



GLASGOW'S HOUSING STRATEGY

Consultation and Engagement

The Housing (Scotland) Act 2001 requires local authorities to consult on their proposed local housing strategy. In addition, the statutory Equality Duty on public bodies requires the involvement, consultation and engagement with as wide a range of local residents as possible.

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. 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.

The following is a summary of events, workshops and consultations that has contributed to the development of the housing strategy.

Events

Glasgow's Single Outcome Agreement Vulnerable People Priority Workshop held on 12th June 2013

The workshop discussed homelessness and housing need, in work poverty and other vulnerable groups in relation to the Single Outcome Agreement. The workshop agreed the themes for the SOA and to work jointly to prevent and reduce homelessness, reduce the number of residents affected by in-work poverty and considered where working together could assist other vulnerable groups including:-

- Young people in household with no one in work
- Transition from prison
- Access to Services for groups with physical or mental health issues
- Child Poverty
- Care Leavers



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- Vulnerable older people
- Victims of Crime
- Bereavement
- Ex-offenders
- Loss of Income
- Health problems
- Disabled people linked to issues over welfare reform
- Welfare Reform
- Domestic Violence
- Those who don't engage with service providers
- A 'Household based' approach to outcomes

Welfare Reform Event held on 14th June 2013, Glasgow City Chambers

The key action from the welfare reform event was to convene local events (one for each strategic area) to discuss welfare reform and employability issues and the potential role of RSLs. Much of the discussion centred on how local initiatives particularly with respect to Jobseekers' Allowance were stymied by DWP rules. The event expressed support for the partnership working of the Welfare Reform Housing and Investment Group.

Meeting the Housing Challenges of the Next Five Years Event held on 9th September 2013 in Glasgow City Chambers

On 9th September 2013, Glasgow City Council hosted an event titled "Meeting the Housing Challenges of the Next Five Years". One hundred and twenty-six delegates attended the event. This included Councillors, GCC staff, Housing Association Board Members and staff, representative bodies for the Housing Association sector (GWSF and SFHA), and colleagues from Health and voluntary sector organisations, such as Glasgow Homelessness Network, the Scottish Refugee Council and Shelter. A number of actions were identified from the event and this was to be collated into a detailed action plan to address pressures and improve access to emergency, temporary and permanent accommodation for homeless households



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Strategic Housing Investment Plan (SHIP) Consultation Events (Mini Events May/June 2014)

3 mini events (one for each community planning area) was held with RSLs and other stakeholders to discuss and inform the draft strategic housing investment plan (2014-2019). The priorities in the SHIP document were discussed and recommendations made. The groups were also invited to make more formal responses through their organisations. 17 formal written consultation responses were received.

Factoring Commission Action Plan Event January 2015

Over 60 people attended the factoring commission action plan event to discuss the findings of the factoring commission, what legislation was available to local authorities to support common repairs and policy changes being introduced. The group discussed factoring issues and what the Council could do to offer support and assistance to factors, landlords and tenants.

Welfare Reform Event, 27th April 2015

Over 100 senior officers from across the housing sector attending this briefing session on the work of the Glasgow Housing Welfare Reform Group and on the roll out of Universal Credit. This included a presentation on the Glasgow Big Lottery Partnership for Welfare project and a lessons learned session from Dunedin Canmore Housing Association who were trialling direct payments for the DWP.

Private Rented Sector Research Event 8th June 2015

The stakeholders considered the findings from the private rented sector (PRS) research and took part in structured workshop exercises focused on maximising the role the PRS plays within the housing options approach and supporting the growth and improvement of the PRS. The event was facilitated by Arneil Johnston consultants who recorded discussions with each group, and then asked participants to consider a range of policy interventions in terms of their ability to make a difference to the sector.



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Energy Efficiency and Fuel Poverty Event, 9th July 2015

The purpose of this event was to raise awareness of fuel poverty and energy efficiency issues in the city, raise awareness of the Council's affordable warmth activity and to encourage registered social landlord to discuss possible HEEPS projects with GCCs Affordable Warmth Team. At the event, the Affordable Warmth Team launched their annual report and highlight G-Heat and Glasgow People's Energy projects.

Homelessness and Housing Need Single Outcome Group Workshop 11th January 2016

The workshop reviewed the implementation of the SOA action for homelessness, discussed the Homelessness Strategy and the Integration of Health and Social Care. It also reviewed and revised the implementation plan.

Health and Social Care Integration Event, 11th February 2016

Breakout sessions formed a key part of the Health and Social Care Integration event to explore housing's role in integration. The purpose of the event was to provide housing, health, social care and other stakeholders with an opportunity to: -

- hear about and to discuss housing's role in health and social care integration,
- understand the nature and potential impact of integration and
- begin to set out the role and potential contribution that the housing sector can make for integration to be successful for people and communities, and, importantly
- Inform the preparation of the Housing Contribution Statement

A range of representatives from the housing sector, health and social care and voluntary and independent sectors attended the event.

Housing Strategy Consultation Event, 19th April 2016

The purpose of the event was to consult on the new local housing strategy 2017-2022 and to identify housing issues that were important to the city. A full report on the conference can be found at the following link: - [Conference Report](#)



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Sighthill Consultation

The Sighthill Consultation includes a quarterly Local Delivery Group (LDG) meeting with local Elected Members, council and GHA officers, relevant stakeholders and some local residents. Newsletters are issued 2 or 3 times per year to all local residents, together with a circular email to stakeholders and people who have expressed an interest in the project. Open events are held at the local community centre on an ad hoc basis when there's something happening that the community should be aware of e.g. road closures

An arts strategy/masterplan is been developed with the community and a programme of events and activities has been organised for local residents through to the summer 2017. This involved arts and crafts sessions, events and local parades for the young people in the area. The aim of all of this is to keep the community engaged in the regeneration process and promote community connectivity with the rest of the city.

Self-build

With only minimal advertising Glasgow City Council has had considerable interest in the Maryhill self-build project. The Council now has a register of over 100 people who would like to build their own homes. The Council has held several information meetings and social events with people who have registered and from this a short list of individuals and families have been identified who wish to purchase a plot in the first phase at Bantaskin Street.

Charrettes

Charrettes were held in the Govan, Partick, Port Dundas, Applecross and East Pollokshields areas to discuss regeneration proposals in these areas. Specifically, the charrettes involved citizens, officers and consultants working together to develop ideas for the redevelopment of the areas.



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Working Groups

Glasgow Factoring Commission June 2012- Nov 2013 and Final Report Feb 2014

The remit of the Factoring Commission was to:

- To act as a representative grouping of key stakeholders.
- To take evidence and consider issues in relation to factoring in Glasgow.
- To identify current good practice and build on it.
- To identify ways in which residents who have no factor can deal with common repairs and maintenance
- To make recommendations for improving factoring in the city.
- To make recommendations in particular for ensuring that residents are aware of their rights and are able to exercise them on factoring issues, and to ensure that residents are aware of their responsibilities
- To present a report for public consultation.

A broad cross section of stakeholders were invited to join the Commission including a representative from the private landlord sector to give a consumer view from their perspective. Volunteers were also selected to be part of the commission as experiences of property management is different in different parts of the city.

Welfare Reform Housing and Investment Group November 2012 to present day

The City Council's Corporate Welfare Reform Group established the above group in order to enable effective engagement with the Registered Social Landlords (RSL) sector in Glasgow on Welfare Reform and its impacts on Housing Associations and their tenants. From a City Council perspective they also wanted to engage on how it may affect affordable housing development in future. The Forum feeds back to the Corporate Welfare Reform Group. Membership of the Group is drawn from across the sector and includes individual RSLs such as Glasgow Housing Association [GHA] and representative bodies (Glasgow and West of Scotland Forum of Housing Associations [GWSF] and the Scottish Federation of Housing Associations [SFHA]). Glasgow City Council officers from Development and Regeneration Services, Financial Services and Social Work Services attend.



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Housing Options Project Board

The aim of the Housing Options Project Board is to help reduce homelessness in the city and to give customers greater choice. The organisations on the board agreed to develop a Housing Options Pilot Project and oversee the implementation within the city.

Single Outcome Agreement Vulnerable People Working Group

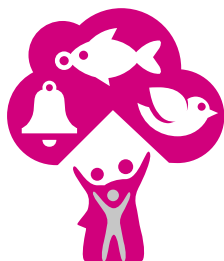
The group was established to shape the direction and development of the Vulnerable People priority and supporting outcomes within the SOA over the next 10 years, starting with a preventative approach to homelessness and housing need and in-work poverty. Membership of the Vulnerable People Working Group includes a broad range of Community Planning Partners in the city including representation from the Council, Health, Housing, Third Sector, Blue Light Services, the Advice Sector, Employment, Education and skills sectors.

Common Housing Register Project Board

The Project Board directs the Glasgow Housing Register (GHR) project within the remit set by the Programme Management Group (directors from all Partner RSLs). The Board Members are responsible for all aspects of delivery of the GHR and represent all the Partner/Stakeholder interests. The GHR Project Board is currently made up of representatives from Glasgow City Council, 5 of the 17 RSL Partner organisations and 1 representative from ACCESS (GCC's IT Supplier). Once operational, the GHR Project Board will become the GHR Management Board and will have overall responsibility for the operation and maintenance of the GHR System.

Surveys

A number of surveys were carried out with the RSL sector to determine their views on the following topics: - welfare reform, energy efficiency and local housing needs and pressures. The response rate for the surveys was an average of 14 out of the 68 RSLs responding (20%). The findings from the survey were used to feed into the strategy development.



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Research

Glasgow and the Clyde Valley, Housing Needs and Demand Assessment – A Housing Need and Demand Assessment (HNDA) was carried out through the Glasgow and Clyde Valley Strategic Development Plan Authority and completed in 2015.

This involved 8 local authorities within the Glasgow and Clyde Valley (GCV) area jointly preparing a Housing Needs and Demand Assessment to inform the development of Glasgow's Housing Strategy, the Local Development Plan and the Strategic Development Plan, with policy and investment responses to the research studies considered through their respective and inter-connected, development processes.

GWSF research report, December 2014, Section 5 Homelessness Referrals in Glasgow

This report draws on research commissioned by the Glasgow and West of Scotland Forum (GWSF) in 2013 to review the operation of the new protocol between Glasgow City Council and CCHAs relating to Section 5 referrals across the city. It was based on an electronic survey of all full members of GWSF, together with interviews that were conducted with seven housing associations,

Mid-Market Rent Research

The objective of the research was to establish if there was a market for MMR in Glasgow and assess “what role” it would play in meeting the city’s strategic housing objectives. [Mid Market Rent Research](#)

Private Rented Sector Research Study: Housing Affordability Analysis & Outcomes June 2015.

Glasgow City Council commissioned Arneil Johnson to undertake a study examining the role of the Private Rented Sector (PRS) in meeting housing need in Glasgow. The purpose of the study is to inform Glasgow’s housing strategy, housing options approaches and be of benefit to landlords and investors in devising strategies to meet housing needs. [Private Rented Sector Research](#)



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Gypsy/ Travellers Desktop Study to assist with informing development of Local Housing Strategies for the Glasgow, Clyde Valley and Ayrshire authorities [Gypsy Travellers Research](#). Craigforth consultants were commissioned to conduct an accommodation needs assessment of gypsies/travellers/travelling showpeople in West Central Scotland. The research was jointly commissioned by eleven local authorities and the Scottish Government. The research aimed to identify and quantify gypsy/travellers accommodation needs over the next five years as well as providing some insight into longer term requirements.

Factsheets (Issued to Date)

A series of factsheets have been prepared to describe housing issues in Glasgow. These can be found at the following link: - [Housing Factsheets](#)

Consultations

A number of consultation documents have been issued which fed into the development of Glasgow's Housing Strategy. The following contains links to these consultations:-

- Housing Strategy 2011-2016 Evaluation Report
- Housing Contribution Statement
- Strategic Housing Investment Plan Consultative Draft 2017-2022 & 2015-2020,
- Factoring Commission Report
- 1st Consultation Draft of Glasgow's Housing Strategy 2017-2022
- 2nd Consultation Draft of Glasgow's Housing Strategy 2017-2022