



GLASGOW'S
HOUSING
STRATEGY

SUSTAINABLE COMMUNITIES, AFFORDABLE HOMES

Glasgow's Housing Strategy 2017-2022

Our vision for housing in Glasgow





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

Our vision for housing in Glasgow



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.

Our principles

This housing strategy is committed to ensuring that:

- people are not discriminated against.
- housing in the city is sustainable in terms of environmental, social and economic outcomes.
- the health and well-being of the city's residents is improved through better house condition and specialist provision in partnership with health and social care providers.
- innovative partnership solutions are delivered to add value in new build, improvement and wider action.

Themes and Priorities

The central objectives of the strategy are to increase the supply and quality of housing and to improve access to affordable housing.

The strategy aims to reduce absolute and relative poverty and help grow the city's economy.

**Improving access
to appropriate
housing for
Glasgow's people**

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





Six Key Strategic Objectives each with their own set of outcomes:

**PROMOTE AREA
REGENERATION AND
ENABLE INVESTMENT IN
NEW BUILD HOUSING**

**MANAGE, MAINTAIN
AND IMPROVE THE
EXISTING HOUSING
STOCK**

**RAISE STANDARDS IN
THE PRIVATE RENTED
HOUSING SECTOR**



**IMPROVE ACCESS
TO HOUSING IN ALL
TENURES**

**PROMOTE HEALTH
AND
WELLBEING**

**TACKLE FUEL POVERTY,
ENERGY INEFFICIENCY
AND CLIMATE CHANGE**

Housing Needs Demand Assessment



The Housing Needs and Demand Assessment (HNDA) provides the evidence for key housing and planning policy areas including:-

- Housing Supply Targets
- Stock Management
- Housing Investment and Geographic Distribution of Land
- Specialist Provision

In order to assess the amount of land to be released for new house building and to assess projected demand for housing based on population and household projections, the Housing Glasgow and Clyde Valley Strategic Development Planning Authority carries out a full assessment across the Clydeplan area every 5 years. Each of the eight local authorities have their own housing supply target based on this assessment.



Housing need and housing supply targets

The following housing supply target has been identified for Glasgow for 2017-2022.

2017 - 2022

Private Sector (including the Private Rented Sector)	7,500 dwellings
Social Rented and Below Market Rent	7,500 dwellings
Total	15,000 dwellings

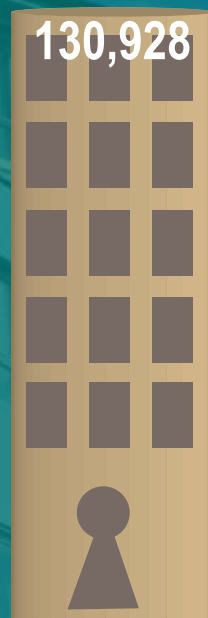
A profile of housing in Glasgow

The city is undergoing continuous physical renewal and the state of the housing stock and urban core are central to this. Investment in housing is essential to attract people to live and work in Glasgow.

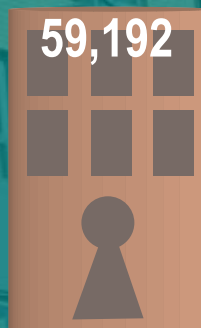
Glasgow has over 606,340 residents living in 297,070 residential properties (based on 2015 Housing Stock Estimates)

The Social Rented Sector

Social rented housing in the city is provided by 68 Housing Associations (Registered Social Landlords or RSLs) which operate within the city's boundaries. 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.



Owner Occupied



Private Rented



Social Rent

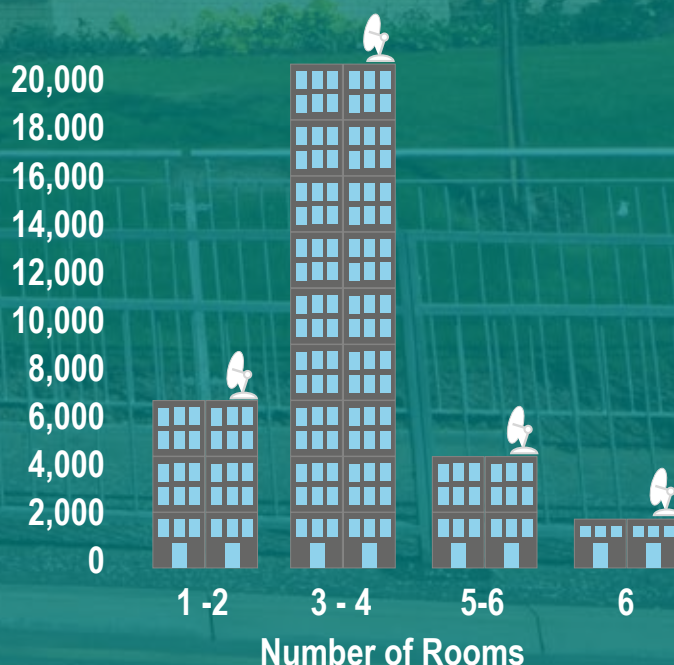
(Source: nrs 2015 population estimates)

Tenure in Glasgow has changed considerably over the last 40 years.

	1975	2007	2015
Owner occupation	25%	50%	44%
Private rented housing	5%	9.25%	20%
Social rented housing	70%	40.5%	36%

The Owner Occupied Sector

Owner occupation increased from 25% in 1975 to 44% in 2015 reaching a peak of 50% in 2007. The recent shift away from owner occupation toward private renting may be at least partly caused by the economic downturn and the difficulty potential home owners have experienced in securing a mortgage.



A profile of housing in Glasgow



The Private Rented Sector

There are around 60,000 registered properties in the private rented sector in Glasgow (about 20% of all residential properties in the city– the highest proportion of stock since the 1930s). There are in excess of 35,000 registered private sector landlords. The Private Rented Sector now performs a significant role in meeting housing demand.



Housing in Glasgow by age and type

Approximately 40% of properties in Glasgow were built before 1945 with over 52% of these being tenement flats (93% of which were built before 1919). Over 14,000 pre 1945 tenement flats (22%) are owned by registered social landlords.

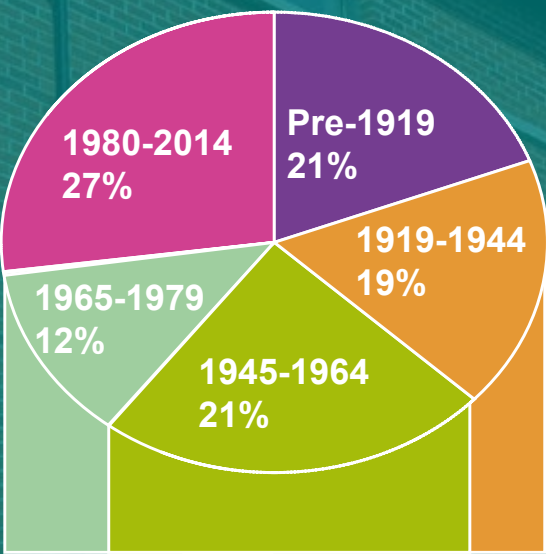
The majority of properties in the City of Glasgow are flats (approx. 73%) with the low rise properties being mainly located in the outskirts rather than in the city.



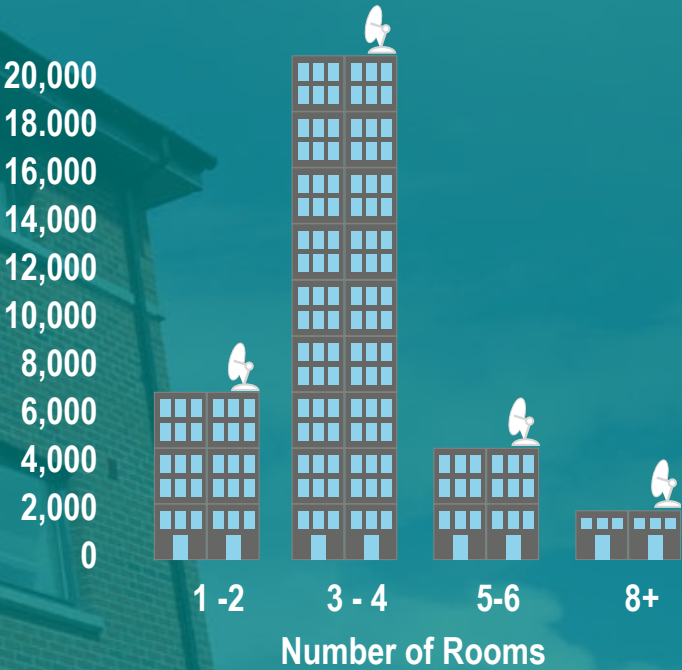
Homes in Glasgow are relatively small with predominately 3 or 4 rooms (68%) with 17% having only 1 or 2 rooms. Only 15% of properties have 5 rooms or more. The average household size in Glasgow is 2.02 persons.

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.

Housing Stock by age



Dwelling Size



House size in the Social Rented Sector



The strategic context



Glasgow's Housing Strategy is influenced by and contributes to a range of Glasgow City Council and region-wide strategies, policies and plans as well as Scottish Government policy and initiatives.

Key documents linked to the GHS are:-

- Council Strategic Plan 2012 - 2017
<https://www.glasgow.gov.uk/index.aspx?articleid=17528>
- City Development Plan
<https://www.glasgow.gov.uk/index.aspx?articleid=16186>
- Economic Strategy 2016 - 2023
<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=36137&p=0>
- Clydeplan (Glasgow and Clyde Valley Strategic Development Plan)
<https://www.clydeplan-sdpa.gov.uk/>
- City Deal
<http://www.glasgowcityregion.co.uk>
- Single Outcome Agreement
<https://www.glasgowcpp.org.uk/index.aspx?articleid=11056>
- Health and Social Care Integration in Glasgow and the Housing Contribution Statement.
<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=33032&p=0>
- Financial Inclusion Strategy 2015-2018
<https://www.glasgow.gov.uk/index.aspx?articleid=17848>
- Digital Glasgow Roadmap 2014
<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=18230&p=0>
- Homelessness Strategy
<https://www.glasgow.gov.uk/CHttpHandler.ashx?id=34784&p=0>

Consultation

Glasgow City Council has engaged with a wide range of partners and stakeholders in developing the housing strategy for 2017-2022 and have used a range of methods to do this including holding events, establishing or being involved in workshops, community consultation for regeneration projects and publishing consultation documents.

We held a housing strategy event for stakeholders in April 2016 which provided lots of content for this strategy. Feedback and presentations from this event can be found at (insert link).

The Council has used this engagement with partners and the wider community to identify priorities and aims and objectives for the 5 years of the strategy.

<https://www.glasgow.gov.uk/index.aspx?articleid=19712>



The housing challenges in Glasgow

Housing planning and policy analysis supplemented and supported through consultation with stakeholders identified eleven major challenges to the housing system in the city.

1. 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%. 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.

2. 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.

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3. The return of overcrowding in particular localities

The level of overcrowding in the city has fallen since the 2001 census. However the average rate of overcrowding 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 and is also concentrated in pre-1919 stock within the inner ring and in certain areas of social rented housing.

<https://www.glasgow.gov.uk/index.aspx?articleid=19708>

4. 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.

5. Economic uncertainty and stability

Continued uncertainty and instability created by “Brexit” has the potential to impact on developer and house builder confidence and could affect the housing market. 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.

**Approximately
1 in 3 of the city’s
children live in
poverty**

6. 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](#).

7. 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.

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.

New parents on Universal Credit will need to prepare for work when a child turns 2 and find work when they turn 3. 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 is not expected to cover rent costs.

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.

**1 in 5 families with
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8. Affordability

The cost of housing is an issue for people trying to gain access to home ownership with the average property value being over 5 times the average income in Glasgow. In the private rented sector, rents are increasing faster in Glasgow than in Scotland as a whole.

**the average
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9. 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 by 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.

10. 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.

11. 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.

It is a major challenge for the Council and its partners to deliver these strategic priorities within the constraints of limited resources. During consultation and 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.

**37.5% of
households have at
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illness**

**These challenges are
not mutually exclusive.
Responses to them have
been distilled into the
six strategic priorities.**





Strategic Priority One

House Promote area regeneration and enable investment in new build housing

ACTION 1

Enable the development of 15,000 new build properties in the city between 2017 and 2022.

Housing associations will be given priority for 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 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.

The Strategic Housing Investment Plan (SHIP) (www.glasgow.gov.uk/index.aspx?articleid=19714) 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).



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 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.

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.

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.



ACTION 4

Optimise the use of community benefits through all contracts including regeneration and investment contracts

House building will 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).

ACTION 5

Create training and employment opportunities for local residents through investment in new build housing

Housing associations make a major contribution to the city's economy by providing jobs and training opportunities from their regeneration and new build contracts.



ACTION 6

Deliver projects to unlock the development potential of vacant and derelict land

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. The local and strategic development frameworks detailed in the City Plan (www.glasgow.gov.uk/index.aspx?articleid=16186) identify priority areas for investment in the city.

City Deal is an agreement between the UK Government, the Scottish 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 second largest City Deal in the UK, which will focus improvement in the Glasgow and the Clyde Valley area across 26 projects. Glasgow will benefit from over £400m of the City Deal funding which will result in improvements to key infrastructure such as sewerage and drainage, 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.

New infrastructure projects valued at over £385.8m (2014 prices) of investment will unlock key sites Glasgow sites which include the City Centre, The Forth & Clyde Canal and North Gateway, the Waterfront and West End Innovation Quarter and Collegelands/Calton Barras. 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.





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 Torglen
- Pollokshaws
- East Govan and Ibrox

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

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.

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 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.

The Glasgow (Forth and Clyde) 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.

Dalmarnock Commonwealth Games Legacy Site

Continued investment in Dalmarnock led to the successful conversion of the Commonwealth Games Athletes' Village in Dalmarnock to mixed tenure mainstream family accommodation. 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.



Planning Regeneration Areas and Established Neighbourhoods

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, the built form and infrastructure.

These include area development frameworks for:-

- Glasgow City Centre
- River Clyde Corridor
- Glasgow North
- Govan/Partick
- Inner East
- Calton
- Sauchiehall Street and Garnethill

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.

ACTION 7

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

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.

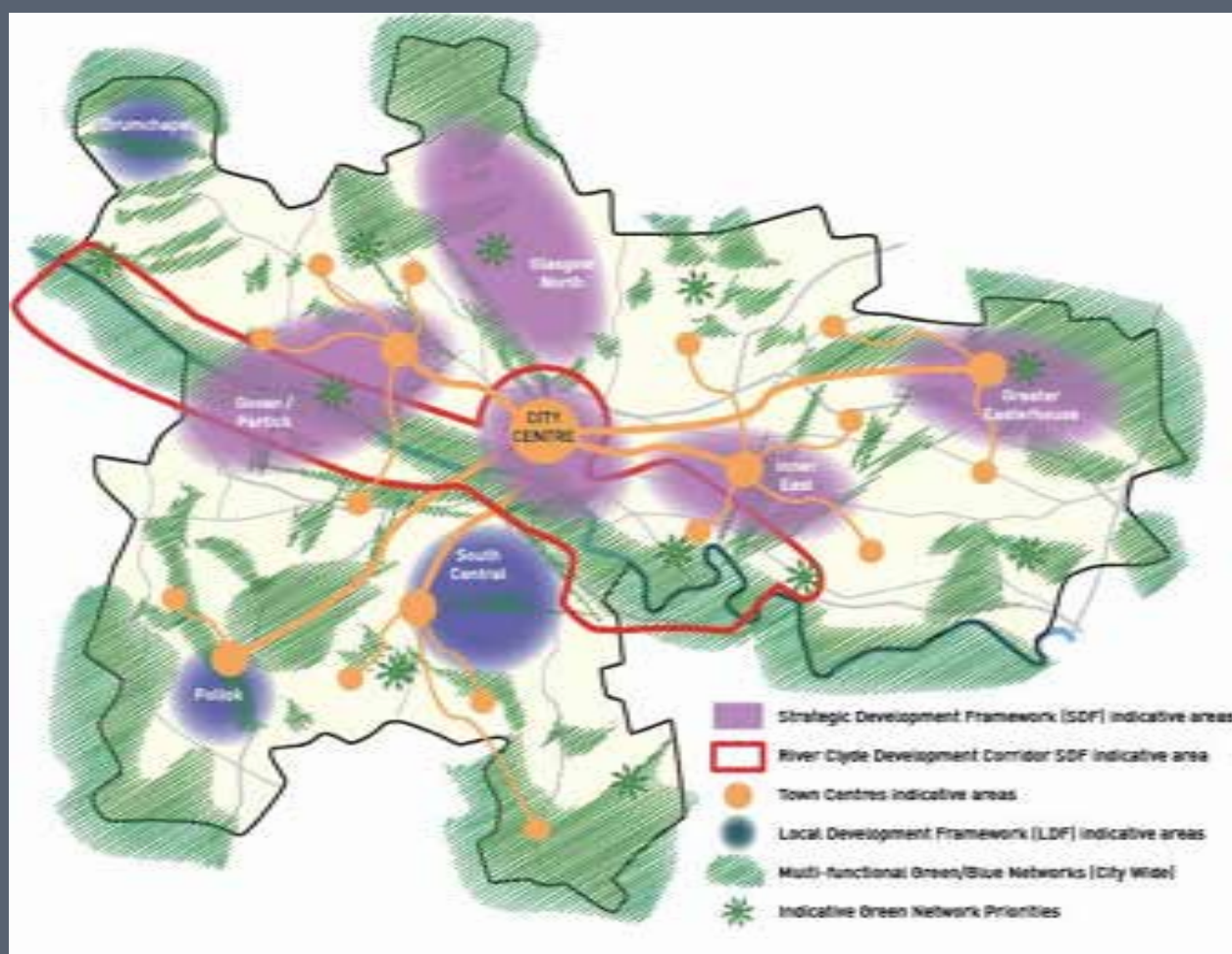
ACTION 8

Glasgow city council and local partners will continue to develop open spaces with quality streetscape, growing spaces and access to play space for children

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. 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 Open Space Strategy is the cornerstone of the place making theme that runs through the new City Development Plan and associated Supplementary Guidance.



ACTION 9

Work in partnership with spt and other transport providers to improve transport connections where communities have identified this as a priority.

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.

STRATEGIC PRIORITY TWO

Manage, maintain and improve the existing housing stock (9 actions)

ACTION 10

The council will take action to address properties which currently fall below the tolerable standard or are in danger of becoming bts or falling into disrepair.

A flat or house that falls below this standard is not considered acceptable as living accommodation in any tenure. The Scottish House Condition Survey 2012-2014 estimates that 5% of the housing stock in Glasgow is BTS with the majority of properties being in owner occupation.

ACTION 11

Review glasgow's older private housing strategy

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. The majority of these properties are in the private sector.

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.

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'.

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 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

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.



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 apply legislation to facilitate or execute works in relation to common repairs.

ACTION 13

The strategic acquisitions pilot programme will continue to be developed in recognition that RSLs may require to target ownership of properties in tenement blocks to address common repair issues and consolidate factoring arrangements.

Strategic Acquisition Strategy

Glasgow City Council has introduced a strategic acquisition pilot programme to assist registered social landlords to target properties in poor condition or where there is a lack of effective management or maintenance, in mixed tenure blocks. The aim of this programme is to enable the appointment of a factor, carry out common repairs, introduce maintenance plans and, ensure that preventative maintenance is carried out, through appointing an RSL as managing agent. Other benefits include consolidation of majority share in a tenement close and meeting housing need through the creation of affordable tenancies.

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.

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 overcrowding, deterioration of the building fabric, infestations and related environmental issues.

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. 4 blocks in South West Govanhill were to be designated as an Enhanced Enforcement Area. The multi-agency approach includes residential engagement visits, close inspections, carrying out common repairs work, issuing abatement notices in relation to public health nuisances and third party reporting of private landlords to the Housing and Property Tribunal.

Following the success of the pilot, 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.



ACTION 15

The council will work with rsl partners on an area basis to tackle problematic private sector housing in poor condition.

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 Housing and Property Chamber Tribunal. Local authorities have additional powers to allow a third party referral to Tribunal.

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.

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 and more recently, to comply with a new Energy Efficiency Standard for Social Housing (ESSH) by 2020.

Where improved and well maintained RSL stock is mixed in with or close to private sector stock in disrepair, 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.





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

The Glasgow' Factoring Commission was tasked with producing recommendations to improve private sector property management in the city. As a direct result, the new Scotland-wide information and advice website, Under One Roof (www.newtenementhandbook.scot), was launched in September 2016 following the Commission's primary recommendation of the need to improve access to information and advice on common property maintenance.



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.

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 where owners find themselves in negative equity.

ACTION 18

Identify and take action to bring long term empty homes back into use over the life of the strategy.

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. 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. Work will also continue in partnership with Housing Association to identify ex Glasgow City Council properties with the aim of bringing these properties back into social rented ownership.

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.



STRATEGIC PRIORITY THREE

Raise management standards in the private rented sector (3 actions)

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. 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.

ACTION 19

Continue to encourage landlord accreditation schemes and take appropriate action where landlords do not meet their responsibilities

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.

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.

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

Managing existing provision and landlord registration

Landlord registration became a legal requirement in April 2006. 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. However it can sometimes be impractical for some tenants to take direct action against landlords without recourse to the law. The main routes of redress for tenants revolve around breaches of the law as it currently stands and the enforcement of landlord registration conditions: The Council has recently introduced a process of referring landlords who have breached registration criteria to the Licensing Committee.

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.

Enhanced Enforcement Areas

The introduction of Enhanced Enforcement Areas (see above under Govanhill) has been successful in raising landlord standards. In order to manage the problem of poor landlordism in particular areas of the city, the application of some of the Enhanced Enforcement Areas powers to registration criteria will provide proportionate regulation in the sector without impacting on the majority of private landlords who are providing a good standard of service.

STRATEGIC PRIORITY FOUR

Tackle fuel poverty, energy inefficiency and climate change (9 actions)

ACTION 22

Continue to support the provision of free and impartial energy advice, assistance and advocacy services to all households in the city.

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 main reason for fuel poverty increasing in the city is low income levels and the year on year increases to fuel prices. Since 2010, 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.

Glasgow City Council has identified advice and information as being a key means of mitigating fuel poverty, and reducing its impact on vulnerable households. G-HEAT works 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.



Before



After

A property upgraded with external wall insulation by Glasgow City Council's Affordable Warmth Team with funding from the Scottish Government's Home Energy Efficiency Funding.

ACTION 23

Support organisations to tackle fuel poverty through the use of food and fuel banks

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 24

Ensure maximum uptake of the council's affordable warmth dividend to elderly glasgow residents

The Affordable Warmth Dividend is a payment of £100 Affordable Warmth Dividend 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

ACION 25

Expand glasgow people's energy services to include domestic customers.

In November 2015, Glasgow City Council established a Public Social Partnership 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.

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.

ACTION 26

Glasgow city council will 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

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). 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.

Since January 2013, the Council has managed the Home Energy Efficiency Programme for Scotland: Area Based Scheme (HEEPS: ABS) for Glasgow 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. 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. It is estimated that these measures are saving Glasgow residents over £1m per year on their fuel bills.



Energy Performance Certificate

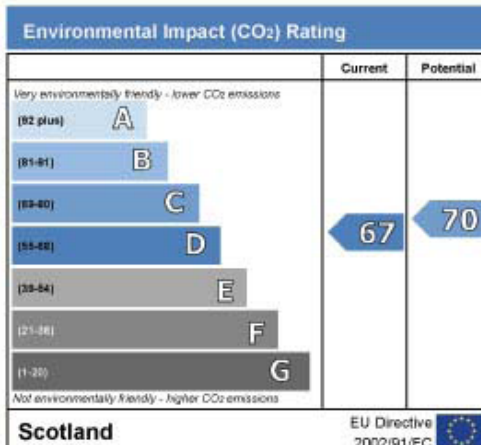
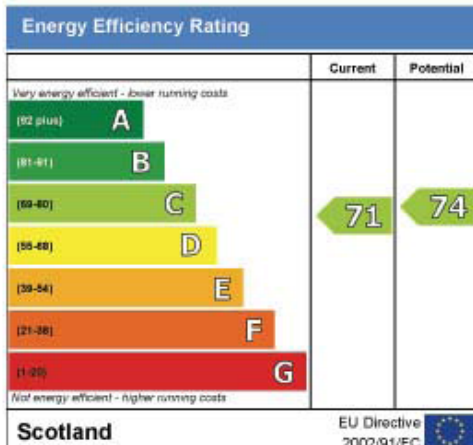
Address of dwelling and other details

2F1,
HOME SWEET HOME
EDINBURGH,
EH1 1SH

Dwelling type: Mid-floor flat
Name of approved organisation: Symington Mackell
Membership number: RICS853415
Date of certificate: 03 June 2009
Reference number: 0160-2679-7060-0001-5045
Total floor area: 51 m²
Main type of heating and fuel: Boiler and radiators, mains gas

This dwelling's performance ratings

This dwelling has been assessed using the RdSAP 2005 methodology. Its performance is rated in terms of the energy use per square metre of floor area, energy efficiency based on fuel costs and environmental impact based on carbon dioxide (CO₂) emissions. CO₂ is a greenhouse gas that contributes to climate change.



The energy efficiency rating is a measure of the overall efficiency of a home. The higher the rating the more energy efficient the home is and the lower the fuel bills are likely to be.

Approximate current energy use per square metre of floor area: 275 kWh/m² per year

Approximate current CO₂ emissions: 46 kg/m² per year

The environmental impact rating is a measure of a home's impact on the environment in terms of carbon dioxide (CO₂) emissions. The higher the rating the less impact it has on the environment.

Cost effective improvements

Below is a list of lower cost measures that will raise the energy performance of the dwelling to the potential indicated in the tables above. Higher cost measures could also be considered and these are recommended in the attached energy report.

- 1 Low energy lighting for all fixed outlets
- 2 Upgrade heating controls

A full energy report is appended to this certificate



Information from this EPC may be given to Energy Saving Trust to provide advice to householders on financial help available to improve home energy efficiency.

For advice on how to take action and to find out about offers available to make your home more energy efficient, call 0800 512 012 or visit www.energysavingtrust.org.uk

N.B. THIS CERTIFICATE MUST BE AFFIXED TO THE DWELLING AND NOT BE REMOVED UNLESS IT IS REPLACED WITH AN UPDATED VERSION



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

From 2015/16, the Scottish Housing Regulator expects all social landlords to submit data on their compliance with the Energy Efficiency Standard for Social Housing (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.

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 EESH.

Although Glasgow City Council is supportive of the new Energy Efficiency Standard for Social Housing, 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 are incurring extra costs as a result of welfare reform.



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.

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.

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.

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. The Council has completed a new Affordable Warmth Strategy for Glasgow during 2016 which accompanies this Plan (www.glasgow.gov.uk/CHttpHandler.ashx?id=36647&p=0)





STRATEGIC PRIORITY FIVE

Improve access to housing across all tenures

(14 actions)

A wide range of suitable and affordable housing is needed across all tenures.

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





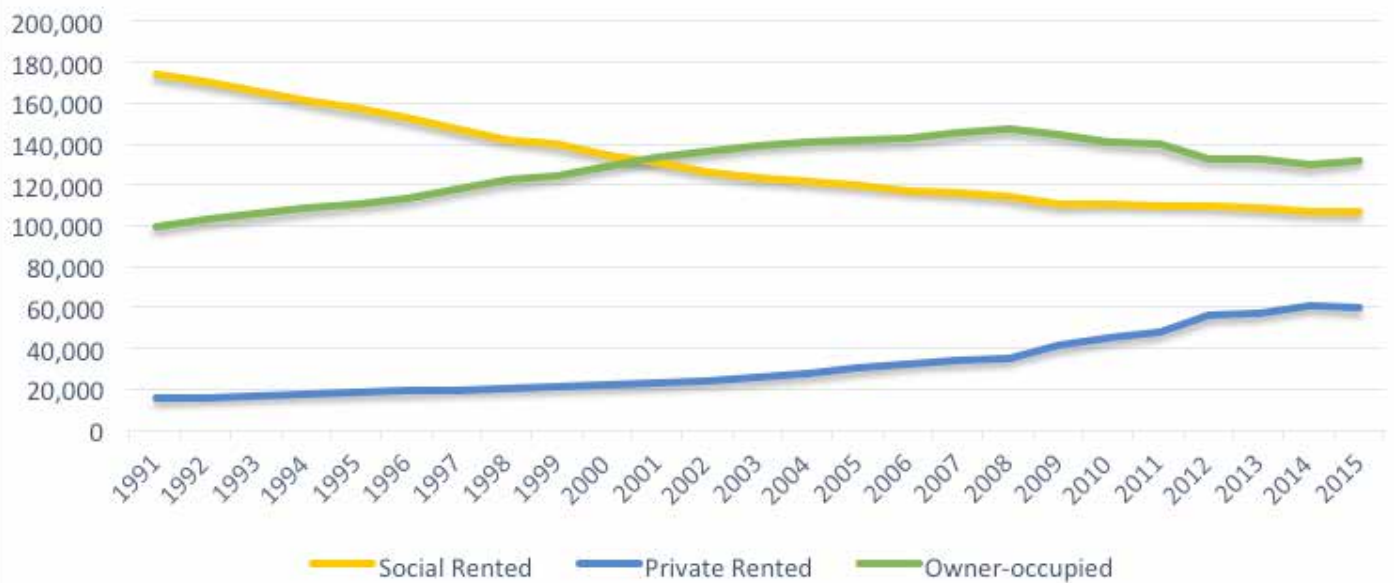
families with disabled family member(s) or other households with particular needs and circumstances.

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 below) and the private rented sector has increased rapidly.

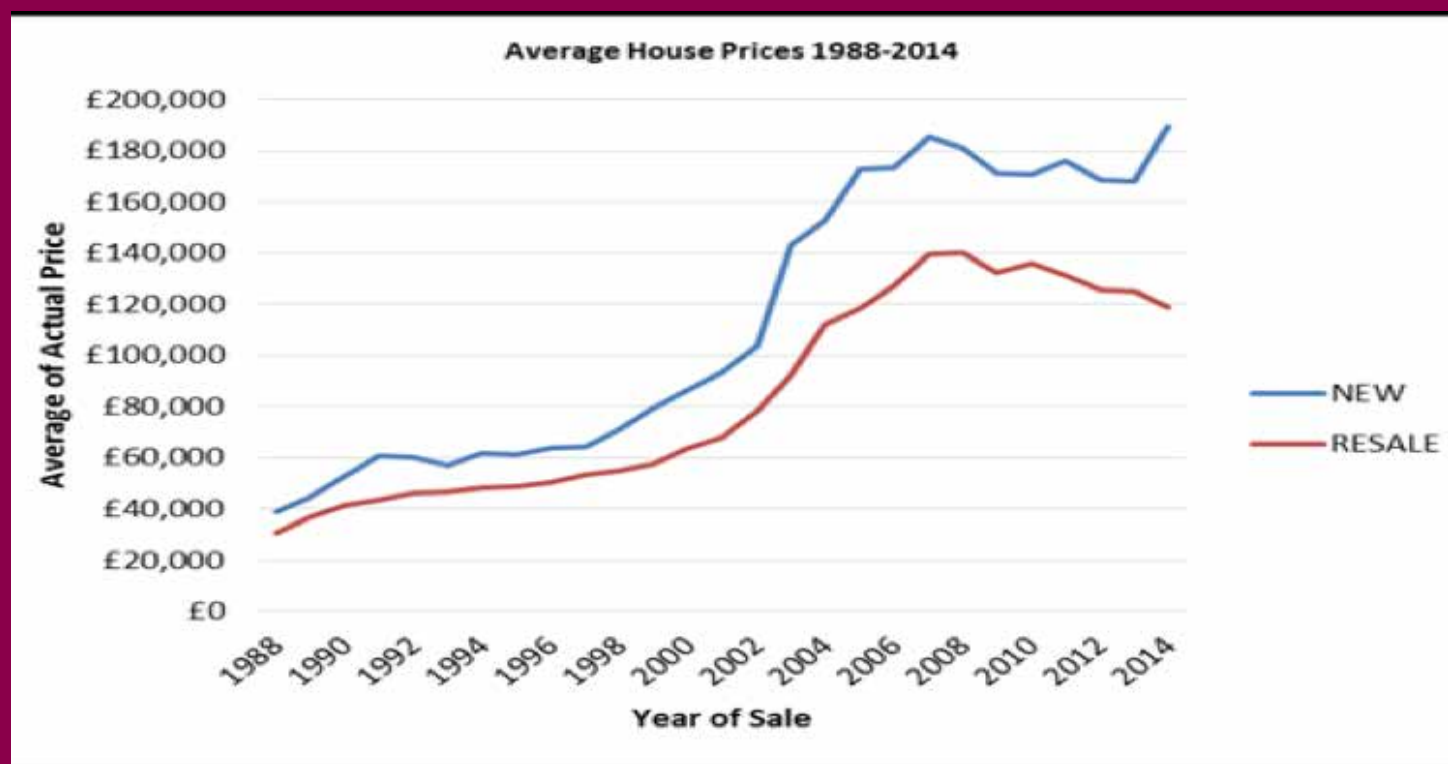
Housing Stock Change in Glasgow City by Tenure 1991-2015



SOURCE: GCC HOUSING AND REGENERATION SERVICES



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



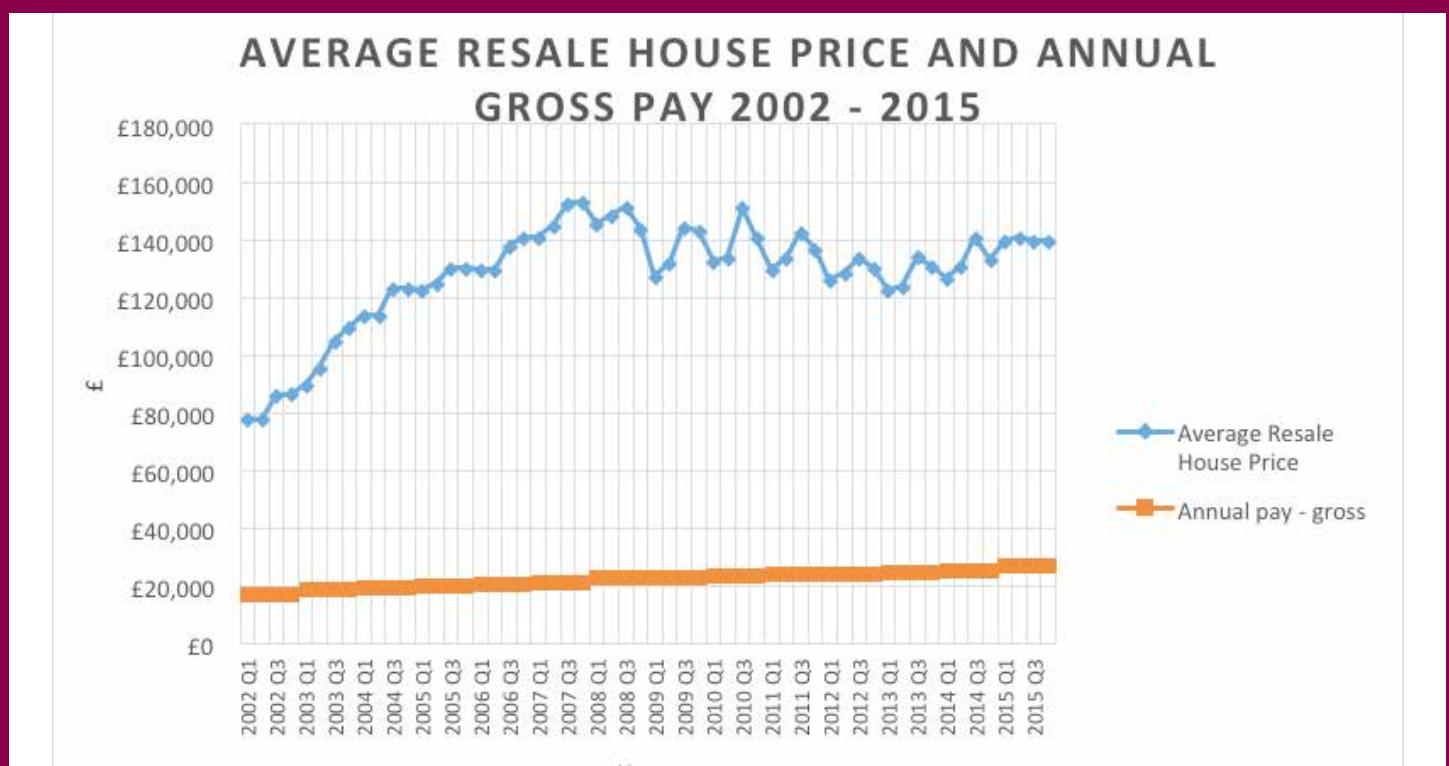
SOURCE: REGISTER OF SASINES RECORDS/ GCC HOUSING AND REGENERATION SERVICES



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 2017 at (5.1x) 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 the chart below 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.



SOURCE; REGISTER OF SASINES/ANNUAL SURVEY OF HOUSEHOLD EARNINGS (ASHE)



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 applications for social housing now come from those households 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 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.

ACTION 31

Complete the glasgow housing register pathfinder and roll out the service across the city

Applying for Housing

The current situation for anyone applying for social housing in Glasgow is that they must apply individually to one or more 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. A Common Housing Register, mooted for a number of years will become a reality within the lifetime of this plan. Glasgow's Housing Register: North West 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 32

Raise awareness of the home2fit database and encourage its use

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 33

Improve on the housing information and advice services currently available to young people

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 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. 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 34

The council will continue to work with partners to promote the benefits of the housing options approach to preventing homelessness.

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. www.glasgow.gov.uk/CHttpHandler.ashx?id=34784&p=0

Homelessness Strategy

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.

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.

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. 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 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.

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



ACTION 36

Establish a refugee housing group involving all the key stakeholders to design a new resettlement housing solution for refugees.

Meeting demand from 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. 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 statutorily homeless and become the responsibility of Glasgow City Council.

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 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 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.

Lone parent families

In Glasgow, four out of ten families with children are lone parent households, 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

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.

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 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.

Older households

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. 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

ACTION 39

Carry out research into the housing needs and demand of students in glasgow

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.

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

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. 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.



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.

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. www.glasgow.gov.uk/CHttpHandler.ashx?id=36366&p=0 The study indicates that there is no unmet need for the gypsy traveller community within the Glasgow area.

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.

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





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.

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.

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. . 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.





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

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 a landlord's behalf by the RSLs or their subsidiaries.

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.

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.



STRATEGIC PRIORITY SIX

Promote health and wellbeing in the home

(6 actions)

It is widely recognised that the quality of housing and the environment is important to both individuals' and communities' health and wellbeing. This strategic priority sets out housing priorities for the Council in promoting health and wellbeing.

This strategy embeds a commitment to disability equality and recognises the housing "asks" in Glasgow's Independent Living Strategy.

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 and means that health and social care services in Glasgow City will be carried out jointly by Glasgow City Council and NHS Greater Glasgow and Clyde (NHSGGC) within the Glasgow Health and Social Care Partnership. The role of partnership is to develop a Integration Joint Board Strategic Plan 2016-2019 and monitor progress towards delivery of that plan.

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 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 where 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





ACTION 45

The council will monitor the impact of welfare reform changes on supported accommodation provision.

Welfare changes and poverty

Welfare reform has disproportionately impacted on disabled people leading to an increase in poverty and impacting on people's ability to live independently.

Local Housing Allowance rate caps for social housing rent will apply from 2018 but this has been deferred for supported housing until 2019/20. From 2019/20, the UK Government will bring in a new funding model which will ensure that the sector continues to be funded at current levels and 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 UK Government will provide an equivalent amount to the Scottish Government to decide how best to allocate the funding. The Department of Work and Pensions has 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 46

Work with disability and housing stakeholders to increase the proportion and number of barrier free houses available in glasgow

Wheelchair houses

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.

ACTION 47

Work with rsIs to identify where there are particular needs for larger family accommodation

Larger family housing

Across the city, there is a continuing need for larger family houses (4+ bedrooms). Further analysis in the area profiles (www.glasgow.gov.uk/index.aspx?articleid=19710) has identified areas where overcrowding is a particular concern. A citywide target has been set to ensure provision is increased across the city.



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.

Equipment and adaptations

Provision of aids and adaptations is important in allowing people to stay in their own home and to live independently. There are a range of funding streams for adaptations which average around £6million annually. 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 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.

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. In order to respond to the future age profile of the city and with revenue funding streams under pressure, there is a need to look at new housing models, innovative models of service delivery and support, embrace new technology and advancements in telecare where appropriate, and maximise partnership working.

ACTION 50

Keep social care housing investment priorities under review to reflect any changes in policy

Social Care Housing Investment Priorities

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. 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.

Delivering the Strategy

Working with housing providers

Partnership working is of vital importance to enable the delivery of this strategy and the objectives of the Strategic Housing Investment Plan.

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 established a strategic agreement with the Wheatley Group in recognition that stock transfer and its legacy places a 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 will be an important component in contributing to Glasgow City Council's target of 15,500 new homes over the next 5 years.

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.

Community empowerment and engagement

The Community Empowerment (Scotland) Act 2015 was introduced by the Scottish Government with the aim of empowering community bodies through the ownership and control of land and buildings, and by strengthening their voices in decisions about public services. This strategy will support these principals and recognises that housing associations in the city are very experienced in engaging and supporting the communities in which they work by:-

- providing training, volunteering and skills building opportunities
- tackling social isolation by establishing clubs and events and managing local facilities
- consulting and working with people in the community about projects in their area

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 including:-

Charter to challenge poverty

Queens Cross Housing Association, ng Homes and Maryhill Housing Association have pledged their commitment to challenge poverty in the city by signing a Charter which includes a commitment to minimising rent increases, installing heating systems to address fuel poverty, increasing availability to low cost banking and money advice, digital inclusion programmes and campaigning on poverty issues.

Glasgow's Living Wage

The Glasgow living wage is one of the ways that Glasgow City Council is trying to help low income households. The term is used to describe the minimum hourly wage needed for a person for shelter and nutrition for a person for an extended period of time. Glasgow City Council will continue to encourage employers to pay at least the Living Wage.

Community advocates

Glasgow's Homelessness Network's Navigate Project helps people to access information and support services in the city. They do this through the help of volunteers who have experienced similar issues.

Financial capacity

EPIC 360 is a lottery-funded project working across Glasgow to help people with budgeting, spending, saving, credit, debt and financial products and services.

Glasgow's Helping Heroes

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.

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.

The Council will work with partners to look at how it can improve digital access for social housing tenants and housing associations services in the city.

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.





Housing & Regeneration Services
DEVELOPMENT & REGENERATION SERVICES
GLASGOW CITY COUNCIL
Exchange House, 231 George Street
G1 1RX

Tel: 0141 287 8601
E Mail housingstrategy@glasgow.gov.uk