Closing Order		Usually related to below tolerable standard housing, a Closing Order can be imposed (by the local authority) on a property or group of properties where the owners have failed to carry out essential improvements. The property can be sealed off to prevent unlawful entry and habitation
Clyde Gateway		Scotland's largest industrial area renewal partnership between Glasgow City Council, South Lanarkshire Council and Scottish Enterprise, backed by funding and direct support from the Scottish Government.
Commercial property factor		A privately owned and managed service providing common property maintenance services to tenement flat owners
CF: RSL property factor		
Common Housing Register	CHR	A Common Housing Register is a single housing waiting list for all Registered Social Landlords (RSLs) operating in a defined area, e.g. local authority. There are 3 distinct features that constitute a CHR:- <ul style="list-style-type: none"> • a single application form for all applicants seeking housing in the social rented sector; • a single database of all these applicants; and • A shared housing information and advice resource.
Common repairs		Repairs pertaining to elements of a tenement building where ownership is shared between individual title holders as set out in title deeds or by arrangement through a Tenement Management Scheme under the Tenement (Scotland) Act 2004
Community anchor		Generic term for an organisation acting as a local point for community activity and information sharing

Term	Abbreviation	Description
Community Safety Glasgow	CSG	Charitable partnership between Glasgow City Council and Police Scotland to enforce, support and advise on all matters relating to community safety
Co-operative Glasgow		Glasgow City Council supported organisation to encourage the growth of co-operative ventures in the city
Development funding grant (Transfer of the Management of Development Funding)	T MDF	This funding is made available to Glasgow City Council by the Scottish Government annually. The funding enables the Council to subsidise new or improved social rented housing, enable low cost home ownership and mid-market rent projects developed in partnership with RSLs (Registered Social Landlords). The funding can cover other projects such as environmental improvements and strategic property acquisitions. To qualify for funding, projects must address Local Housing Strategy priorities.
Digital Glasgow		A city strategy, developed in dialogue with and focused on promoting collaboration between the public, third and private sectors to improve technological connectivity across business, public sector, universities, colleges, the third sector and community organisations
Empty Homes Partnership		The Scottish Empty Homes Partnership exists to help bring empty private sector homes back into use. The project is funded by the Scottish Government and organised via Shelter Scotland
Energy Company Obligation	ECO	A financial contribution from energy providers to improve energy efficiency in buildings
Energy Efficiency Standard for Social Housing	EES SH	A minimum energy efficiency rating to be achieved for all social rented housing in Scotland by 2020 through upgrading of building elements, insulation and efficient heating systems
Enhanced Enforcement Area	EEA	An area designated by the local authority and approved by the Scottish Housing Minister to tackle overcrowding and anti-social behaviour within a defined area

Term	Abbreviation	Description
Fuel poverty		Fuel poverty is defined in Section 95 of the Housing (Scotland) Act 2001 as being a household living in a home which cannot be kept warm at a "reasonable cost" (benchmarked at more than 10% of net disposable income)
G-Heat		Independent energy efficiency advice organisation covering Glasgow
Glasgow Centre for Inclusive Living	GCIL	A disabled people's user led Organisation promoting inclusive living by assisting disabled people to challenge barriers and make informed choices
Glasgow City Council	GCC	The Council has statutory responsibilities for Housing Strategy in the City. The Council is made up of 79 elected members providing representation on a multi member ward basis.
Glasgow Factoring Commission	GFC	An independent commission set up in Glasgow in 2012 to investigate the operation of property factoring. The Commission reported its findings in January 2014 and offered the local authority, property factors and the Scottish Government recommendations for improvement SEE ALSO Under One Roof
Glasgow Homelessness Network	GHN	GHN is a third sector membership organisation which evidences and advances solutions to poor housing and homelessness by connecting the knowledge and experiences of people who both live and work with the issue
Glasgow Housing Association	GHA	A housing association registered with the Scottish Housing Regulator, established to take ownership of all GCC housing stock. The Stock Transfer of over 80,000 properties took place in March 2003.
Glasgow People's Energy	GPE	Independent energy switching service for the city's businesses and third sector organisations
Glasgow and West of Scotland Forum of Housing Associations	GWSF	Glasgow based body representing community based and community controlled Registered Social Landlords in the West of Scotland

Term	Abbreviation	Description
Grant to Improve the Physical and Social Environment	GPSE	A grant to assist the development or improvement of the social, physical, economic and recreational environment relating to housing
Help to adapt		Scottish Government initiative designed to help older people live independently in their own home for as long as possible
Help to buy		Scottish Government scheme to help first time buyers and existing homeowners buy an affordable new build home from a participating home builder
Helping Heroes		Glasgow City Council developed Glasgow's Helping Heroes following a review of the support the Council provides to service personnel, veterans, their families and carers to improve the service delivery experience of service personnel, veterans, their families and carers living in Glasgow.
Home Energy Efficiency Programme for Scotland: Area Based Schemes	HEEPS:ABS	Devolved partnership funding programme co-ordinated by local authorities to improve domestic energy efficiency for owner occupiers, reduce fuel poverty and mitigate against climate change
Home2fit		A national online database and self-help resource to assist disabled people to find suitable housing supported by the Glasgow Centre for Inclusive Living (GCIL)
Home Owner Housing Panel	HOHP	Body charged with redress for complaints against property factors
House in Multiple Occupation	HMO	HMO is living accommodation occupied by 3 or more persons from 3 or more families and is occupied by them as their only or main residence.
Housing Contribution Statement	HCS	Statement of the contribution which could be made by housing organisations to the integration of health and social care through the Glasgow City Integration Joint Strategic Plan
Housing Infrastructure Fund	HIF	Scottish Government Infrastructure challenge fund which can provide loans (to non-public sector organisations) and make Infrastructure grant available to local authorities and registered social landlords (RSLs) to support affordable housing delivery SEE also GPSE

Term	Abbreviation	Description
Housing Intervention and Support Team	HIST	Multi agency partnership to address physical and social issues within the Govanhill community
Housing Need and Demand Assessment	HNDA	Joint work was undertaken with the Glasgow and the Clyde Valley Strategic Development Planning Authority and the other Clyde Valley local authorities on a Housing Need and Demand Assessment and was completed in June 2011. This will inform both the Local Housing Strategy and the Main Issues reports of the Strategic and Local Development Plans. There is a particular focus on increasing affordable housing supply.
Housing Options (Glasgow)		An information and advice service enabling households requiring housing access to housing to consider the options available. Housing Options provides a local housing association sponsored service to prospective housing association applicants in the North West of the City
Housing Renewal Area	HRA	Power for local authority under the Housing Scotland Act 2006 to designate an area of housing for a range of treatments including Compulsory Purchase Orders
Low cost Initiative for First Time buyers	LIFT	Scottish Government scheme to help households access home ownership. These include: the New Supply Shared Equity scheme to allow first time buyers to buy a new build property from a housing association and the Open Market Shared Equity scheme to allow first time buyers to buy a property on the open market
Local Housing Strategy	LHS	Under the Housing (Scotland) Act 2001 all Local Authorities have to provide a housing strategy for their area. The strategy sets out the housing issues and priorities for the area and provides a strategic framework for future investment and management.
Missing share		Discretionary financial support to ensure that works are carried out to effect repair in a tenement where one owner is unable or willing to pay a share of common repairs

Term	Abbreviation	Description
Mid- Market Rent	MMR	A form of affordable housing. It allows tenants to pay rent levels below the normal market rent level in the area, although rents are higher than what a tenant would normally expect to pay in social housing. MMR renting can particularly help households who are struggling to afford private renting or home ownership, but are unlikely to be given priority on a social housing waiting list.
Mixed tenure		A common property or group of properties where there is more than one form of tenure. Can include social rented, private rented and owner occupied
New Supply Shared Equity	NSSE	SEE Low cost Initiative for First Time buyers
Open Market Shared Equity	OMSE	SEE Low cost Initiative for First Time buyers
Overcrowding		A property is considered to be overcrowded where there is a requirement for at least one additional room to meet the needs of the existing number of persons living in the property
Partnership Mortgage Guarantee Scheme (Glasgow)	PMGS	A 2 year pilot to support prospective home buyers who had insufficient means of raising a deposit and accessing home ownership, between GCC and Glasgow Credit Union
Partnership Support for Regeneration Grant	PSRG	Scottish Government grant to enable eligible applicants to build houses for sale in areas with little or no private housing and to help meet local shortages
Private Landlord Registration Unit	PLRU	Team within Glasgow City Council responsible for the registration and re-registration of private landlords in the city
Private Rented Housing Panel	PRHP	Body charged with redress for complaints against private rented landlords
Private Sector Housing	PSH	Housing not owned or controlled by bodies such as local authorities, voluntary organisations or Registered Social Landlords.
Private Sector Housing Grant (Glasgow)	PSHG	Discretionary grant allocated by GCC to enable private sector housing repair
Refugee		This term describes a person who has been forced to leave their country because it is not safe for them to stay and has been granted rights to remain in another country as a result.

Term	Abbreviation	Description
Registered Social Landlords	RSLs	This term refers to independent housing organisations registered with the Scottish Housing Regulator. RSLs primary purpose is to provide social rented housing. Housing Associations, housing Co-operatives and Local Housing Organisations all come under the term RSL.
Rent Deposit Scheme		A statutory arrangement where independent bodies collect and return deposits on private rented properties for the protection of tenants
RSL Property Factor		A Registered Social Landlord providing common property maintenance services to owners usually living within a block where the RSL has majority share of the properties of the block CF Commercial Property Factor
Scheme of Assistance	SoA	Duty of local authorities to provide a written scheme which sets out housing advice and assistance which can be provided by the local authority to homeowners
Scottish Federation of Housing Associations	SFHA	National body representing a range of housing associations across the whole of Scotland
Scottish House Condition Survey	SHCS	Rolling sample of data collected on behalf of the Scottish Government to inform on changes in house condition across Scotland
Scottish Index of Multiple Deprivation	SIMD	Updated review of deprivation indicators at localised level
Scottish Housing Quality Standard	SHQS	The Scottish Housing Quality Standard (SHQS) was introduced by the Scottish Government in February 2004. Its primary purpose is to provide an authoritative guide to the standards of improvement which should be attained in social housing, where it must be fully achieved by 2015. It is a comprehensive standard covering state of repair, modern facilities, health, safety and security in addition to the Tolerable Standard.
Scottish Housing Regulator	SHR	The Scottish Housing Regulator is an executive agency of the Scottish Government and their role is to regulate Registered Social Landlords and the landlord and homelessness services of local authorities within Scotland.
Self build		Schemes to encourage plots of land to be developed by individuals and groups

Term	Abbreviation	Description
Single Outcome Agreement	SOA	An agreement between Glasgow Community Planning Partnership (GCPP) and the Scottish Government which sets out the joint priority outcomes for Glasgow, and how the GCPP will work towards achieving them.
Social Housing		A general term for rented and shared ownership housing not provided for profit, e.g. by Registered Social Landlords etc.
Social Letting Agency		A Social Lettings Agency is a not for profit service that can offers a broad range of initiatives in the private rented sector enabling access to private rented sector for lower income and vulnerable groups.
Stalled spaces		Derelict or unused land where permanent development is not imminent and where the space can be used for recreational, arts or environmental improvement
Strategic acquisitions		The acquisition through TMDF or PSHG of individual properties from the private sector for management and improvement by Registered social landlords in order to meet housing shortages
Strategic Housing Investment Plan	SHIP	A plan that Local Authorities need to submit annually to the Scottish Government which describes how resources will be used over a medium term towards delivering the aims and objectives of the Local Housing Strategy.
Sustainable Glasgow		Partners from housing, communities, business, universities, enterprise and education develop diverse projects to improve quality of life in the city, boosting the economy and protecting the environment.
Transfer of the Management of Development Funding	TMDF	SEE Development Funding Grant
Transformational Regeneration Areas	TRAs	Glasgow City Council, Glasgow Housing Association and Scottish Government have identified 8 Transformational Regeneration Areas across the city that require major restructuring in order to create sustainable mixed tenure communities. These areas are:- East Govan/Ibrox; Gallowgate; Laurieston; Maryhill; North Toryglen; Red Road; Sighthill and Shawbridge.

Term	Abbreviation	Description
Under occupation		A property is considered to be under-occupied where there is at least one room more than the standard requirement.
Under One Roof		An independent website set up following a key recommendation of the Glasgow Factoring Commission. The website provides advice and practical support to owners and property factors in respect of common property repair and maintenance issues
Universal Credit	UC	New benefits system replacing a number of individual welfare benefits
Wheatley Group		Largest RSL group structure in Scotland based in Glasgow. Includes Glasgow Housing Association Ltd



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