

Operational Performance and Delivery Scrutiny Committee

16th June 2021

Questions from Elected Members

Item 1 – Local Government Benchmarking Framework		
Question 1	Councillor McKenzie – Pg 122 – Minimum wage. Further information regarding why this has gone down and if furlough had have been a factor.	CED
Answer	<p>The LGBF source their estimates for individuals earning less than the minimum wage from the Scottish Government's ASHE summary publication. The latest iteration was published in December 2020 and provides more up-to-date estimates than those published on the LGBF site.</p> <p>The latest estimates for 2020 show that Glasgow has the lowest proportion of its employees paid below the living wage in Scotland. Glasgow's proportion of 11.1% was lower than that of competing major cities such as Edinburgh (11.3%) and Aberdeen (11.7%), and was lower than the Scottish average (15.2%). These estimates have been deemed as reasonably precise by the Scottish Government.</p> <p>The estimates for previous years have also been revised with this updated publication. It shows that Glasgow's rate of 13.6% in 2019 was actually the 4th lowest in Scotland. As the LGBF has to report estimates for every local authority my guess would be that the smaller local authorities, that are subject to lower sample sizes, have had significant variations in their estimates over the last few years – causing relative annual rankings to fluctuate.</p> <p>Looking at Glasgow's trend data – it is apparent that there have been some slight increases in the proportion of employees not being paid the Living Wage over the last 8 years – but overall the rate has reduced from 16.8% in 2012 to 11.1% in 2020.</p> <p>There aren't any studies; that we're aware of; looking at impact of the Coronavirus Job Retention Scheme (CJRS), or furlough scheme; specifically at this point. The latest Annual Population Survey estimates produced in April, covering 2020, encapsulated individuals on furlough within the employment rate – so these statistics weren't affected.</p> <p>It is most likely the impact of the furlough scheme; will become more apparent in the next iteration of the Annual Survey of Hours</p>	

and Earnings in December 2021.

Item 3 – Rapid Rehousing Transition Plan

Question 2

Bailie Dr Bartos – Section 2.8 – Emergency accommodation with no recourse to public funds. Statistics re the frequency of NRF requests and trends.

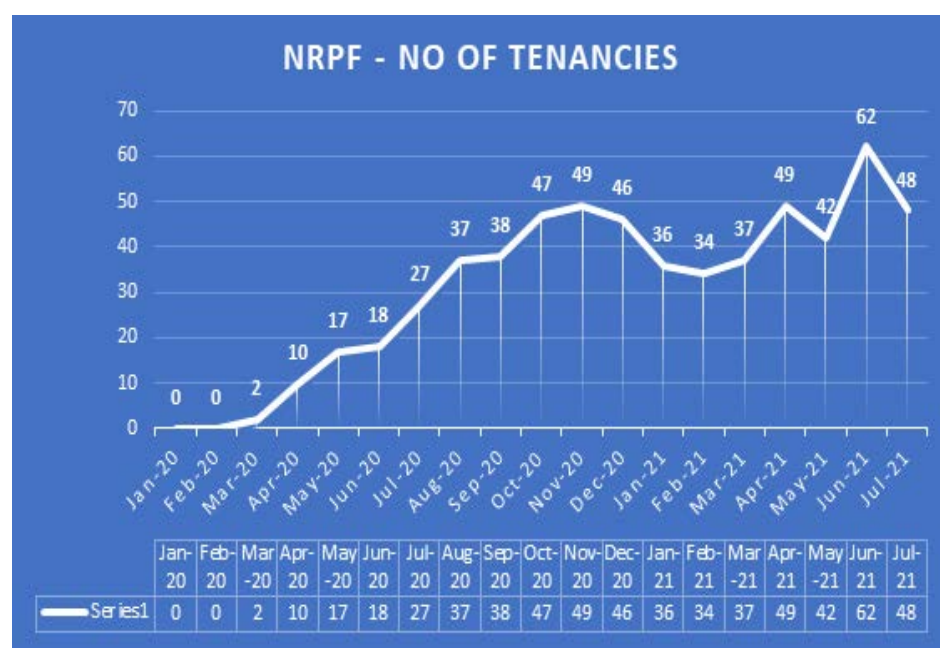
HSCP

Answer

Prior to the public health emergency, the HSCP faces particular challenges in relation to the provision of emergency accommodation.

The near cessation of bed and breakfast establishment core business allowed a rapid expansion of emergency homeless accommodation provision within the City. This rapid expansion has meant that the Council has been able to meet its statutory duties to provide emergency accommodation whilst also extending accommodation and support to destitute households with no recourse to public funds.

The graph below sets out the number of households with No Recourse to Public Funds who have been accommodated due to the public health emergency to July 2021. The high point of 62 was reached in June 2021. The HSCP is currently accommodating 42 households. The reason for the reduction over the last month is likely to be because of alternative sources of accommodation becoming available within community hosting arrangements.



	As the social distancing measures are beginning to ease the HSCP is currently working to identify support pathways for the households as the HSCP's legal basis for providing accommodation and support potentially comes to an end. We are also working with COSLA and the Scottish Government to clarify the HSCP's ongoing duties and responsibilities towards households with NRPF.	
Question 3	Bailie Dr Bartos - 2.12 – Homelessness services response to weekly average request for emergency accommodation is 245 requests compared to 150 pre-COVID. Show the trends graphically over the period and the possible reasons for the additional numbers.	HSCP
Answer	<p>Prior to the public health emergency on average, 150 households were provided with emergency accommodation each week. The figure of 245 reflects overall demand and provision of accommodation to all households in need. Due to the provision of emergency funding, the HSCP has also been able to work with a range of partners to ensure that people resident within hotel and bed and breakfast type accommodation have been provided with hot food and other material supports during the public health emergency.</p> <p>The report to OPDSC sets out that with the resumption of letting activity in September 2020, the HSCP has made considerable progress in reducing the use of City Centre Hotels from a high point in October 2020 of 617 hotel residents to 387 at the 26th of July 2021. Critically the HSCP continues to positively respond to any households requiring emergency accommodation.</p> <p>The HSCP is currently developing a Temporary Accommodation Strategy. This strategy will set out how it will continue to meet its statutory duties in relation to emergency accommodation throughout the life of the Rapid Rehousing Transition Plan. The strategy will also set how we will modernise provision that responds to the diverse needs of service users. In particular, we will focus on how we will reform and eliminate our use of bed and breakfast accommodation as we continue to increase the number of settled lets to homeless households. This strategy will be published in draft form in September 2021.</p> <p>Whilst we develop and transition towards the temporary accommodation strategy objectives, we are also progressing several initiatives to enhance access to facilities and support services within existing bed and breakfast establishments. This includes working with voluntary sector providers to establish alternative provision to bed and breakfast accommodation within the City.</p> <p>The HSCP is continuing to work constructively with the City's Registered Social Landlords to increase the number of settled lets to Homeless households which will further reduce our reliance on B+B type accommodation. The positive contribution of the City's</p>	

	<p>RSLs was reflected in the final outturn figure of 3288 for settled lets to homeless households for 2020/21. This demonstrates a 27% increase on the total number of settled lets to homeless households in 2019/20 of 2412.</p> <p>This positive contribution has continued into 2021/22, where we have successfully secured 940 lets for homelessness households during the first quarter. This has resulted in the HSCP reporting a continued reduction in the average length of time for a homeless household to secure settled accommodation from the point of application.</p>	
Item 4 – Community Empowerment Services - Update		
Question 4	Bailie Dr Bartos – Parks and Open Space Improvements – Funding arrangements/mechanisms circulated to members when available.	D/CEE
Answer	<p>The position with the Parks and Open Space Improvement Fund 2021/22 is that Area Partnership Chairs received an email on 17th June 2021 informing them that a report was being prepared by NRS for the August/September round of meetings that would contain a suite of funding options for each Area Partnership. On 21st July 2021, draft reports were sent to all Area Partnership members to allow further dialogue among the members and the wider community before final reports were issued for the Partnership meetings. Members were invited to make comments and suggestions on the draft reports.</p> <p>On 5th August 2021, the City Administration Committee approved allocations totalling £1.5 million to the 23 Area Partnerships. NRS is preparing a final report for each Partnership with funding options for them to consider. These reports will be issued 7 days in advance of the Area Partnership meeting. Area Partnerships can also make their own suggestions for alternative works at these meetings before agreeing which projects to fund.</p>	
Question 5	Bailie Dr Bartos – Collaboratives for COP26 – Why has Partick Community Council not been involved in this given it will be affected by some of the road closures and is close to the UN site.	D/CEE
Answer	<p>The original Community Council Collaborative that was set up (pre-COVID19) focused on Ward 10 as a pilot project which initially brought the community councils together to work collaboratively on common issues. COP26 was universally identified as a priority, along with Spatial Planning.</p> <p>Ward 10 was identified for the pilot as it had the greatest complement of active community councils, with 6 of its 7 being active. It was envisaged that the experience gained from this Collaborative would be presented at a Community Council Development Session (CCDS) as part of the peer learning</p>	

	<p>experiences offered. The longer term view was that the possibilities of a number of Ward collaboratives could be encouraged, as well as any potential for a citywide collaborative. Unfortunately, these plans went on hold because of the impact of the pandemic.</p> <p>Officers involved in the delivery of COP26 wanted to make contact with the Ward 5 community councils and so the invitation to join the discussions was extended to those community councils in Ward 5 only. At the time of writing, it is understood that only 1 of the full complement of 5 active community councils (Ibrox & Cessnock) has participated in these discussions to date.</p> <p>If Partick Community Council would like to become involved in these discussions, there is no reason why they should not be able to do so. An invitation could also be extended to Thornwood Community Council. Officers from Community Empowerment Services can assist with this as required.</p>	
Question 6	Bailie Dr Bartos – Absence in narrative in report of the Community Climate Action Fund – Who is dealing with this budget option.	D/CEE
Answer	The Community Climate Action Fund sits with NRS and the contact person for it is the Head of Sustainability, Neighbourhoods, Regeneration and Sustainability.	
Question 7	Bailie Dr Bartos – Pg 160 – Social Renewal Task Force (7.1) – Set up in accordance with Council’s Renewal Programme Strategy and Governance Framework. Can link to framework be forwarded to members.	D/CEE
Answer	<p>The Social Recovery Taskforce is part of the Council’s Renewal Programme.</p> <p>On a four-weekly basis, status reports are presented to the Renewal Programme Board, chaired by the Executive Director of Financial Services.</p> <p>These reports are then presented to the Renewal Programme Political Oversight Group (RPOG), chaired by the Leader, and to the Corporate Management Team.</p> <p>The Terms of Reference for the RPOG were agreed on 13 July 2020:</p> <p>The minute of that meeting states:</p> <p><i>“There was submitted a report by the Executive Director of Finance setting out the terms of reference and the membership of the Renewal Programme Oversight Group (RPOG), as follows:</i></p> <p><i>(a) Councillor Susan Aitken, Scottish National Party (Chair)</i></p> <p><i>(b) Councillor Richard Bell, Scottish National Party;</i></p> <p><i>(c) Councillor Malcolm Cunning, Scottish Labour Party;</i></p> <p><i>(d) Councillor Kim Long, Scottish Green Party (alternate meetings);</i></p> <p><i>(e) Councillor Thomas Kerr; Scottish Conservative and Unionist Party; and</i></p>	

	<p><i>(f) Councillor Jon Molyneux, Scottish Green Party (alternate meetings).</i></p> <p><i>After consideration, the group:</i></p> <p><i>(i) approved the membership of the group, as amended, and terms of reference, as detailed in Appendix 1 of the report; and</i></p> <p><i>(ii) noted the request from Councillor Long to continue with virtual meetings of the RPOG and extend the use of digital meetings where possible to embed this approach across the Council as a new way of working.”</i></p> <p>This is the link to Renewal Programme Strategy and governance framework: https://www.glasgow.gov.uk/CHttpHandler.ashx?id=49732&p=0</p>	
Question 8	Bailie Dr Bartos - Oversight Board – Measure communication? Further information on communication responsibility across all CPP structures.	D/CEE
Answer	<p>The Glasgow Community Planning Partnership has a Strategic Partnership, chaired by Cllr Layden, which is responsible for governance and oversight of the Community Plan and Community Action Plan. The Glasgow Public Health Oversight Board reports into the Strategic Partnership.</p> <p>A new Community Action Plan and related Performance Management Framework is currently being developed through the work of the Social Recovery Taskforce.</p> <p>The Community Planning Executive Group is responsible for operations and is chaired by the Director of Community Empowerment and Equalities.</p> <p>The Safe Glasgow Partnership is chaired by Cllr Scally and the lead officer is Tom Jackson, head of Community Justice Glasgow. The Partnership focuses on scrutiny of Police and Fire Service plans, as well as violence against women and hate crime.</p> <p>The Community Planning Partnership has a website which is regularly updated by an officer in Community Empowerment Services and information on events, research and anything of relevance and interest from any of the partners is regularly disseminated through all the community planning networks.</p>	
Item 5 – Responses to questions from 19th May 2021		
Question 9	Councillor McKenzie – Scottish Welfare grant/payment – Information on use of Paypoint shops – Cllr McKenzie to forward details of Paypoint locations to Maureen Hughes who will pass on	FS/CBS

	to CBS to look into. CBS to provide further feedback.	
Answer	Further clarifications are being sought to assist with discussions with Pay Point around the questions raised.	
Question 10	Bailie Dr Bartos – Cutlery in schools moved from plastic to steel in 2016. When did it move from steel to plastic?	FS/CBS
Answer	To clarify the plastic that we used prior to 2016 was high quality melamine multi-use cutlery (i.e. it was washed repeatedly) There is no known specific date that our staff can recall this being introduced however it will be at least more than 10 years prior to 2016. The reason for moving to steel was that this type of cutlery was regularly being disposed in bins by children resulting in excessive costs in replacing the cutlery.	
Question 11	Bailie Dr Bartos – Telephony response re call backs – Can a fuller response on why this isn't being progressed be provided.	FS/CBS
Answer	<p>The Customer Contact Centre (CCC) was set-up to provide a multi-discipline inbound telephony service. Resource is currently allocated to ensure essential services such as Scottish Welfare Fund and the various Covid-19 related supports, maintain high answer rates with low waiting times. For other services every attempt is made to deliver on the performance expectation set in Financial Services ASPIR of 90% of calls answered and an average wait time of less than 2 mins 30 seconds, although it has to be recognised that given the type and volume of enquiries received in Glasgow there will continue to be occasions where contact demand outweighs the resources available.</p> <p>To offer a call back facility after a certain period of time spent in the queuing system awaiting answer, would mean that resources required to maintain acceptable inbound telephony performance would need to be reallocated to outbound calls. This would reduce capacity to answer inbound contact and could lead to a poorer customer experience overall.</p> <p>It is anticipated that our approach to reduce demand on inbound lines by delivering and promoting on-line and live chat offerings for council services will free up available resource to deliver better telephony outcomes than can be achieved by the introduction of call-back facilities at this time.</p>	