

## Resilient and Empowered Neighbourhoods

**Committee primarily responsible for development and progress of priorities:** Neighbourhoods, Housing and Public Realm City Policy Committee.


**Other relevant committee for implementation:** Wellbeing, Empowerment, Community and Citizen Engagement City Policy Committee and Environment, Sustainable and Carbon Reduction City Policy Committee.



**Previous Performance:**

2017/18 can be accessed [here](#).


2018/19 can be accessed [here](#).



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Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
<b>73. Develop a neighbourhood empowerment policy.</b>					
73.1 Explore opportunities to develop a co-produced Glasgow Neighbourhood Empowerment Policy.	Develop Neighbourhood empowerment policy <ul style="list-style-type: none"> <li>• Agree Policy Development Process - June 2019; Agree Policy Nov 2019; Annual Locality Plan Progress Reports Sep 2019; Establishment of Community Hubs in 6 wards.</li> </ul>	A formal Neighbourhood Empowerment Policy has not yet been developed, this will be undertaken during 2020/21. However key elements have progressed through: - <ul style="list-style-type: none"> <li>• Locality Planning including review of Thriving Places,</li> <li>• Annual Locality Plan Progress Reports</li> <li>• Development of Community Hubs</li> <li>• Place Making</li> <li>• Public Realm</li> <li>• Participatory Budgeting</li> </ul>	Formal Neighbourhood Empowerment Policy to be developed in 2020/21 with the continuation and further implementation of neighbourhood empowerment activity.	CED	
<b>74. Develop a more integrated approach to how we use our policies, assets and resources to improve community empowerment, neighbourhoods and delivering equality.</b>					

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74.1 Enhance engagement in local communities giving them a greater say in a range of issues, including planning and licensing.	Continue to use Planning charette and other community consultation tools as part of the planning process and continue to promote of the Place Standard tool as an aid to these discussions.	Baseline of the Place Standards Tool consultation was revised following discussion with Chief Executive's Department. A promotional video is being scoped to support the rollout of a PS based engagement exercise. Timing has been extended due to the extended timetable agreed for the production of the City Development Plan to align with production of NPF4 and subsequently the new Development Planning Regulations.	Undertake community engagement on Place Standard Tool based methodology.	DRS/ CED	
74.2 Work in partnership with the community sector and introduce a Neighbourhood Officer to support communities directly.	Introduce community neighbourhood officers across the city to deliver high quality, customer focussed, flexible and timely support to the local community.	Neighbourhood Liaison Managers and Coordinators are now in post and actively working across all neighbourhoods. Direct community engagement being achieved through attendance at Community Councils and local events. Teams are also actively working with city partners such as Police Scotland, Scottish Fire and Rescue and Housing Associations.	<b>Complete.</b>	N and S	Complete
74.3 Step up enforcement and make more use of fixed penalty fines for littering, flytipping and dog fouling.	Develop an action plan which incorporates the role of neighbourhood action officer in the existing roads/parks/cleansing and CSG functions, with defined roles and responsibilities.	Neighbourhood Liaison Managers are now fully integrated into area teams. Regular liaison meetings held with Neighbourhood Teams and area operations teams. Daily progress meetings held with Public Health/Enforcement to ensure problem areas are prioritised.	<b>Complete.</b>	N and S	Complete
<b>75. Extend participatory budgeting, giving local people a say in how local budgets are spent and services delivered and examine options to establish a new Community and Equalities unit to support communities in this process.</b>					
75.1 Extend consultation and conversation with	Develop a digital tool for Participatory Budgeting (PB)	Digital Tool developed and used successfully in PB pilots.	Discussions are ongoing with CGI and the SIT team to migrate the CONSUL Platform (digital	Financial Services / CED	

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citizens and communities as an integral part of how resources are spent and how services are designed.	hosted on the Glasgow City Council web-site.		PB tool) from Cosla to the Council, as well as explore other digital tools for community engagement, to facilitate wider community engagement as part of the work of the Social Recovery Taskforce.		
Consider options to devolve £1 million to every Council ward to be spent on local priorities.	Continue to involve members of the public and stakeholders in budget consultations through a variety of media. <ul style="list-style-type: none"> <li>Evaluation of PB Pilots</li> </ul>	Positive <a href="#">PB Evaluation</a> published. Discussions to take place re budget options to further extend PB.	This is dependent on outcome of discussions between Scottish Government and Cosla to review the 1% mainstreaming target by 2021;		
75.2 Support the rollout of Participatory Budgeting within local communities.	Continue to help build capacity within local communities to take forward the Participatory Budgeting / Community Budgeting approach. <ul style="list-style-type: none"> <li>October 2019: The final PB pilot to be completed.</li> <li>April - August 2019: Evaluation of PB pilots by Glasgow Centre for Population Health</li> </ul>	6 PB pilots undertaken, through the development of citizen panels, in 2019. A positive independent evaluation of four pilots was published by <a href="#">Glasgow Centre for Population Health</a>	The further roll out of PB will be impacted by funding discussions (as mentioned at 75.1). Irrespective of the outcomes of these discussions, PB principles will be embedded into the work of the Social Recovery Taskforce. A scoping exercise looking at how other local authorities are moving to mainstream PB in the light of COVID-19 is being undertaken by GCPH. This exercise along with ongoing discussions, with colleagues in Education and NS in particular, to map out the PB processes that are already taking place across the Council family will assist in reshaping PB and in using PB processes in the work of the Social Recovery Taskforce.	Financial Services / CED	
	Examine options to establish a new Community and Equalities unit to	A Director of Community Empowerment & Equalities was appointed in May 2018 and	<b>Complete.</b>		

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	support communities in this process.	Community Empowerment Services established. This service along with anchor organisations (e.g. Glasgow Disability Alliance) provided support to communities in the pilot PB process. As communities were effectively supported in the PB process, the approach to supporting communities in PB will continue without the need to establish a Communities and Equalities Unit.			
<b>76. Review and provide options for how we can develop a liveable communities policy, linking up our approach to Thriving Places, the use of the Place Standard and the City Development Plan.</b>					
76.1 Develop options for a 'liveable communities' policy	Review options for developing a liveable communities plan. This will build on the success of Glasgow Community Planning Partnership's Thriving Places approach. <ul style="list-style-type: none"> <li>• Agree Community Empowerment Policy Development Process - June 2019;</li> <li>• Agree Community Empowerment Policy Nov 2019;</li> </ul>	Thriving Places Review Concluded. The review report was submitted to GCPP Strategic Partnership on the 18 <sup>th</sup> February 2020 (see link below). Also reported under 82.6. The review report hasn't been to GCC Committee. <a href="#">Locality Planning Review Report</a>	<a href="#">Consultation on Thriving Places Review Recommendations</a> open in September - October 2020.	CED	
<b>77. Support and enhance Glasgow's conservation areas working with residents to preserve the character of these areas and ensure appropriate action is taken where conservation area rules are not followed.</b>					
77.1 Support and enhance Glasgow's conservation areas working with residents to preserve the character of these areas and ensure appropriate action is taken where conservation area rules are not followed.	Deliver the <a href="#">City Development Plan</a> , which includes actions to support and enhance Glasgow's conservation areas. <ul style="list-style-type: none"> <li>• Conservation area Appraisals issued for consultation / prepared to draft stage.</li> </ul>	Newlands and Dumbreck was issued for consultation, responses were received and collated. The Newlands and Dumbreck conservation appraisals were approved at the Emergency committee on 21 <sup>st</sup> May 2020. St Vincent Crescent is ongoing and was scheduled to go out to consultation in Q4. There has been a	Propose amending this action to align with the heritage and conservation activity reported under priority 19.	DRS	




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	<p>The updated Planning Enforcement Charter as approved by Committee 31 March 2018 sets greater priority in relation to Conservation Areas.</p> <ul style="list-style-type: none"> <li>Charter performance reported in PPF and quarterly progress updates produced.</li> </ul>	<p>delay as leaflets cannot be prepared due to IT and graphics issues. A realistic timescale will be established these when issues are resolved.</p> <p>To provide a Planning Impact Report within 2 months (80% Target). Cases meeting Criteria: 134, Performance: 125 (93%)</p>			
<b>78. Deliver a programme of investment in new or refurbished community facilities.</b>					
<p>78.1 Deliver a programme of investment new or refurbished community facility. Strengthening the network of facilities across the city providing vital services.</p>	<p>Through the Community Asset Fund (£10 million per year for five years), support the city's community assets through a range of initiatives including facilitation of different ways of working, protecting income, protection of the city's property portfolio, co-location, rationalisation and community asset transfer.</p> <ul style="list-style-type: none"> <li>Community Asset Strategy presented to committee.</li> <li>Bring forward plans for the establishment of Community Hubs in the identified 6 first phases wards with initial focus on Baillieston and Calton</li> </ul> <p>Seek to secure the future of heritage buildings within parks by exploring options for programming and occupancy arrangements, and by supporting business planning, to identify a sustainable model for</p>	<p>Assessment of the community asset estate to identify investment and development requirements is ongoing.</p> <p>Proposals for investment in community facilities from the Community Asset Fund have been made and will go forward as budget proposals.</p> <p>Work was also undertaken with communities to bring forward a phased, and prioritised implementation of the Community Asset Plan, with a focus on phase one on the introduction of Community Hubs</p> <p>The inclusion of officers from Historic Environment Scotland on the council's heritage working group is a major step forward in co-operation and collaboration with national agencies in managing our heritage estate and is in line with the</p>	<p>Review progress on community hubs consultation process in the light of the Covid 19 crisis and make progress where possible while ensuring meaningful community engagement.</p> <p>Propose amending this action to align with the heritage and conservation activity reported under priority 19.</p>	<p>DRS/ Glasgow Life</p>	<p><b>G</b></p>

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	ongoing management and maintenance.	<p>principles contained in the heritage asset plan.</p> <p>Specific working group activity to identify and evaluate potential options for the Glasgow Green Winter Gardens was undertaken. Proposals remain on course for community engagement and plans to refurbish the facilities remain ongoing as a council commitment.</p> <p>Work was also undertaken to secure the future of heritage buildings within council ownership by exploring options for programming and occupancy arrangements, and by supporting business planning, to identify a sustainable model for ongoing management and maintenance.</p>			
<b>79. Encourage the development of trusts, social and community enterprises to support community ownership and management of assets.</b>					
<p>79.1 Encourage the development and growth of local development trusts, social enterprises, community enterprise companies and other organisational models.</p> <p>Explore options for direct local job creation in areas that have previously suffered chronic employment shortages.</p>	<p>Support business startups, particularly in the most disadvantaged areas of the city.</p> <ul style="list-style-type: none"> <li>Community Boost Programme aims to support 10 new businesses starting in Calton, East Centre, North East and Canal.</li> <li>ERDF procurement complete 2019 and delivery commences Jan 2020.</li> </ul> <p>Support individuals, business and social enterprise to develop co-operative business models including models which will</p>	<p>Agreement reached to extend the geographical eligibility area for Community Business Boost (CBB) Programme. The Re-launch took place and applications received.</p> <p>CBBs restarted in July '0 as all Business Advisers were engaged with the processing of Covid Business Grants. New inquiries are now being assessed.</p> <p>The Co-operative and Social Enterprise Fund was re-opened in December with maximum grants pegged at £15,000.</p>	<p>Widen business support to social enterprises, working with key stakeholders to ensure coordination of activity</p> <p>Action Plan is being refreshed in light of impact of Covid as in the CSE Fund.</p>	DRS / CED	<b>A</b>


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	empower Glasgow residents within their local community. <ul style="list-style-type: none"> <li>Completion of Social Enterprise Action Plan. This is linked to the establishment of four Working Groups which will deliver the actions.</li> </ul>	Action Plan is being refreshed in light of impact of Covid as in the CSE Fund.	Review Social Enterprise Action Plans.		
<b>80. Deliver the Glasgow Housing Strategy, including utilising funding from the Scottish Government and development partners to step up progress on the city's priority Transformational Regeneration Areas and Development Framework Areas.</b>					
80.1 Undertake a housing review to ensure Glasgow has the right number and the right kind of homes to meet the needs of citizens.	Work with our City Region partners to undertake a Housing Needs and Demand Assessment (HNDA) for the City Region which will inform the city's Housing strategy and ensure an understanding of existing and future housing needs of the city and the region <ul style="list-style-type: none"> <li>HNDA3 produced.</li> </ul>	Meetings of the HMP group were held and agreed to establish subgroups and the approach to technical issues for preparing HNDA.  Timescales are dependent on new Household projections from the National Records of Scotland in summer 2020. Further work continued on the HNDA focussing on mobile demand in private sector.	Continue and complete HNDA for city region with LA partners and Clydeplan	DRS	
80.2 Review housing policies to ensure they able to respond to particular pressures in local markets.	Undertake an annual review of the <a href="#">Glasgow Housing Strategy 2017 to 2022</a> .and Strategic Housing Investment Plan in parallel with regular monitoring of the local housing market to ensure our approach is responsive to local issues in the housing market. <ul style="list-style-type: none"> <li>Annual performance report prepared and presented to committee on Glasgow Housing Strategy.</li> <li>SHIP prepared and presented to committee prior to submission to Scottish Government by end of October 2019.</li> </ul>	SHIP consultation was completed and finalisation underway. Implementation is underway and a Brief for an Affordable Housing Policy research has been completed	Prepare a 'State of the Housing' Statement including review of GHS and continue housing research work and prepare SHIP in light of impact of COVID 19 on housing market/system Contribute to SG consultation on Housing to 2040.	DRS	





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	<ul style="list-style-type: none"> <li>Finalise research brief for Affordable housing Policy.</li> </ul>				
80.3 Develop a common housing register.	Implement a 2 year pilot Common Housing Register (GHR) in the Northwest of the city and evaluate the benefits of a city wide roll out. <ul style="list-style-type: none"> <li>Feasibility study commences.</li> </ul>	Work was carried out with the Wheatley Group to renew the strategic agreement of which Common Housing Register will be a key element	Engage with Wheatley Group and other Registered Social Landlord partners on delivery of a preferred digital Glasgow Housing Register option	DRS	
<b>81. Supporting registered social landlords and the private sector to provide 15,000 new homes across the city, maximising delivery of homes for social rent, promoting use of the city's vacant and derelict land, bringing empty homes back into use, encouraging city centre living and creating opportunities for self-build. Bringing the city's vacant and derelict land back in to productive use is a key opportunity for inclusive growth that the Council wants to encourage.</b>					
81.1 Work with housing associations, developers and government to deliver on Glasgow's share of the Scottish Government's commitment to build 50,000 affordable new homes in Scotland, including 35,000 for social rent.	Contribute towards the Scottish Governments commitment to build affordable homes by developing 15,000 new homes of which 7500 will be affordable, between 2017 to 2022. <ul style="list-style-type: none"> <li>Deliver Affordable Housing Supply Programme and achieve targets on spend and completions</li> </ul>	Spend to the end of 2019/20: Q4 is £100.340m, this represents 96% of the overall budget of £104.044m. The shortfall of £3.704m was a direct result of the lockdown at the end of March, due to several acquisitions not settling as expected and a significant claim not being submitted.	Contribute towards the Scottish Governments commitment to build affordable homes by developing 15,000 new homes of which 7500 will be affordable, between 2017 to 2022.	DRS	
	Develop an Affordable Housing policy <ul style="list-style-type: none"> <li>Further development of Affordable Housing Policy</li> </ul>	In total 31 projects have completed in 2019/20 providing 1,002 new or improved homes, including 847 for social rent. Of the 1,002 homes completed 799 were new build.			
81.2 Encourage and attract new private housing developments in Glasgow.	Pilot a Glasgow private sector development partnership.	Keepmoat continue to construct PH1 of new homes at sighthill.	Monitoring developments as part of each projects partnership reporting.	DRS	





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	<ul style="list-style-type: none"> <li>Key Milestones as outlined in Transforming Communities Glasgow programme</li> </ul>	<p>First plots released for sale on 31st January.</p> <p>Procurement Strategy for Cowlairs is being identified</p>			
<p>81.3 Improve the remediation of vacant brownfield sites suitable for housing.</p> <p>Work with communities and local partners to reduce the amount of derelict and disused land in the city, where possible making it available for community use and ownership.</p>	<p>Deliver projects to unlock development potential, including use of brownfield sites, and improved vacant and derelict land, for housing and regeneration activity.</p> <ul style="list-style-type: none"> <li>Deliver the annual Vacant and derelict land budget</li> </ul>	<p><a href="#">The 2019 Scottish Vacant and Derelict Land Survey</a> was published by the Scottish Government on 28 April 2020, which confirmed a reduction of 51 hectares, from 1,005Ha to 954 ha, 2018 to 2019.</p> <p>Approximately two thirds of this reduction was due to residential development, much of it due to investment from the Affordable Housing Supply Program. Vacant and Derelict Land Fund (VDLF). Delivery Plan for 2020/21 was Submitted to Scottish Government in February 2020.</p>	Produce annual report for City Administration Committee.	DRS	
	<p>Vacant and Derelict Land Strategy</p> <ul style="list-style-type: none"> <li>Present report to committee. Progress work on Vacant and Derelict asset workstream within the overall Property and Land Strategy to establish resources, set targets and identify initial priorities for action, communication and engagement arrangements with communities</li> </ul>	Complete. Final update reported end of <a href="#">Year 2 (2018/19)</a> .			
81.4 Consider options to support smaller community-based housing associations to compete on a level	Consider options to create a framework of community anchor / community hubs led by community based or controlled housing	Of the 31 housing developments completed in 19/20, 21 of these were by smaller community based housing associations providing 429 new and improved homes in their	<b>Complete.</b> Business as usual. Propose ongoing monitoring by Neighbourhood, Housing and Public Realm committee as part	DRS	Complete

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playing field with larger social landlords and developers.	associations who wish to provide a service <ul style="list-style-type: none"> <li>AHSP delivered and targets achieved on spend and units.</li> </ul>	communities, including 390 for social rent.	of the Glasgow Housing Strategy.		
81.5 Develop a Strategic Agreement with community based associations and the Glasgow Housing Associations Forum to improve focus on areas and issues which are most relevant to local associations.	Work in partnership to develop a focused strategic agreement with community based housing associations which addresses common issues and commitment to partnership working	An outline on what an agreement might cover has been developed for consideration.	Establish with the Glasgow and West of Scotland Forum of Housing Association the key areas for strategic focus going forward and how further engagement with members will take place.	DRS	
81.6 Take action to identify unused housing and bring it back into use.	Identify and take action to bring long term empty homes back into use through the implementation of an Empty Homes Strategy, linked to the <a href="#">Glasgow Housing Strategy 2017 to 2022</a> . <ul style="list-style-type: none"> <li>Empty Homes strategy presented to committee by summer 2019.</li> </ul>	<a href="#">Draft Empty Homes Strategy</a> was approved by Neighbourhoods, Housing and Public Realm City Policy Committee on 19 November 2019.	<b>Complete.</b>	DRS	Complete
81.7 Explore opportunities to integrate new PBSA developments into existing communities and encourage mixed developments and new models of providing student housing, such as student co-operatives.	Carry out research into the housing needs and demand of students in Glasgow  Explore opportunity for supporting more active management by students.  Develop a new Student Accommodation policy	Revised guidance was developed and approved for public consultation by <a href="#">Neighbourhoods, Housing and Public Realm Committee</a> on 28 January 2020.  Work is almost complete on the Strategic Environmental Assessment scoping. It has been agreed that consultation should be postponed until after social distancing restrictions are reduced and consultation can allow further engagement from students on campus.	Further consideration is required on timeline given impact of Covid-19.	DRS	



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<p>81.8 Promote the Council's strategy for city centre living and conduct further research to establish what would entice people to choose the city centre as their home and to establish what services are required to make this possible.</p>	<p>Develop the <a href="#">City Centre Residential Strategy</a> which supports the City Centre strategy and aims for more city centre living.</p> <ul style="list-style-type: none"> <li>• Draft City Centre Residential Strategy submitted to committee for approval to proceed to public consultation.</li> <li>• Public consultation commences.</li> </ul>	<p>The <a href="#">City Centre Living Strategy</a> has completed public consultation which was reported to City Administration Committee on 18 June 2020.</p>	<p><b>Complete.</b></p> <p>Progress will be reported through the Neighbourhood, Housing and Public Realm committee.</p>	<p>DRS</p>	
<p>81.9 Encourage self-build, modular housing and other innovations in house-building, particularly on new brownfield sites. Take a more strategic approach to parts of the city where poor housing conditions are still found, particularly in privately owned tenemental stock.</p>	<p>Increase the range of housing options on offer including more self-build opportunities and custom build plots</p> <ul style="list-style-type: none"> <li>• Pilot on site by summer 2019 and completed by summer 2021.</li> <li>• Further sites of services plots for self build identified and released in 19/20.</li> </ul> <p>Actions will be delivered through the <a href="#">Glasgow Housing Strategy 2017 to 2022</a></p> <p>Including actions: Work with strategic partners to deliver regeneration projects in the city creating local employment and apprenticeship opportunities</p>	<p>Work is progressed with planning colleagues to create Masterplans, Design Codes and Plot Passports for these. Work is also being carried out on costing and scheduling of infrastructure works as well as the pricing of the plots themselves for the first release - Collina Street.</p> <p>A shortlist of 6 self builders will be balloted early in the New Year for 8 plots on Collina Street and then expressions of interest will be invited from the register (now over 200 individuals and families) for further releases.</p> <p>A number of regeneration projects are being implemented and planned with community benefits a key component: information will be collated on a project by project basis and is a requirement of the associations grant condition to report on community benefits.</p>	<p>Neighbourhood, Housing and Public Realm committee is presented with a progress update as part of the Glasgow Housing Strategy on an annual basis.</p> <p>A full report will be produced in 2020/21.</p> <p>Continue delivery of Sighthill, TRAs and other regeneration areas maximising local employment, social and community benefits</p>	<p>DRS</p>	



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	through continuing and expanded house building and community programs				
	Produce a <a href="#">Scheme of Assistance</a> which outlines the circumstances in which GCC will prioritise information, advice, support and financial assistance to private home owners.	Complete. Final update reported end of <a href="#">Year 2 (2018/19)</a> .			
<b>82. Implement the City Development Plan and review planning regulations with the Scottish Government to ensure we deliver the best outcomes for Glasgow. Investigate ways to devolve planning and licensing decisions to a local level.</b>					
82.1 Ensure that our public spaces are designed to support our overarching policies on reducing inequalities and nurture positive health and wellbeing.	<p>Deliver the City Development Plan aim for 'A healthy, high quality place' and 'a compact city form that supports sustainable development'.</p> <ul style="list-style-type: none"> <li>Implement refreshed CDP Action Programme</li> </ul>	<p>City Development Plan won National Award for Development Planning providing enhanced status. The Placemaking approach continued to be embedded and endorsed in the emerging CDP2.</p> <p>In January the Council adopted it's first <a href="#">Open Space Strategy</a> which sets the framework for CDP policies to take a progressive and co-ordinated approach to how we make the most of our valuable public spaces in the interests of liveable outcomes.</p>	Propose aligning actions to the Open Space Strategy and the production of the Open Space Strategy Delivery Plan that is due for 2022.	DRS / N and S	
82.2 Introduce local Masterplanning, on a neighbourhood basis, to ensure that every neighbourhood has access and connectivity to local amenities, including education, playgrounds, green space and traffic management.	<p>Continue to use local masterplanning to develop understanding of place and provide a structures approach to development within an area.</p> <p>Aim to use the Place Standard Tool in all Master Plans being prepared as well as all Strategic and Local Development Frameworks.</p> <ul style="list-style-type: none"> <li>Work with Scottish Government, ADS and Public health scotland</li> </ul>	<p>There has been further dialogue on key streams, in particular relating to health facilities with productive dialogue with GGCNHS and Public Health Scotland to improve knowledge.</p> <p>GCC is playing a key role representing Heads of Planning Scotland (reflecting positive Place and Health approach established in CDP) inputting towards Improvement Service and Public Health Scotland</p>	Promoting the national Place Principle through implementation of Policy CDP1 Placemaking to support better understanding of place and better informed development.	DRS / N and S	

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	to develop support for the implementation of Place Standards."	collaboration on Place submission to NPF4.			
82.3 Deliver the Placemaking policy, based on collaboration with communities to harnesses the distinct characteristics and strengths of local neighbourhoods in new developments.	<p>Deliver the placemaking principle through the <a href="#">city development plan</a>.</p> <p>Utilise the city's openspace assets to provide spaces where communities can relax, unwind and play.</p> <ul style="list-style-type: none"> <li>Revised draft of OOS presented to committee</li> </ul>	<p>City Development Plan won National Award for Development Planning providing enhanced status.</p> <p>Placemaking continues to be core consideration in informing assessment of new development.</p> <p>The <a href="#">Open Space Strategy</a> was approved at the City Administration Committee on 6 February and work has commenced, in tandem with Connective Nature, on preparation of the OSS Delivery Plan which is due for publication in 2022</p>	<p>Propose action is aligned to liveable communities action at priority 76.</p> <p>Propose aligning actions to the Open Space Strategy and the production of the Open Space Strategy Delivery Plan that is due for 2022.</p>	DRS / N and S	
82.4 Review the Council's planning regulations so that they support new developments that deliver the best outcomes for people and communities.	<p>The Planning (Scotland) Bill was laid before Parliament on 4th December 2017. The enactment of the Bill, associated Circulars and Statutory Instruments will determine the actions that will be necessary to deliver the statutory planning service.</p> <ul style="list-style-type: none"> <li>Submission of evidence to support relevant designation in Glasgow.</li> </ul>	<p>Monitoring and evaluation of emerging content from the Bill has informed the approach towards production of CDP2. Monitoring and review was ongoing and in particular the Council's position on the Climate Emergency (and associated NBC work) are playing a key role in evolving and improving how policy should be developed.</p> <p>The emerging Indicative Regional Spatial Strategy has been reviewed and input from GCC placed a high focus upon National Performance Framework Outcomes relating health and wellbeing and focusing on long term benefits for people and communities</p>	<p>Propose amending action re reflect influencing National Regulations.</p> <p>The reviewing of Council Policies will be reported through the City Development Plan at Priority 82.1.</p>	DRS	

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82.5 Investigate ways to devolve planning and licensing decisions to a local level.	<p>Enhance awareness of status and parameters of Policy ENV2 Contributions and use of fund. Promote understanding of emerging Open Space Strategy and subsequent revised policy arrangements</p> <ul style="list-style-type: none"> <li>• Implementation of the 4 PBS recommendations from the Internal Audit report.</li> <li>• Co-ordinated developer contribution arrangements for all CDP contributions has been progressed.</li> </ul>	An Officer was identified to support Resilience Planning to increase knowledge and awareness of operational aspects of ENV2 policy as dealt with on legacy cases. This aligns with wider work relating to all developer contributions and legal agreements for the preparation of a new LA database system.	Continue activity for the preparation of a new LA database system	DRS	
82.6 Build on the Thriving Places initiative, to identify strategic areas across the city for sustained and coordinated investment in long-term regeneration projects.	<p>Develop and implement Locality Plans for each Thriving Place and for Govanhill.</p> <ul style="list-style-type: none"> <li>• 2018/19 Annual Progress Reports to be published for all 10 localities by the end of September 2019.</li> </ul>	2018/19 Community Plan and 10 Locality Plan Annual Progress Reports were published on <a href="#">GCPP website</a> in September 2019.	<b>Complete.</b>	CED	
	<p>Identify localities for phase 2 of locality planning, taking into account emerging evidence from the Scottish Index of Multiple Deprivation (SIMD) 2016, and other relevant</p> <ul style="list-style-type: none"> <li>• Thriving Place Review Concluded</li> </ul>	Thriving Places Review Recommendations, including identification of phase 2 localities, approved by <a href="#">Glasgow Community Planning Partnership</a> in February 2020.	<b>Complete.</b>		
<b>83. Ensure that Glasgow's developments, both residential and public realm, are of a high international standard and deliver clean, sociable, accessible and safe neighbourhoods and public spaces. We will work with partners to develop proposals for the appointment of a City Architect.</b>					
83.1 Develop proposals for the appointment of City Architect, to act as a guide and adviser to ensure that new housing and other buildings in Glasgow	Develop proposals for the appointment of City Architect	Complete. Final update reported end of <a href="#">Year 2 (2018/19)</a> .		DRS	Complete



Resilient and Empowered Neighbourhoods					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
meet rigorous standards.					
<b>84. Extend our approach to Enhanced Enforcement Areas to tackle problems in the private rented sector, and take action against rogue landlord.</b>					
84.1 Work with the Scottish Government to extend our Enhanced Enforcement Areas.	<p>Work in partnership to develop and strengthen Local Authority enforcement powers under Enhanced Enforcement Areas (EEA).</p> <p>Through the <a href="#">Glasgow Housing Strategy 2017 to 2022</a>; Promote and encourage landlord accreditation and take appropriate action where responsibilities have not been met.</p> <ul style="list-style-type: none"> <li>• Specific areas of the city targeted on an agreed programme basis prioritising those areas where we have an agreed strategy in place and are working in partnership with a RSL. The first area would be targeted before the end of the calendar year -3rd Quarter 2019.</li> </ul>	<p>A report was presented to the <a href="#">City Administration Committee</a> on 23 January 2020 for approval of Ibrox/Cessnock Regeneration strategy.</p> <p>The area of Ibrox/Cessnock has been targeted for prescribed information as there is an approved strategy in place. This has now commenced. This information will improve on the information sought in the EEA and where landlords fail to produce then this will initiate property inspections.</p>	Implement prescribed information powers widely across the Ibrox/Cessnock and Priesthill Strategy areas and take enforcement action where appropriate. Property inspections /obtain information have been delayed due to impact of Covid 19.	DRS	
84.2 Make greater use of the private landlord registration system and Scottish Government legislation to pressure and enforce improvement in properties and property management and ensure the highest standards for those living in private rented flats.	<p>Through the <a href="#">Glasgow Housing Strategy 2017 to 2022</a>; Engage with the Scottish Government to strengthen local authority enforcement powers and lobby for the powers under the EEA to become standards for landlord registration.</p>	<p>The additional powers will be used in Ibrox/Cessnock and a report was presented to the <a href="#">City Administration Committee</a> on 23 January 2020 for approval of Ibrox/Cessnock Regeneration strategy.</p> <p>All registration renewals and new applications on the Private Landlord Registration System for the Ibrox/Cessnock strategy area are now being targeted for prescribed information.</p>	Use information from the landlord registration system to identify landlords who may not be complying with legal requirements and take a proactive approach to target all newly registered private rented properties and those that are subject of renewal in the Ibrox/Cessnock area.	DRS	



Resilient and Empowered Neighbourhoods					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
84.3 Consider an enforcement project team to work with RSLs on tenemental areas.	Consider an enforcement project team to work with RSLs on tenemental areas.	Complete. Final update reported end of <a href="#">Year 2 (2018/19)</a> .		DRS	Complete
84.4 With RSLs, review the private sector acquisition strategy to ensure strategic definition and focus.	Review the Strategic Acquisitions Strategy to ensure it provides strategic definition and focus <ul style="list-style-type: none"> <li>Review focus and neighbourhood focus for acquisitions programme and budget spend as outlined in SHIP.</li> </ul>	The acquisition strategy is subject to ongoing review and is progressing with RSLs in strategy areas.  A number of acquisitions have taken place to date.	Form partnerships with RSLs, to target property acquisitions in key strategic areas.	DRS	
84.5 Learn lessons from our whole-community strategy for Govanhill and extend and adapt this for other areas of the city facing similar challenges.	Extend approach adopted in Govanhill to other areas as appropriate.	Planning and reporting of Enhanced Enforcement Areas is reported under priority 84.1.		DRS	See Priority 84.1
<b>85. Develop a repair and maintenance strategy with registered social landlords and private owners for pre 1919 properties in the city.</b>					
85.1 Work with government, housing associations and homeowners to develop options for a long-term programme of repair and maintenance of our pre-1919 estate and wider housing stock.	Review the older private housing strategy <ul style="list-style-type: none"> <li>Report submitted to committee on completion of feasibility study. Ibrox /Cessnock strategy to be agreed and reported to committee and work programmes to tackle disrepair in pre 1919 tenements agreed with other RSLs in identified areas.</li> </ul>	Stock condition survey is complete and currently being evaluated.  Work is underway with a number of RSLs and work programmes have been identified to be taken forward.  A partnership has been entered into with Govan Housing Association to tackle the repair of pre 1919 tenements in Ibrox/Cessnock.	Establish partnerships with RSLs and owners in key areas to safeguard our pre 1919 tenement stock using the information obtained from our stock condition survey of 500 tenements identifying tenement stock in the poorest condition.	DRS	
<b>86. Extend the number of volunteers in Glasgow and record what skills they can offer the city</b>					
86.1 Encourage Glaswegians to register skills that could be used to the city's advantage.	Continue to support the city's Strategic Volunteering Framework. <ul style="list-style-type: none"> <li>An easy to read version of Glasgow Volunteering Strategy will be communicated to</li> </ul>	Volunteer recruitment for UEFA 2020, LEN and Curling launched as Get Involved Glasgow Campaign Monday 22 <sup>nd</sup> July. Recruitment is ongoing for UEFA 2021.	Development of Glasgow Life's Volunteering Charter Annual Plan was completed in June 2020	Glasgow Life	


## Resilient and Empowered Neighbourhoods



Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
<p>Expand and encourage volunteering opportunities for community groups and individuals.</p>	<p>Volunteer Involving Organisations (VOI) and public - July 2019</p> <ul style="list-style-type: none"> <li>Achieve Milestones and Targets as outlined in Glasgow Volunteering Strategy – April 2020</li> <li>Conduct a training needs analysis amongst VIOs to determine training needs related to recruiting minority groups into volunteering including; Young People, People living with Disabilities (Physical &amp; Learning), Individuals who have been through the Community Justice System, Refugees and Asylum Seekers and other groups if identified- June 2019 Deliver identified training, June - September 2019.</li> <li>Host a citywide Volunteer Information &amp; Recruitment Fair, October 2019</li> <li>National Volunteers Week 1-7th June, in addition to celebrating the contributions of Glasgow Life volunteers in press releases and social media on the 5th of June 2019, the Lord Provost is hosting a Civic Reception for Glasgow Life volunteers. It is expected 300 volunteers will attend. On the night in addition to refreshments and entertainment volunteers stories and impact will be demonstrated via video captured by Media Student Volunteers.</li> </ul>	<p>An easy to read version of the Glasgow Volunteering Strategy was communicated to Volunteer Involving Organisations (VIO) and public during July 2019.</p> <p>The Lord Provost hosted a Civic Reception for Glasgow Life volunteers during National Volunteers Week (1–7 June). 2019</p> <p>Staff supported Education staff in developing Volunteering policies and procedures for staff and volunteers in Glasgow Schools.</p> <p>A training needs analysis was conducted amongst Volunteer Involving Organisations (VIOs) to determine training needs related to recruiting minority groups into volunteering.</p> <p>The results of this are shaping a City wide staff training and Volunteer Information.</p> <p>February 2020, Volunteer Glasgow and Glasgow Life hosted staff training workshops attended by 30 VIOs.</p> <p>A Recruitment Fair will be was hosted Spring February 2020 delivered by Volunteer Glasgow and Glasgow Life with over 100 attendees.</p>	<p>Responding to new challenges and opportunities due to COVID- 19, Glasgow Life will lead a 3 month citywide volunteering review with GCVS and Volunteer Glasgow present findings and recommendations to GCCP and Social Renewal Task Force October 2020.</p> <p>Glasgow Life will also complete an internal review of volunteering, with recommendations presented to Leadership team August 2020</p> <p>The Lord Provost planned to host a Civic Reception for Glasgow Life volunteers during National Volunteers Week (1–7 June) 2020. Cancelled due to COVID-19. Alternative celebrations were arranged via <a href="#">video messages</a>.</p> <p>Deliver UEFA volunteer programme June 2021 – details of programme and event are under review.</p>		


## Resilient and Empowered Neighbourhoods

Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
	<p>Create and expand appropriate opportunities for volunteering in Glasgow Life and ensure opportunities are accessible to all sections of the community, and that our volunteering workforce reflects the demographics of the city.</p> <ul style="list-style-type: none"> <li>• Increase in opportunities offered at Glasgow Life between April 2018-2019 compared to previous year.</li> <li>• Increase in number of Glasgow Life Volunteers compared to previous year,</li> <li>• Volunteer Information &amp; Recruitment Fair will be hosted in Spring 2020.</li> </ul>	<p><a href="#">Glasgow Life Volunteering Webpage</a> was refreshed and updated in November 2019.</p> <p>The suspension of services due to the lockdown had an obvious effect on volunteering levels in the 4th quarter. Prior to quarter 4, the number of active volunteers was +30% year on year, whilst hours donated were +39% and over 50 opportunities offered, an increase.</p> <p>New volunteer opportunities included;</p> <ul style="list-style-type: none"> <li>• WPBC Bucket Collection Volunteers</li> <li>• Macmillan @Glasgow Libraries Drivers (take service users to non-medical appointments)</li> <li>• Wear-a: bits Digital Volunteers</li> <li>• Gymnastics Assistant Volunteers</li> <li>• Gardening Volunteers</li> </ul> <p>Volunteering was promoted at Maryhill Integration Network and Scottish Refugee Council with aid of interpreters.</p>	<p>Glasgow Life Business areas are reviewing the return of volunteers, dependant on identified priorities and available resources.</p> <p>Principles of Volunteering for All and Glasgow Volunteering Charter will be applied to ensure that opportunities offered are accessible.</p>		
	<p>Consider how volunteers can support a new learning offer in our communities and how the skills, languages and experiences of local residents can be used to maximum effect and to the city's advantage.</p> <ul style="list-style-type: none"> <li>• Action plans delivered and new volunteering models implemented by April 2020.</li> </ul>	<p>Glasgow Life Learners including Digital, Gaelic, ALN and ESOL are now signposted to appropriate volunteer opportunities by staff.</p> <p>Volunteers are now signposted to a wide range of appropriate CLD opportunities.</p>	<p>Glasgow Life business areas are reviewing the return of volunteers, dependant on identified priorities and available resources.</p> <p>Principles of Volunteering for All and Glasgow Volunteering Charter will be applied to ensure</p>		

## Resilient and Empowered Neighbourhoods

Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
	<ul style="list-style-type: none"> <li>• Explore possibility of holding a language register of GL volunteers that could offer peer support to other volunteers.</li> <li>• Delivery of Social Enterprise Academy Programme Summer 2019, upskill CLD practionars to train community members on the benefits of social enterprise and navigate the local environment for support.</li> </ul>	<p>Staff continue to develop and implement specific action plans/ performance objectives regarding volunteer recruitment and management within GL business areas.</p> <p>Language registers of GL Volunteers are being collated by a number of volunteer programmes, eg Macmillan @ Glasgow Libraries.</p> <p>CLD practitioners attended 6 days Social Enterprise Academy Programme between August – October 2019. 16 staff attended, including GL staff, GCVS, Glasgow North West Volunteering Network, GHA, GCC - Community Empowerment Services.</p>	<p>that opportunities offered are accessible.</p>		
<b>87. Review plans for the refurbishment of George Square, our key civic space, following the completion of city centre developments in and around George Square.</b>					
<p>87.1 Review plans for the redevelopment of George Square including the pedestrianisation of the surrounding streets.</p> <p>Consider a new public places protection policy.</p>	<p>Undertake traffic modelling to assess the impact of any further pedestrianisation in streets around George Square.</p>	<p>Modelling options were completed for the partial closure as part of the Spaces for People project and it will reviewed in 2021.</p>	<p>The partial closure of George Square will be reconsidered in 2021 and a decision will be taken next year as to whether this will be made permanent or not.</p>	<p>DRS / N and S</p>	

Resilient and Empowered Neighbourhoods					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
	<p>Developing a policy on the use of George Square and any future applications will be considered on an individual basis.</p> <ul style="list-style-type: none"> <li>Report presented to Committee on Glasgow City centre Avenues - George Square outlining engagement to help inform design brief</li> </ul>	<p>A report was presented to <a href="#">Neighbourhoods, housing and public realm committee</a> on 28 January 2020 outlining the outcome of the Public Conversation on George Square, and to outline the proposed strategy for delivering improvements in alignment with the emerging City Centre Transport Strategy and the wider Avenues Programme.</p>	<p>Implement the actions set out in the report to <a href="#">City Administration Committee</a> on 6 February 2020.</p>		
87.2 Consider how George Square can continue to host civic and seasonal events that are available to the public and free.	<p>Develop a more holistic approach to managing the market tender and subsequent awarding of contract for the city centre seasonal offering.</p>	<p>Via the City's events board/working group, Christmas in Glasgow is being reviewed. It is anticipated that beyond 2021 the model will be different.</p>	<p>Covid 19 has impacted progress of this and there has been a delay in the review</p>	<p>N and S / Glasgow Life</p>	
	<p>Review the recently awarded Christmas Market tender following Year 2 in George Square (also incorporating St Enoch Square)</p>	<p>A full review of what is offered in Glasgow across winter and Christmas will commence in 2021 and this will incorporate whether there will be inclusion of Christmas Markets across the City</p>			
<b>88. Create a civic space for festivals, and support pop up spaces for events.</b>					
88.1 Create a new Civic Space for festivals, celebrations and events.	<p>Implement a renewed Events Strategy,</p>	<p>Planning and reporting of the Event Strategy is reported under priority 11.</p>		<p>N and S / DRS / Glasgow Life</p>	<p>See priority 11</p>
88.2 Develop new public spaces across the city in partnership with local communities and organisations.	<p>Through the City Centre Strategy promote city centre public spaces to attract the widest possible variety of events.</p>	<p>This work is ongoing and links both to the City Centre Strategy and the recently reviewed Events Strategy.</p>	<p>This work is ongoing and links both to the City Centre Strategy and the recently reviewed Events Strategy.</p>	<p>N and S / DRS / Glasgow Life</p>	
	<p>Identify new event spaces</p> <ul style="list-style-type: none"> <li>Contractor appointed and activity commenced Summer 2019.</li> <li>Action plan developed and approved for delivery - September 2019</li> </ul>				

Resilient and Empowered Neighbourhoods					
Commitment	Actions with Year 3 Milestones	Progress and Performance	Planned Activity	Lead Service	RAG
88.3 Promote regular 'pop up' spaces in the city for a range of uses	Continue to deliver the Stalled spaces programme to support 'pop up' activities.	Stalled Spaces community grants programme was delivered with new funding awards made.	A review of the first ten years is ongoing with the view to recommending the way forward to ensure the programme can be sustained and grow	N and S/ DRS / Glasgow Life	
<b>89. Introduce a fund to support local festivals.</b>					
89.1 Review options for a local festival fund.	Work with city stakeholders to review options for a local festivals fund. Glasgow Community Events Fund is launched	Planning and reporting of the Integrated Grants Fund is reported under priority 101.		Glasgow Life / CED	See priority 101
<b>90. Consider the potential options coming from the on-going study that the Council has commissioned around implementing either a city-wide, or localised, Rent Pressure Zones.</b>					
90.1 Consider the potential options coming from the on-going study that the Council has commissioned around implementing either a city-wide, or localised, Rent Pressure Zones.	Consider the potential options that the Council has around implementing either a city wide, or localised, Rent Pressure Zone <ul style="list-style-type: none"> <li>Action Plan developed and approved for delivery – September 2019.</li> </ul>	A request was received from the Scottish Government for a 'pilot RPZ' to be established in Edinburgh and Glasgow.  Have agreed to suggest ways of strengthening the guidance, and to explore the feasibility of a pilot	Work with partners, including Scottish Government, to understand challenges fully of designating RPZs.	DRS	