

Glasgow City Integration Joint Board

Strategic Plan for Health and Social Care

Glasgow's Housing Contribution Statement

2023 – 2026



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1. Introduction

Glasgow City's Health and Social Care Partnership (GCHSCP) is required to develop a Housing Contribution Statement (HCS) under the Public Bodies (Joint Working) (Scotland) Act 2014. The HCS forms part of the Glasgow City Integration Joint Board (IJB) Strategic Plan for Health and Social Care 2023 – 2026.

The Housing Contribution Statement:

- Outlines the role of the housing sector in governance arrangements that relate to health and social care in Glasgow.
- Provides an overview of shared evidence that outlines key trends and issues in relation to meeting the housing, health and social care needs of Glasgow's population.
- Reflects the priorities that are outlined in both the IJB Strategic Plan for Health and Social Care and Glasgow's Local Housing Strategy.
- Provides an overview of the strategic housing challenges that relate to health and social care.
- Details housing's contribution and the resources required to deliver the relevant interventions and services outlined in the action plan.

Neighbourhoods, Regeneration and Sustainability (NRS) has prepared the HCS on behalf of the Glasgow City IJB. The HCS has been prepared in line with the Scottish Government's Housing Advice Note for Integration Authorities. NRS has engaged with and involved members of Glasgow's Housing, Health and Social Care Group, housing partners, health and social care services, third sector and voluntary organisations in developing the HCS. The engagement undertaken focussed on identifying challenges and how the housing sector will contribute towards meeting the priorities outlined in Glasgow City IJB Strategic Plan for Health and Social Care.

A range of population, demographic, socio-economic, health and housing datasets have been considered and informed the development of the HCS. This review has been carried out to ensure that the housing sector's approach to meeting the priorities outlined in the IJB Strategic Plan is consistent with national and local housing, health and social care strategies.

Through the engagement activity undertaken with partners, NRS has identified seven health and social care challenges. These challenges highlight the need for continued partnership working between Glasgow City Council (GCC), GCHSCP and Registered Social Landlords (RSLs). This will ensure that the housing sector continues to contribute towards meeting the health and social care needs of Glasgow's citizens.

The housing sector's contribution towards meeting the priorities outlined in the IJB Strategic Plan for Health and Social Care is outlined in the HCS. A total of six case studies that outline a range of housing, health and social care services are also included throughout the document.

2. Summary of Glasgow's Housing Contribution Statement

2.1 Headlines

A summary of the key indicators that have been used to inform the development of the HCS include:

- During 2020, it was estimated that Glasgow had an 11.6% share of Scotland's total population and the highest percentage of people lived in the South (36%) followed by North West (36%) and North East (29%) localities.
- The overall population of Glasgow is expected to grow by 2.4% (15,255 people) between 2022 and 2032 and the forecast changes during this period include:
 - Children aged 0-17 years old are expected to decrease by 4.9%. The number of children living in Scotland is forecast to decrease by 6.9%.
 - People aged 18-64 years old are expected to increase by 0.2%. In Scotland, the number of adults is forecast to decrease by 2.2%.
 - People aged 65 + years old are expected to increase by 22.3%. The number of people aged 65 + years living in Scotland is forecast to increase by 20.1%.
- The Glasgow looked after children rate of 2.1% is far higher than the Scotland rate of 1.3%.
- The Scottish Government's Homelessness statistics (2021/22) shows 2,825 children were homeless and lived in temporary accommodation in Glasgow. This was 32.7% of the total for Scotland. Glasgow's share of Scotland's child population was 11.0% in 2020.
- Both men (73.1 years) and women (78.3 years) living in Glasgow have lower life expectancy than the Scottish averages (the Scottish average life expectancy for men is 76.8 years and 81 years for females).
- Deaths rates specific to alcohol are 53% higher in Glasgow (31.9 per 100,000 people) than Scotland (20.8 per 100,000 people).
- The number of Glasgow's problem drug users represented 20% of the total for Scotland.
- Data shows that Glasgow has higher rates of people that experienced poor mental health than Scotland.
- A total of 339 data zones (45%) in Glasgow were in the 20% most deprived areas in Scotland during 2020.
- It is estimated that 32.2% of children (32,480 children) aged 0-15 years old in Glasgow were living in poverty during 2019/20. This is considerably higher than the child poverty rate for Scotland, which was 24.3%.
- A higher percentage of adults in Glasgow experienced food insecurity than in Scotland.
- Levels of fuel poverty were slightly higher in Glasgow than Scotland.
- 88,432 of Glasgow's households lived in social rented housing in Scotland's 20% most deprived data zones during 2020. This equated to 80.3% of the total social rented housing stock in Glasgow.
- As outlined in the city's Strategic Housing Investment Plan, Neighbourhoods Regeneration and Sustainability and Registered Social Landlords have the potential to complete up to 4,159 new affordable homes between 2023/24 and 2025/26.

2.2 Glasgow's Housing, Health and Social Care Strategic Challenges

Neighbourhoods Regeneration and Sustainability has worked with partners to identify the following strategic challenges that are associated with housing, health and social care in Glasgow:

- Meeting the housing, health and social care needs of Glasgow's citizens including:
 - Older people.
 - Children, young people and families.
 - People that have learning disabilities.
 - People that have physical disabilities.
 - People that have poor mental health.
 - Supporting people experiencing domestic abuse.
 - Meeting homelessness, health and social care requirements through the supply of available social housing.
- Preventing and responding to homelessness including.
 - Meeting the housing needs of homeless households.
 - Preventing homelessness.
 - Health and homelessness.
 - Having access to a sufficient supply of temporary accommodation.
- Tackling deprivation and the cost-of-living crisis.
- Recovering from the Covid-19 pandemic.
- Meeting the housing, health and social care needs of asylum seekers and refugees living in Glasgow.
- The proposed implementation of a National Care Service in Scotland.
- The provision of funding and resources to meet the housing, health and social care needs of Glasgow's citizens.

2.3 Integration Joint Board Strategic Plan for Health and Social Care: Partnership Priorities

The Housing Contribution Statement outlines the housing sector's contribution towards the following health and social care vision and priorities, which are outlined in the IJB Strategic Plan:

Vision –

“Communities will be empowered to support people to flourish and live healthier, more fulfilled lives, by having access to the right support, in the right place and at the right time.”

Priorities –

1. Prevention, early intervention, and well-being.
2. Supporting greater self-determination and informed choice.
3. Supporting people in their communities.
4. Strengthening communities to reduce harm.
5. A healthy, valued and supported workforce.
6. Building a sustainable future.

Photograph 1 – Invercanny Drive (Cernach HA)¹



2.4 Housing's Contribution

The following projects, plans and services will contribute towards meeting the priorities outlined in the IJB Strategic Plan for Health and Social Care:

- Deliver Glasgow's Affordable Housing Supply Programme.
- Invest in maintaining and improving existing housing including reducing the number of long-term empty homes.
- Provide funding and deliver adaptations to housing.
- Deliver Glasgow's Rapid Rehousing Transition Plan.
- Implement Glasgow's Digital Housing Strategy.
- Prepare housing research and associated policies.
- Provide housing to people engaging with services provided by Glasgow City Health and Social Care Partnership.
- Provide housing options advice.
- Provide housing and support to asylum seekers and refugees.
- Support people who experience domestic abuse.
- Provide wider role services to tenants and communities.
- Ensure the efficient and effective delivery of housing, health and social care services.
- Monitor and respond to the proposed implementation of a National Care Service.

¹ Photograph Copyright – Cernach HA

3. A Review of Glasgow's Housing Contribution Statement 2019-2022

A review of housing's contribution towards meeting the health and social care priorities that were included in the previous IJB Strategic Plan (2019-2022) is outlined Table 1.

The delivery of contributions included in the plan was monitored by Glasgow's Housing Health and Social Care Group. The group has and continues to be the mechanism for supporting the housing sector's role in meeting the health and social care needs of Glasgow's citizens, discussing issues, exploring opportunities and to help facilitate or co-ordinate, where relevant, activities that have been identified in the HCS. Several contributions outlined in Table 1 are ongoing either through continued investment to deliver to new and improved housing or providing services to support people.

NRS has led on delivering a range of contributions that relate to the development of affordable housing, housing strategies, and other initiatives such as the review of Glasgow's Care and Repair Service. GCHSCP has been responsible for delivering a range of homelessness, health and social care services and support to homeless households (including the Rapid Rehousing Transition Plan (RRTP)), investigating opportunities associated with technology enabled care and implementing the Alliance Partnership.

RSLs have continued to provide an important role in delivering a range of housing services that contribute towards meeting the health and social care needs of Glasgow's citizens and priorities that were included in the IJB Strategic Plan (2019 – 2022).

The case studies included in the HCS highlight the housing sector's contribution towards meeting health and social care priorities. All projects have been/will continue to be delivered through effective and strong partnership working across a range of organisations.

All the actions have contributed towards promoting health and wellbeing, which is one of the strategic outcomes in Glasgow's current Housing Strategy (2017-2022). Promoting health and wellbeing continues to be a key theme within this HCS. Good quality affordable housing and associated services are fundamental towards improving people's health and wellbeing.

Table 1 – A Review of Glasgow’s HCS 2019-2022 Action Plan

Action	Timescale	Status
<p>Deliver the Council’s Affordable Housing Supply Programme (AHSP) and increase the supply of homes to address homelessness and for households with particular needs</p>	<p>March 2022</p>	<p>Ongoing During the three years 2019/20, 2020/21 and 2021/22, NRS and RSLs:</p> <ul style="list-style-type: none"> ▪ Completed 1,992 new affordable homes. ▪ Acquired 286 existing homes for affordable housing. ▪ NRS provided £301.506m of funding to RSLs through the AHSP. <p>In relation to new affordable housing that was developed to meet particular needs:</p> <ul style="list-style-type: none"> ▪ 195 homes were wheelchair adaptable. ▪ 147 homes were designed as amenity. <p>NRS and RSLs will continue to work in partnership to increase the supply of affordable homes in the city.</p>
<p>Continue joint working on potential future use of surplus land/ properties for housing</p>	<p>Ongoing</p>	<p>Ongoing RSLs, through GCC’s Nominated Disposal Programme, acquired a total of 14 sites from City Property for the development of new affordable housing during the three years 2019/20, 2020/21 and 2021/22.</p> <p>City Property, NRS and RSLs will continue to work together to explore opportunities to develop sites through the Nominated Disposal Programme.</p>
<p>Develop a Housing and HSCP Investment Group</p>	<p>August 2019</p>	<p>Ongoing NRS and GCHSCP Services regularly meet to identify opportunities and particular needs housing projects delivered through the AHSP.</p> <p>Meetings will continue going forward to ensure that people with particular needs are able to access affordable housing in Glasgow.</p>
<p>Agree and implement a plan for an updated Health and Social Care Needs Assessment</p>	<p>August 2020</p>	<p>Ongoing A review of demographic and health data has been undertaken during the development of the HCS. There is potential to explore the development of an updated Health and Social Care Needs Assessment following the development of the IJB Strategic Plan 23-26.</p> <p>Further discussion is required to explore opportunities for improving the collection, analysis, sharing and publication of housing, health and social care data.</p>

Implement the RRTP	Ongoing	<p>Ongoing The RRTP includes projects associated with preventing homelessness, improving access to settled housing and the provision of flexible, personal support services that enable housing sustainment.</p> <p>Homelessness Services and partners will continue to implement actions outlined in the plan.</p>												
Development of Glasgow's Digital Housing Statement/ Strategy	March 2021	<p>Complete NRS, in partnership with a range of stakeholders, developed Glasgow's Digital Housing Strategy. The strategy was approved by GCC'S City Administration Committee during December 2021.</p> <p>NRS and a range of partners including GCHSCP and RSLs are working together to progress actions outlined in the strategy.</p>												
Implement the Recommendations from the Task Force Report and continue to support asylum seekers and refugees living in Glasgow	Ongoing	<p>Ongoing GCC, GCHSCP and partners continue to support people seeking asylum and refugees living in Glasgow.</p> <p>Opportunities to provide housing, health and welfare support to people seeking asylum and refugees in Glasgow will continue.</p>												
Contribute to the delivery of Technology Enabled Care (TEC) projects	Ongoing	<p>Ongoing Regular updates relating to improving TEC have been provided by GCHSCP to members of Glasgow's Housing, Health and Social Care Group.</p> <p>GCHSCP and RSLs continue to progress opportunities and projects that have the potential to provide TEC projects.</p>												
Re-model housing support services as part of reshaping supported accommodation	TBC	<p>Complete The remodelling of housing support services was completed as part of the Accommodation Based Strategy.</p>												
Implement recommendations from the Equipment and Adaptations Working Group	April 2020	<p>Ongoing Recommendations outlined in the Partnership Joint Protocol for Housing Solutions and Adaptations continue to be implemented. Progress is monitored by the Housing Solutions and Adaptations Governance Group. Data that relates to the number and funding of adaptations during the period 1st April 2019 and 31st March 2022 is outlined below</p> <table border="1"> <thead> <tr> <th>2019-22</th> <th>Social Rent</th> <th>Private</th> <th>All</th> </tr> </thead> <tbody> <tr> <td>Adaptations</td> <td>5,959</td> <td>1,263</td> <td>7,222</td> </tr> <tr> <td>Spend</td> <td>£12,555,960</td> <td>£5,219,364</td> <td>£17,775,325</td> </tr> </tbody> </table>	2019-22	Social Rent	Private	All	Adaptations	5,959	1,263	7,222	Spend	£12,555,960	£5,219,364	£17,775,325
2019-22	Social Rent	Private	All											
Adaptations	5,959	1,263	7,222											
Spend	£12,555,960	£5,219,364	£17,775,325											

Develop new models of provision for older, disabled and vulnerable people	Ongoing	Ongoing Research was undertaken by NRS during 2019 to examine existing housing provision and services for older people in Glasgow. Opportunities to develop new models of provision for older, disabled and vulnerable people will be explored going forward.
Contribute to the delivery of the Accommodation Based Strategy	Ongoing	Complete The Accommodation Based Strategy has been implemented.
Monitor and respond to the impacts of Welfare Reform	Ongoing	Ongoing Impacts of Welfare Reform continue to be monitored by members of the Housing, Health and Social Care Group.
Support the development of housing providers' role in locality plans	Ongoing	Ongoing RSLs attend Essential Connections Forum in each locality and are included in wider consultation with regards to developing Locality Plans.
Develop Glasgow's Common Housing Register	Ongoing	Ongoing Pilot work undertaken. Potential options for improving access to affordable housing in Glasgow including the development of a Common Housing Register will be discussed with RSLs going forward. NRS, GCHSCP and RSLs have undertaken work to improve the use of data to inform the delivery of services.
Continue and expand the delivery of the Care and Repair Service	March 2022	Ongoing A review of the Care and Repair Service was completed during 2021. Actions relating to securing the required funding to maintain the service in the short term have been progressed. Potential options for expanding the service have also been identified.
Monitor the procurement and implementation of the Alliance Partnership	March 2022	Ongoing Glasgow Alliance to end Homelessness has been established. Approaches to end homelessness in Glasgow are now being implemented.

4. Governance

4.1 Governance Overview

Glasgow City IJB is the legal entity responsible for the strategic planning of health and social care services in Glasgow. The IJB comprises of voting members (8 Elected Members from GCC, and 8 non-Executive Directors from NHS Greater Glasgow and Clyde) and non-voting stakeholder representatives, including the voluntary and independent sectors, patient, service user, carer representatives and professional advisors such as clinicians and the Chief Social Work Officer.

4.2 Health and Social Care Integration

The Public Bodies (Joint Working) (Scotland) Act 2014 (the Act) requires Local Authorities (Councils) and Health Boards to integrate the planning of services and functions delivered to adults and older people as a minimum.

In Glasgow City, we go much further by including all community health and social care services provided to children, adults and older people, homelessness services, criminal justice and a number of housing functions. The Council and Health Board working together to do this is known as 'health and social care integration.'

4.3 Glasgow' Housing, Health and Social Care Group

Glasgow's Housing, Health and Social Care Group was established during 2014 and includes members from a range of GCC and GCHSCP Services, the housing and voluntary sectors. Group meetings are chaired by NRS and held every 8 weeks.

Glasgow's Housing Health and Social Care Group:

- Provides an opportunity for partners to discuss housing, health and social care services, challenges and opportunities.
- Co-ordinates the activities of all sectors and delivers improved health and wellbeing outcomes for the people of Glasgow.
- Outlines good practice in relation to projects and services delivered.
- Works to ensure projects and services meet the priorities outlined in the IJB Strategic Plan for Health and Social Care.
- Monitors and guides the implementation of projects included in the HCS Action Plan.
- Informs the development of strategies.

Details of Glasgow’s Housing, Health and Social Care Group Membership are outlined in Table 2.

Table 2 – Glasgow’s Housing, Health and Social Care Group Membership

Member
GCC NRS – Housing Strategy (Chair)
GCHSCP – Planning, Accommodation and Development
GCHSCP – Children and Families
GCHSCP – Older People
GCHSCP – Maximising Independence
GCHSCP – Adult Services
GCHSCP – Health and Homelessness
GCHSCP – Business Development
Glasgow and West of Scotland Forum of Housing Associations
Queens Cross Housing Association
Shettleston Housing Association
Wheatley Homes Glasgow
Glasgow Council for the Voluntary Sector

A summary of the care groups and services that relate to housing and are provided by partners that attend the HHSCG including GCHSCP are outlined in Table 3.

Photograph 2 – Conversion of the Former Homlea Primary School (Home Group)²



² Photograph Copyright – Home Group

Table 3 – Care Groups and Services Provision

Care Group	Services Provision
Housing and Homelessness	<ul style="list-style-type: none"> ▪ Provision of affordable, good quality, energy efficient housing and services. ▪ Deliver Glasgow’s AHSP. ▪ Work in partnership with private landlords and owner occupiers to improve the quality of housing. ▪ Adapt homes to meet the needs of households. ▪ Deliver community regeneration activity. ▪ Deliver initiatives that focus on the prevention of homelessness and tenancy sustainment. ▪ Support the Housing Options programme. ▪ Support families that are at risk of becoming homeless and improving their health and wellbeing through services provided by Glasgow’s Private Rented Sector Housing and Welfare Hub. ▪ Deliver the Housing First programme and associated services. ▪ Provision of housing, health and social care support to asylum seekers and refugees. ▪ Implement Glasgow’s RRTP. ▪ Ensure effective inter-operational interfaces in order that vulnerable people can access services. ▪ Provision of homeless and housing support. ▪ Supporting people experiencing domestic abuse. ▪ Implement the Alliance Partnership.
Older People	<ul style="list-style-type: none"> ▪ Provision of affordable, safe, secure and energy efficient homes so that older people can live independently. ▪ Support hospital avoidance and discharge. ▪ Support people that have been diagnosed with dementia. ▪ Deliver Clustered Supported Living. ▪ Reduce social isolation and loneliness through a range of services including the use of digital technology. ▪ Provision of advice and information through the Housing Options for Older People Programme. ▪ Plan and develop new build homes for older people.
Children Services	<ul style="list-style-type: none"> ▪ Support the safeguarding of children. ▪ Provision of support to young people leaving care to ensure they can access housing and sustain tenancies. ▪ Work with RSLs to identify opportunities to develop new homes for children and use/adapt existing housing stock to meet the needs of families that have children with health conditions.
Physical and Learning Disabilities	<ul style="list-style-type: none"> ▪ Work with NRS and RSLs to develop new homes that meet the needs of people with disabilities. ▪ RSLs ensure allocation policies provide opportunities for people with physical and learning disabilities can access appropriate housing. ▪ Implement digital technology to support and meet the care needs of people with disabilities to live independently.
Mental Health	<ul style="list-style-type: none"> ▪ Support people with mental health conditions through partnership working between health and social care services and RSLs.
Complex Needs	<ul style="list-style-type: none"> ▪ Deliver the Housing First programme. ▪ Work in partnership with RSLs to meet the housing, health and social care needs of people with complex needs.
Maximising Independence	<ul style="list-style-type: none"> ▪ GCHSCP and RSLs working together to support people to live independently through a range of services and activities.
Community Justice	<ul style="list-style-type: none"> ▪ Engage with National Accommodation Strategy for Sex Offenders Strategic Group. ▪ Maintain locality housing options interface arrangements. ▪ Liaise with Sex Offences Liaison Officers. ▪ Liaise with Housing Support providers.
Carers	<ul style="list-style-type: none"> ▪ Support early intervention work with carers.

5. Engagement and Consultation

5.1 Overview

NRS has used a range of methods to engage with partners and the data collected has informed the analysis, challenges and how the housing sector will work with GCHSCP and other partners to contribute towards providing services and meeting the priorities outlined in the IJB Strategic Plan for Health and Social Care.

GCHSCP and NRS have worked closely throughout the development of both the IJB Strategic Plan for Health and Social Care and HCS to ensure that a consistent approach has been taken to gather information. This joint approach has assisted in identifying opportunities to engage with a range of partners that have an interest in housing, health and social care.

A summary of the engagement and consultation activity that has been undertaken is outlined in this section of Glasgow's HCS.

5.2 Engagement Activity

Throughout the development of the HCS, NRS has engaged with partners identified as having an interest in housing, health and social care in Glasgow. The following methods were used to engage with partners.

The Housing Contribution Statement Survey

A survey was developed and issued to all RSLs with housing stock in Glasgow, health and social care services, third and voluntary sector partners during March 2022. The survey included a range of qualitative questions that were used to gather information from partners relating to challenges and how organisations work together to meet the housing, health and social care needs of Glasgow's population.

The Integration Joint Board Strategic Plan for Health and Social Care Survey

GCHSCP issued a survey to a range of stakeholders that were identified as having an interest in health and social care services in Glasgow and the development of the IJB Strategic Plan. Housing partners also received an opportunity to respond to the survey. Feedback was shared by GCHSCP with NRS and used to inform the HCS.

One-to-One Meetings

NRS arranged meetings with GCHSCP services and housing partners to gather information that has been used to develop the HCS. Meetings were held with the following stakeholders:

GCHSCP Services – Children and Families, Health and Housing, Homelessness and Complex Needs, Housing First, Maximising Independence, Older People (Commissioning), Planning, Accommodation and Development and Technology Enabled Care.

Housing Sector – Blackwood Homes and Care, Linthouse Housing Association, Parkhead Housing Association, Queens Cross Housing Association, Thenue Housing Association, Glasgow and West of Scotland Forum of Housing Associations, NRS Private Sector Housing and Housing Options for Older People (HOOP) (GCHSCP).

Wheatley Homes Glasgow also provided written feedback in relation to the questions that NRS had prepared and asked other housing stakeholders during the programme of meetings.

Photograph 3 – Conversion of the Former Carntyne Church (Shettleston HA)³



Glasgow’s Housing, Health and Social Care Group Meetings

Both NRS and GCHSCP provided regular updates that related to the development of both the HCS and IJB Strategic Plan to members of Glasgow’s Housing, Health and Social Care Group.

³ Photograph Copyright – Shettleston HA

5.3 Public Consultation

As part of the HCS public consultation programme, partners and the general public had an opportunity to provide their views in relation to the draft statement. The following activities occurred between Friday 19th August 2022 and Wednesday 30th November 2022:

- A survey that related to the HCS was available online throughout the duration of the consultation programme.
- A dedicated webpage, which included access to documents associated with the HCS and consultation, was created and publicised through GCCs social media platforms.
- News articles were published online to promote the draft HCS and opportunities to provide feedback.
- Regular broadcasts were issued to stakeholders that were identified as having an interest in the HCS to notify them of the opportunity to respond to the consultation.
- A housing, health and social care consultation event was held during October 2022.

NRS also consulted in relation to the development of Glasgow's Local Housing Strategy during 11 weeks from 24th January 2023 to 10th April 2023. Extensive engagement activities were undertaken with partners and communities during this period and the relevant feedback has been used to inform the development of the HCS.

6. Policy

6.1 Overview

A review of national and local strategies that relate to housing, health and social care has been undertaken by NRS. This review has ensured that the HCS is consistent with both national and local policies and informed the analysis outlined within the statement.

6.2 National Policy

Housing Advice Note

During 2015, the Scottish Government prepared statutory guidance to Integration Authorities, Health Boards and Local Authorities on their responsibilities to involve housing services in the integration of health and social care and to support the achievement of the National Health and Wellbeing outcomes. Section 53 of the Public Bodies (Joint Working) (Scotland) Act 2014 requires Integration Authorities, Health Boards and Local Authorities to have regard to the Housing Advice Note when exercising functions under the Act.

Guidance, which is outlined in the Housing Advice Note, sets out the requirements for developing a HCS. In practical terms, given the link to the Local Housing Strategy, GCC, as the strategic housing authority, assists closely in this through facilitating the city's Housing, Health and Social Care Group, preparing associated strategies, delivering services and a range of investment programmes and initiatives.

The Scottish Government has identified 9 national health and wellbeing outcomes that underpin the integration of health and social care and these are:

- People are able to look after and improve their own health and wellbeing and live-in good health for longer.
- People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
- People who use health and social care services have positive experiences of those services, and have their dignity respected.
- Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
- Health and social care services contribute to reducing health inequalities.
- People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.
- People using health and social care services are safe from harm,
- People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.
- Resources are used effectively and efficiently in the provision of health and social care services.

The HCS has considered the national outcomes and assessed the relationships between these and the priorities included the IJB Strategic Plan for Health and Social Care.

Housing to 2040

The Housing to 2040 Route Map sets out how Scottish Government's plans for housing during the next two decades. The Housing to 2040 Route Map is underpinned by a range of key principles, which are outlined within four sections:

- More Homes at the heart of great places.
- Affordability and choice.
- Affordable warmth and zero emissions homes.
- Improving the quality of all homes.

The actions included in the Housing to 2040 Route Map aim to enhance the supply, access and quality of housing across all tenures. Interventions that ensure the housing sector is able to respond to both existing and future challenges relating to health and social care are also included.

In response to housing, health and social care challenges, the Scottish Government aims to:

- Develop 100,000 new affordable homes by 2032 (at least 70% for social rent) through the Affordable Housing Supply Programme. This includes increasing the provision of larger homes where these are needed.
- Increase the supply of accessible and adapted homes and improve choice for people to live independently in their homes.
- Work with health and social care and housing services, service commissioners, delivery organisations and older and disabled people to embed a person-centred approach that aligns housing support with social care services, so people have choices and flexibility to live independently.
- Review the Housing for Varying Needs Guide, which outlines how new housing is designed to meet the needs of households including older people, disabled people, wheelchair users and people with other specific needs and develop a new standard to future proof homes with lifelong accessibility.
- Ensure RSLs and local authorities deliver new homes that produce zero emissions from 2026.
- Address gaps in available housing options for vulnerable groups and those living in temporary accommodation. A specific focus has been placed on improving housing options to meet the needs of women and children, people experiencing domestic abuse, disabled people, minority ethnic groups and those with complex needs.
- Ensure Housing First is the default option to support people with multiple and complex needs.
- Improve digital connectivity to support the implementation of technology-enabled care, support independent living.

National Care Review

The Scottish Government introduced the National Care Service (Scotland) Bill to the Scottish Parliament during June 2022. The Bill sets out to create a framework for a National Care Service, which would be accountable to Scottish Ministers, with services designed and delivered locally in line with the public expectations.

The Bill outlines that a National Care Services would allow everyone to consistently access community health, social care and social work services, regardless of where they live in Scotland.

The Scottish Government's vision for the National Care Service is that it would:

- Enable people of all ages to access timely, consistent, equitable and fair, high-quality health and social care support across Scotland.
- Provide services that are co-designed with people who access and deliver care and support, respecting, protecting and fulfilling their human rights.
- Provide support for unpaid carers, recognising the value of what they do and supporting them to look after their health and wellbeing so they can continue to care, if they so wish, and have a life beyond caring.
- Support and value the workforce.
- Ensure that health, social work and social care support are integrated with other services, prioritising dignity and respect, and taking account of individual circumstances to improve outcomes for individuals and communities.
- Ensure there is an emphasis on continuous improvement at the centre of everything.
- Provide opportunities for training and development, including the creation of a National Social Work Agency providing national leadership, oversight and support.
- Recognise the value of the investment in social care support, contribute to the wellbeing economy, make the best use of public funds, and remove unnecessary duplication.

Scottish Ministers would have the power to establish and abolish bodies to be known as local or special care boards. A care board would be a statutory body that can be given legal responsibilities to provide services to individuals.

The Bill does not include the Housing (Scotland) Acts of 1987, 2001 or 2006, which are included in the functions that can be delegated to Integration Authorities on a voluntary basis under the Public Bodies (Joint Working) (Scotland) Act 2014.

Make a Stand Pledge

The Make a Stand Pledge has been developed by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. It was created to encourage housing organisations to make a commitment to support people experiencing domestic abuse. RSLs have an opportunity to complete the following commitments outlined in the Make a Stand Pledge and provide support for people experiencing domestic abuse:

1. Put in place and embed a policy to support residents who are affected by domestic abuse.
2. Make information about national and local domestic abuse support services on their website and in other appropriate places so that they are easily accessible for residents and staff
3. Put in place a HR policy or amend an existing policy to support members of staff who may be experiencing domestic abuse.
4. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse.

RSLs are encouraged to agree to and promote the commitments outlined in the pledge and support victims of domestic abuse.

6.3 Local Policy

Glasgow City Integration Joint Board Strategic Plan for Health and Social Care

The Public Bodies (Joint Working) (Scotland) Act 2014 outlines that each IJB in Scotland must have a Strategic Plan, which is reviewed every three years, to ensure that it is relevant to the needs of the area and the people who live there.

The IJB Strategic Plan includes health and social care services that are integrated and delivered across Glasgow. For planning purposes, Glasgow is split into three areas (North East, North West and South) and these are referred to as localities.

Photograph 4 – Fernan Gardens (Shettleston HA)⁴



The HCS outlines the housing sector's contribution towards the following health and social care vision and priorities, which are outlined in the IJB Strategic Plan:

Vision

'Communities will be empowered to support people to flourish and live healthier, more fulfilled lives, by having access to the right support, in the right place and at the right time' is the vision within the IJB Strategic Plan. The following six health and social care partnership priorities are outlined in the plan:

1. Prevention, early intervention, and well-being.
2. Supporting greater self-determination and informed choice.
3. Supporting people in their communities.

⁴ Photograph Copyright – Lovell/Shettleston HA

4. Strengthening communities to reduce harm.
5. A healthy, valued and supported workforce.
6. Building a sustainable future.

GCHSCP does not operate in isolation and plans and delivers health and social care in partnership with different people, organisations, professionals and groups. This shared responsibility ensures people receive the types of support they need, where they need it and at the appropriate point in time. People with lived experience are one of a range of different partners that have a role in shaping service delivery in Glasgow.

Glasgow City Council’s Strategic Plan

Glasgow City Council’s Strategic Plan 2022-27 identifies four Grand Challenges for the council to deliver against. These are to:

- Reduce poverty and inequality in our communities.
- Increase opportunity and prosperity for all our citizens.
- Fight the climate emergency in a just transition to a net zero Glasgow.
- Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities.

The Plan outlines 12 Missions that will be undertaken to address these Grand Challenges. Missions are initiatives, which seek to address the Grand Challenges by putting forward concrete solutions; while also maintaining a clear, measurable, time-bound and realistic direction.

Table 4 – Glasgow City Council’s Strategic Plan Grand Challenges and Missions

Grand Challenges	Missions
1: Reduce poverty and inequality in our communities	<ol style="list-style-type: none"> 1. End child poverty in our city using early intervention to support families. 2. Meet the learning and care needs of children and their families before and through school. 3. Improve the health and wellbeing of our local communities. 4. Support Glasgow to be a city that is active and culturally vibrant.
2: Increase opportunity and prosperity for all our citizens	<ol style="list-style-type: none"> 1. Support Glasgow residents into sustainable and fair work. 2. Support the growth of an innovative, resilient and net zero carbon economy. 3. Raise attainment amongst Glasgow’s children and young people.
3: Fight the climate emergency in a just transition to a net zero Glasgow	<ol style="list-style-type: none"> 1. Deliver sustainable transport and travel aligned with the city region. 2. Become a net zero carbon city by 2030.
4: Enable staff to deliver essential services in a sustainable, innovative and efficient way for our communities	<ol style="list-style-type: none"> 1. Create safe, clean and thriving neighbourhoods. 2. Run an open, well governed council in partnership with all our communities. 3. Enable staff to deliver a sustainable and innovative council structure that delivers value for money.

Glasgow City Council’s Strategic Plan includes 233 commitments to deliver actions in relation to these missions, of which 23 directly relate to Housing.

The commitments specifically relating to Housing, Health and Social Care include:

- Support the Glasgow Alliance to End Homelessness and their work to improve homelessness services in Glasgow, support Housing First as a model and reduce use of temporary accommodation.
- Continue work to reduce Vacant and Derelict Land, prioritising brownfield sites for development and ensuring adequate protection for Green Belt and designated Open Space.
- Deliver place-based interventions and key local regeneration projects.
- Explore establishing a city-wide single housing register.
- Deliver around 6,500 new affordable homes for the city meeting the needs of social housing, accessibility and sustainability needs, and the needs of people.
- Expand our Empty Homes work including seeking to make greater use of compulsory purchase orders. including supporting the acquisition of tenements by Registered Social Landlords (RSL), improving the performance of factors and enabling whole-block retrofits.
- Develop an Affordable Housing Policy for the city to require a proportion of affordable housing in new developments, prioritise public land for affordable housing and increase affordable housing in higher land-value areas such as the city centre.
- Make use of new and existing powers to ensure high quality protections and rights for tenants in the Private Rented Sector.
- Strengthen enforcement action against landlords who rent out substandard or overcrowded accommodation or refuse to carry out repairs, including via the use of Enhanced Enforcement Areas.
- Work with the Scottish Government to ensure that their commitment to a national system of rent controls can be practicably and quickly delivered within the city.

Glasgow’s Local Housing Strategy 2023 – 2028

Glasgow City Council is required by the Housing (Scotland) Act 2001 to prepare a Local Housing Strategy (LHS), which is supported by an assessment of housing need and demand. The LHS provides direction for tackling housing issues and informs future investment in housing and related services during the five-year period between 2023 and 2028.

The strategy seeks to achieve an appropriate balance, both tackling urgent and immediate priorities, such as cost of living pressures, affordable warmth, and homelessness risks, as well as addressing longer-term issues, such as retrofitting Glasgow’s homes including pre-1919 tenements to meet the climate challenge and ensuring we enable homes to be built, of the right type and in the right places, to fit our growing population.

The LHS 2023 to 2028 vision for Glasgow is that:

“We have more affordable, accessible, safe and sustainable homes, which support good health in thriving neighbourhoods across the city, are well-connected to jobs, education, services and opportunities, and contribute to Glasgow being an attractive place for people to live, learn, work and invest.”

To achieve the LHS vision and realise the wider ambitions set out in the Glasgow City Council’s Strategic Plan 2022-27, the following five LHS priorities and associated objectives have been set:

LHS Priority 1: Delivering more homes and great places that reduce poverty and inequality and increase opportunity and prosperity for all.

- Build and provide new low and zero carbon affordable homes to meet Glasgow’s housing needs.
- Support the delivery of new homes for sale and rent to meet Glasgow’s growing housing demand.

- Undertake local housing-led regeneration and development, including Glasgow's transformational regeneration areas.
- Support wider place-based planning for infrastructure and services, including active travel, transport and heat in buildings.

LHS Priority 2: Improving the energy efficiency of Glasgow's homes, reducing fuel poverty and supporting a Just Transition to Net Zero through decarbonising domestic heating and energy

- Increase the overall average energy efficiency of housing in Glasgow.
- Reduce overall domestic carbon emissions in Glasgow.
- Reduce overall fuel poverty levels in Glasgow.

LHS Priority 3: Improving the condition of Glasgow's homes and preserving Glasgow's tenements and built heritage

- Increase investment to preserve Glasgow's tenements.
- Support owners to maintain and improve existing homes.

LHS Priority 4: Supporting people to live independently and well at home in the community

- Adapt more homes so they are suitable for people and households with particular needs.
- Increase the supply of affordable housing options to meet the needs of larger families and core social care groups.

LHS Priority 5: Improving housing options, affordability and sustainability for tenants and owners, to prevent and reduce homelessness

- Reduce homelessness in Glasgow.
- Support vulnerable tenants and families in the private rented sector to prevent homelessness wherever possible.
- Work with tenants to determine priorities and actions for improving affordability, standards and security within the rented sector.

The challenges, priorities and contributions outlined in the HCS were considered and informed the development of the LHS (2023 – 2028). A range of themes relating to homelessness, health and social care have been identified and are included in the LHS. This ensures consistency between the IJB Strategic Plan for Health and Social Care and the city's new Housing Strategy.

Glasgow's Strategic Housing Investment Plan 2023/24 –2027/28

Glasgow City Council's Strategic Housing Investment Plan (SHIP) sets out the priorities for investment in housing in the city during the five-year period between 2023/24 and 2027/28. A key focus of the SHIP is Glasgow's Affordable Housing Supply Programme, which will be used to deliver housing that meets a range of needs across Glasgow.

The SHIP 2023/24 to 2027/28 focuses on 'delivery of new affordable homes', including key drivers and factors that influence the Affordable Housing Supply Programme and measures undertaken by partners to mitigate constraints. It addresses cross-cutting policy priorities including:

- Preventing and reducing homelessness.
- Tackling child poverty and mitigating the cost of living.
- Meeting the housing needs of Ukrainian Displaced Persons and other refugees.
- Meeting particular housing needs through specialist provision.

The SHIP sets out plans for more than £535m grant to be invested in development projects across Glasgow with the potential to complete 6,446 affordable homes during the five-year period. It is forecast that RSLs will also contribute approximately £474m towards the development programme through private finance during the five years. Therefore, the total estimated cost of completing the 6,446 affordable homes outlined in the SHIP is around £1.009b.

Table 5 outline the housing approvals, site starts, and completions programmed for the period between 2023/24 and 2027/28.

Table 5 – Summary of Glasgow’s SHIP 2023/24 to 2027/28

	2023/24	2024/25	2025/26	2026/27	2027/28	Total
Approvals (units)	1,266	1,008	903	1,457	111	4,745
Site Starts (units)	1,517	925	1,058	1,360	268	5,128
Completions (units)	1,501	1,335	1,092	1,082	1,436	6,446
Grant Investment (£million)	118.473	107.724	105.922	104.333	98.775	535.227

Information relating to the number of homes programmed for completion between 2023/24 and 2027/28 by housing tenure and provision is outlined in Tables 6 and 7. The total number of units (7,559 units) relates to all projects included in the SHIP. The SHIP outlines:

- 90% (6,809 homes) would be new build.
- the remaining 10% (750 units) would include rehabilitation projects and private sector property acquisitions.

Table 6 – Breakdown of Housing Tenure

Housing Tenure	Glasgow
Social Rent	4,975 (66%)
Mid-Market Rent	2,173 (29%)
New Supply Shared Equity	157 (2%)
Partnership Support for Regeneration	254 (3%)
Total	7,559

Table 7 – Breakdown by Affordable Housing Provision

Housing Provision	Glasgow
General Needs	6,347 (84%)
Wheelchair adaptable	655 (9%)
Supported	35 (0%)
Amenity	522 (7%)
Total	7,559

The Glasgow Standard, which was adopted by GCC during 2018, requires RSLs developing projects that consist of 20 units or more to deliver 10% (rounded down) as readily wheelchair adaptable. This policy applies to all affordable housing projects that are funded by GCC and ensures that affordable housing across the city will be geographically spread and more accessible.

The Social Care Housing Investment Priorities are considered by NRS during the development of the SHIP. Factors that influence the needs of people receiving support from GHSCSP and the type of housing required are also examined.

When designing new housing, RSLs are urged to co-ordinate with potential tenants either directly or through GCHSCP at an early stage to ensure that the specific design meets the needs of the tenant and enhances their independence.

As a priority, the SHIP sets out plans that will contribute towards reducing homelessness and assist in moving towards rapid rehousing. NRS is working in partnership with RSLs and GCHSCP to ensure that the size and type of new homes planned for construction reflects the needs of Glasgow's citizens. A citywide new supply target of approving 60 larger family units (4 or more bedrooms and 6 or more bedspaces) each financial year continues to be included in the SHIP.

Photograph 5 – Fielden Street (West of Scotland HA)⁵



Glasgow's Social Care Housing Investment Priorities 2022 – 2027

The Social Care Housing Investment Priorities (SCHIP) outlines the needs identified by GCHSCP for different social care groups and clients and is highlighted within the SHIP document. During the five years between 2022 and 2027, GCHSCP aspires to acquire over 300 new properties to facilitate care group needs. The accommodation can be in the form of new build or refurbished properties.

⁵ Photograph Copyright – McTaggart Construction, Alexander Fraser Photography, West of Scotland Housing Association and Anderson Bell Christie

Particular needs housing is required by GCHSCP to support the following social care groups:

- Physical Disability.
- Mental Health.
- Older People.
- Children and Families.
- Homelessness and Asylum Seekers.

Glasgow City Partnership Joint Protocol Housing Solutions and Adaptations

A Joint Protocol document has been developed by Housing, Health, and Social Care Partners within Glasgow. The document is an inter-agency agreement that supports local services to effectively and cohesively deliver a person-centred, equitable tenure-neutral approach to the provision of housing-based solutions including adaptations. The importance of housing in terms of people's overall health and wellbeing is outlined within the document. A framework for joint working and service improvement for all housing providers, GCHSCP, and third sector partners is also included. The Joint Protocol sets out to:

- Help people to live in their homes as long as they want to, putting the person at the centre of the solutions, encouraging realistic expectations and also offering a range of potential options.
- Evidence equality across tenures.
- Promote early intervention, supporting a wide range of health, social care, and housing staff to have 'the right housing conversations', and making housing solutions everyone's business.
- Promote effective communication across/within agencies, and with people in communities who need advice and support to help them make the best decisions.
- Make the best use of the resources available.
- Complement and join the dots across strategies and services.
- Ensure a housing solutions approach at all stages of service engagement, with an emphasis on early intervention.

The over-arching principles of the Protocol include:

- Explicit person-centred approach to identifying effective outcomes and meeting needs.
- Promotion of a shared responsibility, to support service users to identify their outcomes, and meet their needs.
- Early intervention and avoidance of 'crisis' response.
- Minimum intervention in order to maximise independence.
- Promotion and full exploration of rehousing opportunities as a first stage.

Glasgow's Rapid Rehousing Transition Plan

Glasgow's Rapid Rehousing Transition Plan (2019/20 and 2023/24) sets out how partners will work together to deliver a housing led approach to tackling and ending homelessness in Glasgow. This means that if it is not possible to prevent homelessness, Glasgow's priority is to provide a safe and secure home for every homeless household as quickly as possible.

Glasgow's vision for rapid rehousing is that:

"Homeless people in Glasgow access settled housing at a rapid pace and with flexible, personal support services, which enable housing sustainment and long-term success."

To deliver this vision for rapid rehousing, the objectives for GCHSCP and partners are:

- To prevent homelessness wherever it is possible to do so.
- To ensure that all homeless households in Glasgow access settled housing quickly and effectively.
- To upscale Housing First as the optimum model for homeless households with complex needs.
- To work with Alliance partners to reduce the scale of temporary accommodation in the city.
- To invest the city's resources in the delivery of person-centred housing support services.

Within a health and social care context, the RRTP also sets out:

- The importance of partnership working across housing, homelessness, health and social care services in order to enhance outcomes for vulnerable households and improve support for service users with multiple needs.
- The interdependent relationship between ill-health and homelessness presentations.
- That health inequalities are likely to exist between people that have experienced homelessness and those who have not.
- That Homelessness Services will increasingly be required to meet the needs of an aging population.

Glasgow's Integrated Children's Service Plan

Glasgow City Community Planning Partnership is responsible for devising and executing the Integrated Children's Services Plan on a three-year cycle as required by the Children and Young People (Scotland) Act 2014. The partnership delegated this responsibility to the Children's Services' Executive Group.

The Integrated Children Service Plan sets out the key priorities for Children's Services over the three years between 2020 and 2023. In order to operate more efficiently and effectively across Glasgow, the plan outlines shared actions for Children's Services, which are underpinned by a commitment to addressing poverty and mental health. This reflects the findings of the consultation with children and young people.

The 5 priorities in the plan include that Children and Young People:

- Feel safe, protected and valued in their communities and neighbourhoods.
- Health and wellbeing is promoted and improved.
- Are well supported in their homes and communities.
- Are supported to achieve their best possible outcomes through excellent, inclusive and nurturing education and employment journeys.
- Are involved and included and their views are taken seriously.

Within the plan, there are references to improving:

- Support for young people transitioning from children's services into aftercare services, with more seamless transitions for young people moving from children's to aftercare services, preventing young people experiencing homelessness.
- Accommodation options for young people with learning disabilities and complex needs.

The Glasgow City Health and Social Care Partnership Carer Strategy 2022 – 2025

GCHSCP produced a strategy that sets out methods that aim to support both adult and young carers in Glasgow. The Carer Strategy provides a key role in delivering GCHSCP's commitment to making Glasgow a carer-friendly city, where unpaid carers are treated with compassion and kindness.

It is estimated 14% of Glasgow adults are unpaid carers and the aim the Carer Strategy is to ensure that carers are identified, involved and offered support early in their caring journey.

The Carer Strategy outlines a plan that highlights strategic intentions, which include

- Providing a single point of access for carers into support services and universal offer of information and advice for all carers in the city.
- Glasgow will be a Carer Friendly city where carers are treated with compassion and kindness
- Increase capacity and choice to support carers and the person being cared for.
- Supporting Glasgow's unpaid carers to look after their health and wellbeing.
- Support unpaid carers to have a voice in the design and delivery of carer services.
- Monitor and review the impact of the 2022-25 Carer Strategy.

The Glasgow City Health and Social Care Partnership Domestic Abuse Strategy 2023 – 2028

The Domestic Abuse Strategy focusses on developing services provided by GCHSCP for people who are or have been affected by domestic abuse, and on improving responses to people who cause harm through domestic abuse.

The strategy describes what GCHSCP will do over the five-year period to ensure people affected by domestic abuse receive the best possible care, and how GCHSCP will continue to seek the involvement of people with lived experience of domestic abuse in the design and evaluation of domestic abuse services. The following strategic priorities are included in the strategy:

- Prevention and early help.
- Survivors and people who suffer from domestic abuse.
- People who harm through domestic abuse.
- Working with people across their who life course.
- Working together with our staff, partners and people with lived experience of abuse.
- Using evidence-based approaches to create changes in cultural norms, attitudes and values.

7. Analysis

7.1 Overview

This section outlines housing, health and social care data that has been analysed during the development of the HCS. The themes that have been examined include:

- Demographics.
- Older people.
- Children and young people.
- Health.
- Homelessness.
- Deprivation and poverty.
- Housing.

Key considerations that relate to housing have been identified as part of the analysis.

7.2 Glasgow's Demographics

During 2020, Glasgow had an estimated population of 635,640 people living in 319,294 households.⁶ There were:

- 111,512 children aged 0-17 (18%).
- 438,505 adults aged 18-64 (69%).
- 86,623 older people aged 65 and over (13%).

Between 2005 and 2020, Glasgow's population increased by 66,390 people (+12%). A breakdown of Glasgow's population by HSCP locality is outlined in Table 8.

Table 8 – Glasgow Population by Age and Locality in 2020⁶

Indicator	Age-band	Area/HSCP Locality			
		NE	NW	South	Glasgow
All people in locality/area	Children 0-17	34,283 (19%)	33,456 (15%)	43,773 (19%)	111,512 (18%)
	Adults 18-64	122,176 (67%)	163,676 (73%)	152,653 (67%)	438,505 (69%)
	Older people 65+	25,322 (14%)	27,466 (12%)	32,835 (14%)	85,623 (13%)
	All ages	181,781 (29%)	224,598 (35%)	229,261 (36%)	635,640

During 2020, it was estimated that Glasgow had an 11.6% share of Scotland's total population and the highest percentage of people lived in the South (36%) followed by North West (35%) and North East (29%) localities.⁶ Both the North East and South localities had very similar profiles in terms of population share by age brand while the North West locality population share by age-band was different from the other two localities. The North West locality had a lower percentage share of

⁶ Glasgow City Health and Social Care Partnership Demographics Profile 2022

children and older people population and a higher share of adults aged between 18 and 64 years old.

The overall population of Glasgow is expected to grow by 2.4% (15,255 people) between 2022 and 2032 and the forecast changes during this period include:⁶

- Children aged 0-17 years old expected to decrease by 4.9%. The number of children living in Scotland is forecast to decrease by 6.9%.
- People aged 18-64 years old expected to increase by 0.2%. In Scotland, the number of adults is forecast to decrease by 2.2%.
- People aged 65 + years old expected to increase by 22.3%. The number of people aged 65 + years living in Scotland is forecast to increase by 20.1%.

7.3 Older People

Data shows that 14% of Glasgow’s population was aged 65 years older during 2020.⁶ The percentage of people that were aged 65 years or older in Scotland was 19%.⁶ Between 2010 and 2020, the number of people aged 65 years old or older that lived in Glasgow increased by 4%.⁷ The equivalent figure for Scotland was an increase of 20%.⁷

Table 9 shows that 42.8% of Glasgow’s older population (aged 65 years and older) who had high level care needs lived at home during 2019. A total of 35% of Scotland’s population that was aged 65 years or older and had high level care needs lived at home.

Table 9 – Older People Social Care by Area⁶

Indicator	Glasgow
People aged 65+ with high levels of care needs and live at home (percentage of all people 65+ with high levels of care needs)	42.8%
People aged 65+ in long stay residential care (number of people)	3,222
People aged 65+ receiving home care (number of people)	5,120
People aged 65+ receiving free personal care at home (number of people)	4,950

⁷ National Records of Scotland Mid-2020 Population Estimates, Scotland Report

The forecast increase in people that will be aged 65 years and older between 2021 and 2031 highlights the need for Glasgow’s housing sector and GCHSCP to ensure that:

- Investment in both existing and new housing continues. This includes the provision of funding and delivering adaptations that assists people to live comfortably in their homes. It is also important to continue the development of accessible/adaptable housing in areas that are close to amenities and public transport.
- Housing Options advice (such as HOOP) is provided to older households. Housing needs of older people require to be met through a co-ordinated and partnership approach between GCHSCP, RSLs and individual households.
- Care needs and any necessary changes to housing are identified at the earliest possible opportunity.
- The use of digital technology is explored and implemented to support the health and wellbeing of households living in Glasgow.
- RSLs continue to provide wider role activities and services for older people. The importance of such services was highlighted during the Covid-19 pandemic.
- When possible, develop flexible housing that can be adapted to meet changes in the needs of households in the future. This includes continuing to increase the supply of wheelchair adaptable housing.

7.4 Children and Young People

During the decade between 2010 to 2020, Glasgow experienced a 4% increase the number of children (aged 0-15 years old) living in the city.⁷ There was no change in the number of children living in Scotland during this period.⁷

GCHSCP published indicators relating to children and young people who were in receipt of social care support or who received/were eligible for support. Table 10 outlines the rates of looked after children and children who were recorded on the Child Protection Register in Glasgow and Scotland.

Table 10 – Children Looked After or on Child Protection Register by Area/HSCP Locality⁶

Indicator	Area/HSCP Locality - rate				
	North East	North West	South	Glasgow	Scotland
Children looked after by the local authority (percentage of 0-17 population)	2.5%	1.8%	1.9%	2.1%	1.3%
Children on the Child Protection Register (0-15 - rate per 1,000 population)	3.6	2.7	2.8	2.8	2.3

Table 10 shows variability in rates of both looked after children and those on the Child Protection Register between the localities, Glasgow and Scotland. The Glasgow looked after children rate of 2.1% is far higher than the Scotland rate of 1.3%, with locality rates ranging from 1.8% for North West, 1.9% for South to 2.5% for North East.

The Glasgow rate of children on the Child Protection Register of 2.8 per 1,000 population is higher than the Scotland rate of 2.3, with locality rates within Glasgow ranging from 2.7 for North West and 2.8 for South to 3.6 for North East, per 1,000 population.

GCHSCP, NRS and RSLs are working together through a range of initiatives, services and investment programmes to ensure children, young people and families have access to the appropriate housing and support in Glasgow. These include:

- Implementation of the Care Leavers Protocol. As of March 2022, 30 RSLs have adopted the protocol. RSLs are working with GCHSCP to ensure the needs of young people leaving care are met through the provision of housing and support.
- The role of GCC'S Private Rented Sector Housing and Welfare Hub. This service works with families that are living in the private rented sector to prevent them from becoming homeless. The Hub also explores opportunities to maximise the income of households, provide welfare support, reduce poverty and work with landlords to improve housing conditions. Key partnerships exist between a range of health and social care services including health visitors and children and families social work teams. A range of positive outcomes in relation to housing and the health and wellbeing of children have been delivered by the hub.
- RSLs and GCHSCP ensure that families are being supported through tenancy sustainment and welfare rights support. There are also services and initiatives being delivered by RSLs to try and reduce the impacts of food and fuel poverty.
- NRS and RSLs continue to work together to improve access to and increase the supply of affordable family housing in Glasgow. Demand for affordable family housing (3 bedrooms +) has increased during recent years and this is reflected in the number of families that are living in temporary accommodation, registered on RSL waiting lists or receiving support from GCC'S Private Rented Sector Housing and Welfare Hub.
- Providing support and housing to young parents.
- Meeting the housing needs of families that have a child/children that have a health related condition.
- Supporting young unaccompanied asylum seekers living in Glasgow.

7.5 Health

NRS has analysed a range of datasets that relate to the health of Glasgow's population. Both men (73.1 years) and women (78.3 years) living in Glasgow have lower life expectancy than the Scottish averages (the Scottish average life expectancy for men is 76.8 years and 81 years for females).⁶ The healthy life expectancy for both men (56 years) and women (57.4 years) in Glasgow is lower than Scotland (the Scottish healthy life expectancy is 60.9 years for men and 61.8 years for women).⁶

Photograph 6 – Rumford Street (Thenue HA)⁸



Deaths rates specific to alcohol are 53% higher in Glasgow (31.9 per 100,000 people) than Scotland (20.8 per 100,000 people).⁶ It is estimated that there were between 11,869 people (using opioids and or illicit use of benzodiazepines) and 18,060 people (using a range of drugs) aged between 15 and 64 years old identified as problem drug users in Glasgow at the time of reporting.⁶ Whichever definition is used, the number of Glasgow’s problem drug users represented 20% of the total for Scotland. This is disproportionately high when compared to Glasgow’s 12.8% share of Scotland’s population that was between 15 and 64 years old.

Table 11 outlines the percentage of Glasgow’s population that had one or more health condition during 2011. Although the data gathered as part of the 2011 Census, it provides an indication of the health conditions people are likely to be living with in Glasgow and Scotland.

Table 11 – Percentage of People with a Long-Term Health Condition Living in Glasgow and Scotland⁶

Health Condition	Glasgow	Scotland
One or more conditions	31.0%	29.9%
Deafness or partial hearing loss	6.1%	6.6%
Blindness or partial sight loss	2.5%	2.4%
Learning disability	0.6%	0.5%
Learning difficulty	2.1%	2.0%
Developmental disorder	0.6%	0.6%
Physical disability	7.8%	6.7%
Mental health condition	6.5%	4.4%
Other condition	18.9%	18.7%

⁸ Photograph Copyright – Glasgow City Council

Within Glasgow, the North East locality had the highest rate of all people with one or more condition (33.7%) followed by South (30.8%) and North West (29.0%).⁶ This supports information gathered from engagement activity undertaken by NRS, which indicates that meeting the housing needs of people that either have a physical disability, a mental health condition, hearing and/or sight loss are key priorities for GCHSCP.

GCHSCP published health data that outlines the percentage of adults that are receiving treatment for condition/illness, have a limiting condition or illness or have been admitted to hospital as an emergency. A summary of the health data is outlined in Table 12. There were 170,000 adults that lived in Glasgow with a limiting long-term illness or condition in 2017/18.⁹

Table 12 – Health Conditions/Illness and Hospital Admissions by Area/HSCP Locality⁶

Indicator	Area/HSCP Locality – percentage or rate per 100,00 population			
	North East	North West	South	Glasgow
Receiving treatment for a condition/illness (all adults 16+)	35.5%	43.6%	44.6%	41.4%
Limiting condition or illness (all adults 16+)	25.1%	29.2%	31.2%	28.6%
Patients with Emergency Hospitalisations (all persons per 100,000 population)	10,002	8,338	8,530	8,832

RLs and GCHSCP services provide a range of support to people that experience poor mental health. A range of initiatives and measures were implemented to reduce the impacts of social isolation and anxiety during the Covid-19 pandemic. Table 13 shows that mental health indicators are higher for Glasgow compared with Scotland.

Table 13 – All Adults and All People Mental Health by Area/HSCP Locality⁶

Indicator	Area/HSCP Locality - percentage or rate per 100,000 population				
	North East	North West	South	Glasgow	Scotland
People prescribed drugs for Anxiety/Depression/Psychosis (all people)	22.1%	18.6%	20.8%	20.5%	19.3%
Patients with psychiatric hospitalisations (all people – rate per 100,000 population)	377.8	315.4	301.0	326.9	242.8

As of March 2022, a total of 3,244 adult service users were in receipt of a personalised social care service in Glasgow. This is increase of just under 6% since March 2021 (3,063 people).⁹

During 2022, 57.2% of adults (aged 18 years +) who had high levels of care needs in Glasgow were cared for at home or received a direct payment for personal care. This was lower than the Scottish rate of 62.9%.⁹

⁹ Glasgow City Integration Joint Board's Strategic Plan for Health and Social Care

A total of 373 adults (aged between 18-64 years old) lived in long stay residential care in the city during 2019. This represented 14.5% of Scotland’s total and was lower than Glasgow’s 13.0% share of the 18-64-year-old population.⁶

Housing, health and social care partners continue to implement measures that support people with health conditions. Such measures include improving access to appropriate types of housing and support. In relation to health and housing:

- There is a need to continue to develop a range of housing that meets the needs of people with physical and learning disabilities, blindness or partial sight loss and other health conditions. The housing sector in Glasgow continues to ensure that the supply of wheelchair adaptable properties increases through the AHSP.
- Provision of support for people that have poor mental health.
- RSL, health and social care services have recognised the success of Glasgow’s approach to Housing First. Housing First is a rapid rehousing approach to tackling homelessness and supporting people with complex needs such addiction issues and/or mental health. As of July 2022, 264 tenancies have been provided to people by the RSLs in Glasgow through the Housing First Programme. It is envisaged that this approach will continue to be embedded into supporting people with complex needs to live independently and manage their tenancies.

7.6 Homelessness

As shown in Figure 1, there were 5,311 live homeless applications during April 2023.¹⁰ Data outlines that, 76% of homeless households stayed in temporary furnished accommodation for less than 1 year.¹⁰ Further analysis, which relates to the homelessness challenges experiencing Glasgow, is outlined in Section 8.2.

Figure 1 – Number of Live Homeless Applications in Glasgow¹⁰

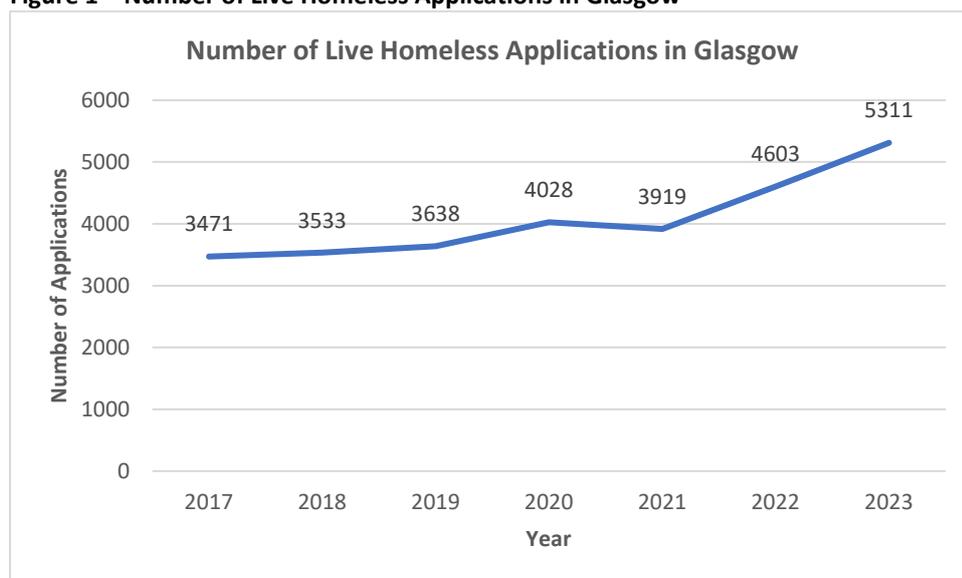


Figure 1 – Number of Live Homeless Applications in Glasgow

¹⁰ GCHSCP Homelessness Services Data

Homelessness data shows that:

- The greatest demand is households who require access to either a studio or 1 bedroom property.¹⁰ This can be challenging due to the availability of this type of housing in the city and RSL allocation policies particularly in relation to under occupation.
- There is a need to increase access to social rented housing for families that are homeless. As of April 2023, there were 1,049 homeless households with children or included a pregnant household that lived in temporary accommodation.¹⁰ A total of 436 households included families with 3 or more children that lived in temporary accommodation.¹⁰
- The city's RRTP outlines that there is a link between health conditions and homelessness. Continuing to adapt housing across Glasgow assists with meeting the needs of homeless households that have a health condition.
- The Housing First Programme has demonstrated a holistic approach to ensuring people with complex needs receive assistance to improve their health and sustain their tenancies.
- Prevention of homelessness, particularly in relation to supporting families, should continue to be a priority for GCHSCP going forward.

7.7 Deprivation and Poverty

The Scottish Index of Deprivation (SIMD) 2020 is the Scottish Government's official methodology for identifying deprivation across Scotland. There are 6 domains (employment, income, crime, housing, geographic access, health and education/skills) that are considered and used to inform the SIMD analysis.

Photograph 7 – Keppochhill Road (NG Homes)⁸



GCHSCP has analysed the SIMD 2020 data and outlined a range of statistics that relate specifically to Glasgow. There are 746 data zones in Glasgow and each data zone (in Glasgow) has an average population of 750 people. The SIMD 2020 data relating to Glasgow shows:⁶

- 141 data zones (19%) were in the 5% most deprived areas.
- 339 data zones (45%) were in the 20% most deprived areas. In the North East area, 58.4% of data zones are located within the most 20% deprived areas in Scotland.
- 19.3% of Glasgow's population was defined as income deprived.
- Castlemilk was the most deprived ward in Glasgow (65% of residents lived in the 5% most deprived areas in Scotland).

Table 14 provides a summary of Glasgow's data zones (by HSCP locality) that were in Scotland's 20% most deprived areas.

Table 14 – Scotland's 20% Most Deprived Data Zones Located in Glasgow⁶

Data Zone type/indicator	Area/HSCP Locality				
	North East	North West	South	Glasgow	Scotland
No. of data zones that are among Scotland's 20% most deprived	128	99	112	339	1,395
No. of all data zones in locality/area	219	248	279	746	6,976
% of all locality/area data zones that are among Scotland's 20% most deprived	58.4%	39.9%	40.1%	45.4%	20.0%
Locality/area % share of Glasgow's 20% most deprived data zones	37.8%	29.2%	33.0%	100.0%	

The percentages of children, adults and people aged 65 years and older that lived in the 20% most deprived data zones in Glasgow are shown in Table 15. It was estimated that 43.1% of Glasgow's population lived in the 20% most deprived areas in Scotland during 2020. Within Glasgow, the North East had the high percentage of children, adults and people aged 65 years and older living in the 20% most deprived areas in Scotland.

Table 15 – SIMD Analysis⁶

Indicator	Age-band	Area/HSCP Locality			
		NE	NW	South	Glasgow
% of people in locality/area living in data zones that are among Scotland's 20% most deprived	Children 0-17	62.5%	47.2%	44.3%	50.8%
	Adults 18-64	53.9%	33.1%	38.6%	40.8%
	Older people 65+	58.3%	39.4%	39.4%	45.0%
	All ages	56.2%	36.0%	39.8%	43.1%

Indicators of child poverty in Glasgow and Scotland are outlined in Table 16. It is estimated that 32.2% of children aged 0-15 years old in Glasgow lived in poverty during 2019/20. This was considerably higher than the child poverty rate for Scotland, which was 24.3%.

Table 16 – Child Poverty Indicators⁶

Indicator		% Glasgow	% Scotland
Children aged 0-15 living in relative poverty low-income families		24.6%	15.9%
Children aged 0-15 living in absolute poverty low-income families		20.2%	12.9%
Child Poverty Estimates (children aged 0-15)		32.2%	24.3%
Children P5 and above registered for free school meals ⁴	Primary (P5-P7)	41.6%	20.5%
	Secondary	42.0%	17.7%

Case Study – Food Pantries (Parkhead and Shettleston Housing Associations)

Since 2020, Parkhead Housing Association and Shettleston Housing Association have worked alongside Fareshare and Unity Enterprise to deliver access to supermarket grocery brands through two pantries located in the east end of Glasgow. Funding was also provided via the Scottish Communities Fund.

The pantries consist of surplus stock, end of line products and incorrectly labelled food and operate as a subsidised community shop and the model differs from a foodbank. Access to food is not free and there is a membership fee of £2.50, which allows members to purchase between £10 and £15 of food from the pantry. There are no recurring payments and members can choose the food they require from five different food categories including fresh fruit and vegetables, meat and dairy items.

This highlights an example of the wider role that RSLs in Glasgow provide to the communities that they operate in, particularly in response to the Covid-19 pandemic and the pressures on household incomes due to the cost-of-living crisis. Tackling food insecurity is key in relation to improving the health and wellbeing of Glasgow’s citizens and reducing the effects of deprivation.

A selection of indicators that relate to Glasgow’s population including adults (16 years and older) are outlined in Table 17. Glasgow had a higher rate of people that were income deprived and experienced food insecurity than Scotland. The North East area had the highest percentage of people who were income deprived and the South had the highest percentage of adults that had difficulty meeting essential living costs and experienced food insecurity.

Table 17 – Poverty & Deprivation Indicators⁶

Indicator	Area/HSCP Locality - percentage				
	North East	North West	South	Glasgow	Scotland
Population who are income deprived (all people)	22.8%	16.8%	18.9%	19.3%	12.1%
Adults (16yrs +) with difficulty meeting essential living costs eg. rent/mortgage, utility bills, food, clothes	27.0%	32.0%	30.0%	30.0%	
Adults (16yrs +) who have experienced food insecurity in the past year	10.0%	12.0%	10.0%	11.0%	8.0%

When compared with Scotland, Glasgow experienced similar rates of fuel poverty. Data relating to fuel poverty indicators is shown in Table 18. Please note that this data does not reflect the recent increase in the cost of energy and that the percentage of households living fuel poverty (in both Glasgow and Scotland) is expected to be higher.

Table 18 – Fuel Poverty Indicators⁶

Indicator	Glasgow	Scotland	Notes
% households that are fuel poor	25.3%	24.4%	Social Housing Glw 35.0% and Scot 38.5%) PRS Glw 36.0% and Scot 36.9%
% households that are extreme fuel poor	11.8%	11.9%	PRS - Glw 26.6% and Scot 21.7%

Housing, health and social care partners will continue to work together to reduce the effects and levels of poverty that exist in Glasgow. It is acknowledged that deprivation impacts on the health and wellbeing of households. Having access to an affordable housing that is energy efficient and meets the needs of the city’s population assists in mitigating the impacts of deprivation.

7.8 Housing

Glasgow is central to the success of the Scottish economy and at the core of the metropolitan city region. Glasgow’s housing market and local housing systems are diverse. Evidence indicates that housing need and demand pressures have increased during recent years. Glasgow’s LHS outlines¹¹:

- Over five years (2023-28), current projections are that Glasgow will grow to include 7,373 more people and 6,311 more households (National Records of Scotland, 2018-Based Projections).
- Glasgow has about 12% of Scotland’s homes.
- Most homes (55%) are rented. Glasgow has the largest social rented sector in Scotland, with 61 RSLs providing around 110,000 homes (35%).
- The total net value of RSL housing stock in Glasgow was estimated at circa. £3.89 billion during 2020/21.
- The private rented sector (PRS) is an important part of Glasgow’s housing system. Comprising 20% of all supply, these homes are needed to meet the city’s diverse housing needs and demands.
- There are significant housing need pressures, with recent estimates indicating for every RSL home let there were equivalent of 10 applicants seeking an affordable home.
- In October 2022, the average sale price for a home in Glasgow was about £201,000 compared to £221,625 for Scotland.
- Over 30 years (1990 to 2020), the average number of new homes built in Glasgow ranged between 1,769 and 3,302 per year. Peak development occurred between 2000 and 2010.
- Between 2003 and 2022, average sales prices in Glasgow increased by 91%, an average of around 4.6% a year, more than double the rate of inflation.
- Average private rents increased by 41.7% in Glasgow over the period 2010 to 2021, about 4% each year. This was similar to the rate of increase in housing market sales prices.

¹¹ Glasgow’s LHS 2023-28

- 51% of owner-occupied dwellings and 60% of private rented dwellings in Glasgow have critical disrepair.

Social Housing

A total of 61 RSLs currently operate in the city and all provide a range of services that support tenants and work towards meeting the needs of local communities. During 2020, it was estimated that:

- Over 43,000 of Glasgow’s households lived in social rented housing in Scotland’s 5% most deprived data zones. This equated to 40% of the total social rented housing stock in Glasgow.
- Over 88,000 of Glasgow’s households lived in social rented housing in Scotland’s 20% most deprived data zones. This equated to 80% of the total social rented housing stock in Glasgow.

Table 20 outlines a summary of the average costs of social rents in Glasgow during 2020, 2021 and 2022.

Table 20 – Average Social Rents in Glasgow¹²

	Studio	1 bed	2 bed	3 bed	4 bed +	All Rents
2020	£68.30	£82.73	£85.74	£94.63	£106.45	£89.15
2021	£70.82	£84.35	£87.25	£96.27	£107.43	£90.83
2022	£73.16	£87.19	£90.19	£99.51	£111.08	£93.95

In relation to health and social care, RSLs:

- Provide affordable housing that meets the needs of households living in Glasgow. This includes the provision of housing that meets the health and social needs of households.
- Deliver critical services that ensure communities receive access to food through foodbanks/food pantries, support/advice relating to energy and reducing fuel poverty.
- Offer tenants welfare rights advice.
- Support tenants with reducing digital exclusion and social isolation.
- Are key partners in the provision of supported housing and associated services across Glasgow.
- Deliver a range of community-based regeneration activity.
- Provide a range of services and activities that enable tenants to live at home and in their communities for as long as possible.
- Contribute towards delivering potential savings to public sector budgets through early prevention and intervention activities.

RSLs and GCHSCP Services advised that there is a need to continue increasing the supply of affordable housing (housing that meets both general and particular needs) both through developing new homes and acquiring properties that meet a specific need or priority.

¹² Scottish Housing Regulator

Private Sector Housing

Table 21 provides information relating to the cost of private rents in Glasgow. During 2022, the average private rent in Glasgow for all properties was £1,015. In October 2022, the average sale price for a home in Glasgow was about £201,000 compared to £221,625 for Scotland.¹³

Table 21 – Average Private Rents and Listings in Glasgow 2011 to 2022¹⁴

Indicator	2011	2016	2021	2022
Average Rents	£587	£702	£855	£1,015
% change	0%	20%	46%	73%
Number of listings	9,570	6,237	5,253	4,551
% change	0%	-35%	-45%	-52%

NRS provides a range of support towards households living in Glasgow’s private housing sector including:

- Support and advice to people living in the private rented sector, private landlords and owner occupiers.
- Services to prevent families at risk of becoming homeless, sustain tenancies and deliver welfare rights advice.
- Grant funding towards improving private sector housing and delivering adaptations.

Adaptations

NRS provides funding to RSLs, private landlords and owner occupiers to adapt housing. Investing in the provision of adaptations is important and supports older people and disabled people to live independently, comfortably and safely in their home.

Information relating to adaptations is outlined in Table 22. The Covid-19 pandemic impacted on the number of households that received adaptations to their homes during 2020/21. Wheatley Homes Glasgow funded adaptations to their own housing during this period and this investment is also included in Table 23.

¹³ Registers of Scotland

¹⁴ City Lets

Table 22 – Summary of Adaptions Programmes in Glasgow between 2017/18 and 2021/22

Year	All Social Rent		Private Sector		All Adapts	Spend
	No. Adaptations	Spend	No. Adaptations	Spend		
2017-18	2,576	£4.645m	514	£1.998m	3,090	£6.643m
2018-19	2,683	£4.918m	500	£2.041m	3,183	£6.959m
2019-20	2,497	£4.436m	493	£2.043m	2,990	£6.479m
2020-21	994	£2.570m	262	£1.061m	1,256	£3.631m
2021-22	2,468	£5.551m	508	£2.115m	2,976	£7.666m
2017 to 222	11,218	£22.119m	2,277	£9.258m	13,495	£31.377m

Case Study – Glasgow’s PRS (Housing and Welfare) Housing and Welfare Hub

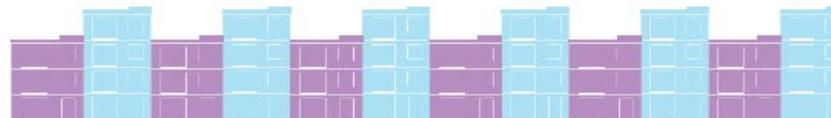
GCC’s Private Rented Sector Housing and Welfare Hub supported over 1,300 families (including 2,000 children) between March 2017 (when the service started) and March 2023. The service represents an innovative approach to tackling homelessness prevention, reducing poverty and delivering a range of interventions to improve the health and wellbeing of families living in Glasgow’s private rented sector.

The hub collaborates with other partners to provide a person-centered approach to deliver a range of services. Through collaboration, the hub has been able to deliver the following housing, health and social care outcomes:

- Consistently achieved a homelessness prevention rate of 84% +.
- Delivered substantial cost avoidance savings through supporting families to avoid homelessness and removing the requirement for them to access temporary accommodation.
- Developing effective partnerships with HSCP staff, particularly frontline Social Workers and Health Visitors, who are concerned about vulnerable families and their risk of homelessness and living conditions.
- Engaging and negotiating with landlords to ensure tenancies are sustainable. This results in agreed rent arrears repayment arrangements to avoid eviction. Essential repair work to properties has also been carried out through this engagement.
- Working with charities and foodbanks to help families access clothes, furniture, clothes, toys, books and food.
- Referring families to mental health support services. This has avoided the need for any statutory intervention and allows the hub to regularly maintain contact with service users. Many families are grateful for someone to share problems with and have comfort knowing that they can re-engage should they have additional needs.

Private Rented Sector (PRS) Support Hub

This is a service that supports those living in poverty in the private rented sector to prevent homelessness. The team look at the holistic needs of those they are supporting with the aim of preventing crises from occurring.



Monika's Story

1

Monika's health visitor referred her to the team due to an extreme overcrowding concern. **Monika lives in a one-bedroom flat with 7 other family members** which is in very poor condition.

2

Monika is still awaiting vital benefits for her children which she applied for over a year and a half ago, meaning she is now moving further into fuel and food poverty. **With 6 children to feed and keep warm**, this is having a negative impact on Monika's mental health.

3

English is not Monika's first language which is proving to be a **barrier when engaging with necessary services, including applying for alternative suitable accommodation**. This is exacerbating the situation and is pushing her away from the support the family needs.

4

The home is **infested with mice and insects** and Monika is very concerned about the **impact this will have on her children's health**. She is trying to improve the poor condition of the home herself, but she's not able to treat the infestation without professional help.



What did PRS do to help Monika?

1

The team's Welfare Rights Officer did a full financial assessment and benefit calculation. She then pursued the delayed Best Start Grant and Scottish Child Payments. **An urgent referral for fuel advice was made, and food vouchers were delivered the same day.**

2

The PRS Hub's Senior Property Condition Officer liaised with the **landlord to address the poor condition of the property**. All repairs were completed within the agreed timescale which made the property much more comfortable to reside in.

3

Monika's mental health greatly improved due to the support she received from the PRS Hub Team. **She felt listened to and was very grateful** to have the opportunity to **express** these issues **using her first language**.

4

The PRS Hub liaised with local housing associations to maximise allocation points for the family. **This resulted in a priority housing need being recognised**, so Monika is in a much stronger position to secure housing which better suits her family's needs.

8. Strategic Challenges

NRS has worked with partners to consider and identify strategic challenges that relate to housing, health and social care in Glasgow. The challenges have been identified through the analysis of data and information that was received through engagement activity with partners.

8.1 Strategic Challenge 1 – Meeting the Housing, Health and Social Care Needs of Glasgow’s Citizens

During the development of the HCS, NRS identified a range of challenges that relate to meeting the housing, health and social care needs of Glasgow’s citizens. This challenge relates to meeting the existing and future housing needs of the following care groups and associated considerations:

- Older people.
- Children, young people and families.
- People that have learning disabilities.
- People that have physical disabilities.
- People that have poor mental health.
- People that experience domestic abuse.
- Meeting homelessness, health and social care requirements through the supply of available social housing.

Older People

The population of Glasgow aged 65 years and older is expected to increase by 22.3% between 2022 and 2032.⁶ As a result, additional housing, health and social care resources are likely to be required to ensure that Glasgow’s older population receives the right support and their housing needs are met.

Careful consideration is required to ensure that the housing needs of Glasgow’s older population are met. If appropriate housing and social care is not provided then this could result in an increase in the number of people requiring treatment/care in hospital, in a care home or within their own home.

General needs housing meets the needs of most people that are aged 65 years or older. NRS and partners will continue to consider the design and future supply of housing for older people living in Glasgow. Partners highlighted the importance of continuing to assess, install and fund adaptations in housing across all tenures. Adaptations allow people to live in their homes and can prevent the need to move (either to another home or residential care) and deliver improvements to the health of households.

Developing new amenity housing or identifying existing housing that could be converted or remodelled would contribute towards meeting the needs of older people that are expected to live in Glasgow during the next 10 years. However, there is a need to ensure that this is planned carefully. The cost of developing amenity housing is higher than general needs housing and funding from GCC’s AHSP and RSLs would be required to support increasing the supply. GCHSCP would also need to consider the provision of care services going forward.

Case Study – Housing Options for Older People Service in Glasgow

HOOP aims to help prevent the delayed discharge and hospital admission of older people with housing issues and contributes to the prevention of older people threatened with homelessness on leaving hospital. The service:

- Offers personalised housing advice to older people in hospital, in intermediate care and in the community, taking account of their individual circumstances, housing needs and personal choices; and
- Aims to expand the understanding of how housing 'works', for example, allocation policies/procedures and to help colleagues explore all accommodation options that may be available to people.

HOOP evolved from Glasgow's approach to Housing Options (which focused on the prevention of homelessness and tenancy sustainment) and is funded by the GCHSCP in response to the challenges the City is facing in delivering housing and services for older people.

The approach relies on a small specialist team that has developed close working relationships with Glasgow hospitals, social work services, healthcare professionals such as occupational therapists and RSLs. HOOP staff co-work with colleagues across these settings, as a conduit and connector and jointly create innovative pathways and options to help older people live independently in the community with the appropriate support for as long as possible.

During the Covid-19 pandemic, HOOP delivered key services to customers that enabled them to continue to live in the community and avoid a crisis or an admission to hospital.

The service also manages the voids of 11 Clustered Supported Living sites across Glasgow for HSCP. (Clustered Supported Living is designed to support elderly people on the cusp of care to remain within a community setting and as an alternative to care).

It has been clear from the outset that while Housing Options is an approach, HOOP has been a housing-focused resource that works with health and social work colleagues to generate positive housing options for older people. Between January 2016 (when the service was introduced) and March 2022:

- 3,426 referrals have been made to HOOP.
- 846 households have received offers of new accommodation.

Case Example – A customer had been in hospital for approximately one year and before being admitted had been homeless. The customer had a private let for several years and there had been no issues however, customer's mental health had declined, which resulted in them giving up the tenancy. Social Work were about to refer them to the casework team as they were fit for discharge and had nowhere to stay.

Social Work approached HOOP and a Housing Options interview was carried out. The customer was keen to return to the area where they stayed previously. HOOP contacted Queens Cross HA, explained that the customer was fit for discharge and they were quickly able to make him an offer of a retirement property. Queens Cross HA was able to link the customer in with their wellbeing service to ensure they were supported moving into their new tenancy including completing an application for the Scottish Welfare Fund to furnish it. As a result, the customer was able to move directly from hospital into their new property avoiding homelessness.

Children, Young People and Families

During the development of the HCS, partners identified challenges relating to meeting the housing, health and social care needs of children, young people and families in Glasgow.

Meeting the needs and improving access to suitable housing for young people moving on from residential children's houses and vulnerable young people (aged between 16 and 21 years old) who have been cared for by GCHSCP (at the time of their 16th birthday) are priorities for GCHSCP. GCHSCP is keen to develop and improve the response to meeting the needs of young people that they have a legal duty and responsibility towards. The needs of young people leaving care and progressing the initial steps from residential care are varied, considerable and require bespoke approaches for each young person.

Photograph 8 – Glenbarr Street (Spire View HA)¹⁵



¹⁵ Photograph Copyright – Alexander Fraser Spire View HA

GCHSCP recognises that young people moving on from care require support from a range of services. Partnerships with RSLs are key to ensure positive links with the care setting are maintained and young people receive support to live in desirable communities that they are familiar with. Children and Families Services would like to continue to work with RSLs across Glasgow to explore methods of increasing access to social housing for young people leaving care in accordance with the established protocol. Supported tenancies are currently provided to young people leaving residential houses. However, there is a need for GCHSCP to expand this model to enable more young people to have the best opportunities and meet statutory commitments going forward. GCHSCP has identified the need for 1 bedroom properties to be provided by RSLs across the city. Housing may be required to be close to existing residential children's houses.

Children and Families Services have identified a gap in the provision of the support and accommodation offered to young parents that have experienced care. Young parents that have previously experienced care may not have the confidence or skills to manage a tenancy and support may be required. This includes providing access to suitable affordable housing (preferably 2 bedroom properties) with care/advice supplied when required. Intensive support may include providing information on/showing young parents how to meet the needs of their new baby, as well as managing their tenancy, paying their bills and keeping their home to a reasonable and safe standard.

NRS has analysed the demand and challenges associated with meeting the needs of families living in Glasgow. It is acknowledged that there are difficulties in identifying suitable sites for increasing the supply of affordable family housing and the cost of construction is considerably higher than other house types in Glasgow. The turnover of existing family housing is also low. All these factors create challenges for tackling overcrowding, the pressures on household incomes and meeting the demand for family housing in Glasgow.

People that have Learning Disabilities

GCHSCP has identified meeting the housing and support needs of people with learning disabilities as a priority. The areas of priority need include:

- Young people in transition to adult services.
- Adults (under 65 years old) needing 'single service' accommodation (1 or 2 bedrooms) with support available as required.
- Individuals moving from long stay hospital (delayed discharge).
- Individuals within the autistic spectrum.

It is anticipated there will be a significant rise in the number of young people requiring high levels of support during the medium term and in most instances, these needs will not be easily met by mainstream housing (either social rented or owner occupied). Young people in transition from Children and Families to Adult Services are identified as having particular housing and support needs that cannot be met by either mainstream accommodation or by adapting mainstream accommodation. It is expected that accommodation will have to be specially designed to meet the needs of young people with a range of complex social, health/nursing needs and severe mobility problems.

Every effort is made by GCHSCP to locate accommodation and social care support close to family links, day services, educational and employment opportunities. GCHSCP has continued to work closely with RSLs, and in many cases, specialist and mainstream RSLs are able to provide housing that meets the needs of service users that have a learning or physical disability. However, it is recognised that fully adapted, barrier free housing necessitating new build and specifically designed housing is required for some households.

The cost of constructing housing that has a specification to meet the needs of people with learning disabilities is also higher than other house types and it can be more difficult to deliver within the required grant subsidy level and RSL private finance contribution. Examples of design requirements include specific house types, sufficient space, high levels of acoustic and personal privacy, garden space and other items such as technology. Whilst GCHSCP and RSLs have tried to assist some households through providing adaptations in their homes, further discussion is required to investigate potential opportunities to secure funding and develop housing through the AHSP that meets the needs of individuals with learning disabilities.

People that have Physical Disabilities

NRS and RSLs work in partnership to ensure that housing is built to good accessibility standards and meets the needs of current and future households. All new build affordable housing developments that include 20 or more homes must ensure that 10% are designed to wheelchair adaptable standard.

Increasing the supply of wheelchair accessible/adaptable housing assists in allowing people to be discharged from staying in hospital longer as delayed discharges, rehabilitation units avoids people moving unnecessarily to residential care both within and out with Glasgow. RSLs, GCHSCP and the third sector have advised that there can be issues in matching the supply of wheelchair adaptable/accessible housing with households that require this type of housing at the point of let.

It is also acknowledged that developing wheelchair adaptable housing is more expensive and requires additional funding from both GCC and RSLs to construct. The cost of developing new affordable housing in Glasgow has increased during recent years, which has created challenges for both NRS and RSLs to develop projects.

Photograph 9 – Glamis Road (Blackwood Homes and Care)⁸



Case Study – Blackwood Homes New Build Affordable Housing Development at Glamis Road

Blackwood (Homes and Care) provides a range of accessible and affordable homes that have been designed to meet the housing and care needs of people that have disabilities. During recent years, Blackwood Homes and Care has invested in installing innovative technology that is used to provide care and support people in their homes.

In partnership with GCC (NRS) and GCHSCP, Blackwood Homes and Care developed 24 x 2 bedroom flats adjacent to Glamis Road in the Parkhead area of Glasgow. The flats were designed based on the Blackwood House model and to the Glasgow Standard. All the flats are wheelchair adaptable/accessible.

The Blackwood House has been carefully designed to provide housing for people aged between 16 and 64 years that have complex care needs as a result of trauma, neurological or congenital conditions and mental health. All the flats have been designed to maximise and deliver flexible living and provide greater circulation space and are connected to the ‘Clever Cogs’ system, which allows tenants to control the technology and live independently. Clever Cogs also allows options for some types of support to be provided remotely. Tenants have access to Wi-Fi, which was fully integrated into the development. Blackwood Homes and Care’s digital package provides tenants with training to improve skills and improve confidence in using the ‘Clever Cogs’ device.

The development completed in September 2020 and the total cost was £4.4m. GCC, in partnership with the Scottish Government, provided £2.0m of funding from the AHSP and Blackwood Homes and Care provided £2.4m towards the development from their own private finance.

People that have Poor Mental Health

GCHSCP continues to work towards 'shifting the balance of care' from hospital wards to community alternatives for people that require longer term mental health care and services. Demand for accommodation based mental health services in Glasgow outstrips supply and leads to extended stays for people in hospital settings and results in delayed discharges.

A range of community-based service models are required to meet the needs of service users including prevention and early intervention services to 24/7 accommodation-based specialist services. The main area of demand is for single person supported living service models with on-site staff support. GCHSCP aims to increase the availability of this service model, which will deliver compassionate, recovery-oriented care recognising the importance of trauma and adversity and their influence on wellbeing.

RSLs and the PRS Housing and Welfare Hub have experienced an increase in the number of households experiencing poor mental health and the associated impacts. Both GCHSCP and RSLs have reported that there has been an increase in the number of people that experiencing issues relating to hoarding, particularly since the Covid-19 pandemic. GCHSCP is currently working with RSLs and Scottish Fire and Rescue to revise the Hoarding Protocol and establish monitoring procedures.

RSLs also highlighted:

- Concerns regarding to the increased pressures relating to supporting tenants experiencing health and social care issues and the impacts these can have on tenancy sustainment.
- Issues relating to the increased work required to support tenants with health and social care issues and 'role creep'.

People that experience domestic abuse.

The Chartered Institute of Housing, in partnership with Women's Aid and the Domestic Abuse Housing Alliance has developed the Make a Stand Pledge and asked RSLs to undertake four key commitments. "Millions of people experience domestic abuse every year and two women are killed by their partner or ex-partner every week."¹⁶ Due to the level of service provided by RSLs in Glasgow to circa. 110,000 households, there are opportunities to support people affected by domestic abuse.

Domestic abuse has impacts on the mental, emotional, physical, social and financial wellbeing of the individual survivor and family members. There are also housing impacts for the household, and this is shown in recent data supplied by GCHSCP, which shows that during 2022/23, 479 households presented to Homelessness Services because of a violent/abusive dispute within their household.¹⁰

Meeting homelessness, health and social care requirements through with the supply of available social housing

People that are being supported and receiving care from various GCHSCP Services require access to social housing in Glasgow. There is demand for social housing across the city and RSLs have to manage both waiting and internal transfer lists. Protocols such as Section 5 referral, Housing Solutions and Adaptations and Young Person Leaving Care all depend on RSLs providing tenancies for people that have a range of housing needs.

¹⁶ Chartered Institute of Housing

RSLs significantly contributed towards meeting the needs of homeless households and other care groups during the Covid-19 pandemic. GCHSCP has asked for support from all RSLs operating in Glasgow to continue and provide 60% of their total lets during 2023/24 to meet the needs of homeless households through the section 5 process. Further information relating to the challenges relating to preventing and responding to homelessness is outlined in Section 8.2.

RSLs and GCHSCP Services have identified that there is significant demand for social rented housing and there are challenges in relation to meeting the needs of existing tenants, people on waiting lists and referrals from GCHSCP Services through the various established pathways.

8.2 Strategic Challenge 2 – Preventing and Responding to Homelessness

GCHSCP continues to face challenges in preventing and alleviating homelessness, particularly in relation to:

- Responding to the housing needs of homeless households.
- Preventing homelessness.
- Health and homelessness.
- Having access to a sufficient supply of temporary accommodation.

Responding to the Housing Needs of Homelessness Households

As shown in Figure 2, the number of homeless presentations increased by 29% when comparing data relating to 2017/18 and 2022/23. There were 5,311 homeless households that had a live application with GCHSCP. Data relating to the reasons why households became homeless is outlined in Figure 3.

Figure 2 – Homeless Presentations in Glasgow¹⁰

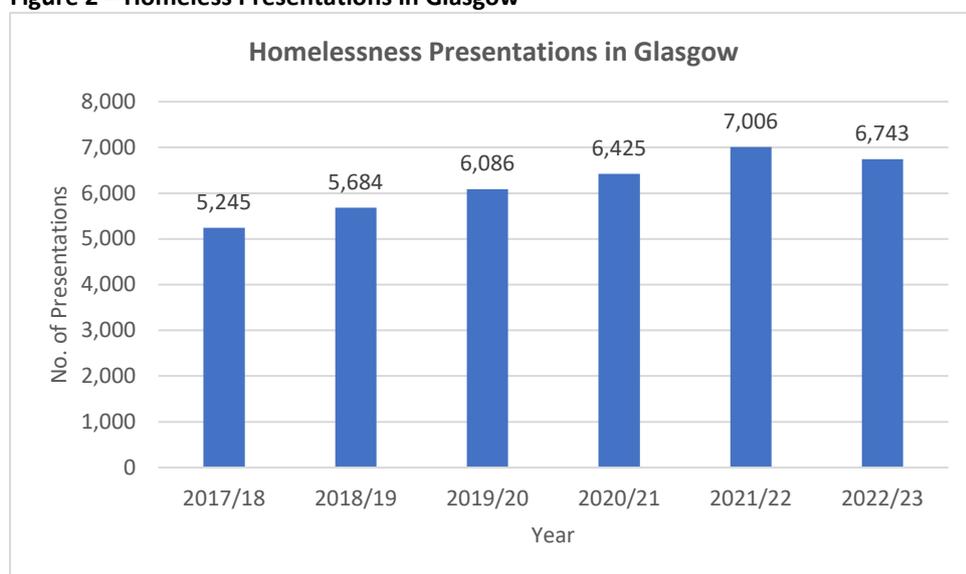
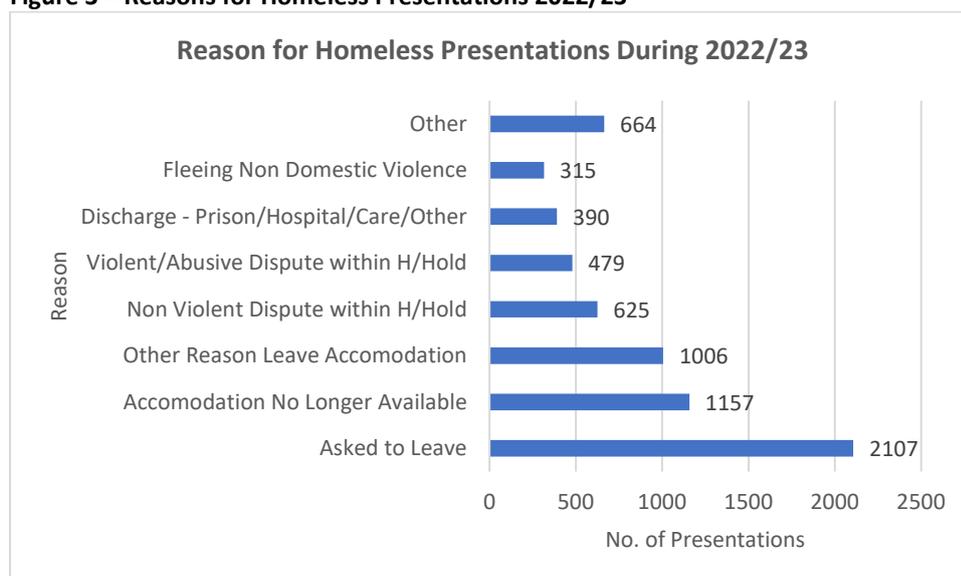


Figure 3 – Reasons for Homeless Presentations 2022/23¹⁰



Glasgow is experiencing a range of significant housing and homeless pressures. The pressures relate to:

- A reduction in available lets across both the social rented and private rented sectors due to less households moving home
- Longer void periods due to issues with supply chains within the construction sector and utility providers.
- The introduction of changes to the Unsuitable Accommodation Order and the abolishment of the local connection requirement for homeless households. Whilst it is difficult to forecast the actual extent of any impact, it is likely that Glasgow will experience a disproportionate increase in homeless applications due to the metropolitan nature of the Local Authority area.
- Issues relating to affordability, which have become more significant because of high inflation and the cost-of-living crisis.
- Welcoming and supporting refugee households in Glasgow. Whilst Glasgow has previously participated in various refugee resettlement schemes and been a dispersal area for people seeking asylum since 2000, there has been an increase in the number of refugee households requiring access to support and housing from GCHSCP.

Homelessness Services are facing major financial challenges as a consequence of continued high demand for services and resultant high use of emergency accommodation and inflationary pressures. There were 750 households accommodated in emergency accommodation as of May 2023. As part of the public health response to the Covid-19 pandemic, there was a rapid expansion and increased use of bed and breakfast accommodation. Funding was provided by the Scottish Government during the pandemic until 2022/23 and this is no longer available. There are also associated cost increases in managing temporary accommodation across the city.

Despite the various support measures being implemented by national and local governments. The cost-of-living crisis has also impacted on the number of homeless households seeking support from GCHSCP.

In Glasgow, the majority of homeless applications continue to be from single person households. As of April 2023, there were 1,875 households who required access to a 1 or 2 apartment property. A

proportion of RSLs do not allocate housing to households that would under occupy. In some areas of the city there is an insufficient supply of 1 bedroom (2 apartment) properties available. This can increase the time taken for RSLs to offer housing to homeless households particularly in certain areas of Glasgow.

Families that become homeless spend long periods of time living in temporary accommodation. This is due to the low turnover of family housing (particularly housing with 4 bedrooms +) and the demand from families that are:

- Homeless.
- On RSL waiting lists.
- Overcrowding.
- At risk of becoming homeless.

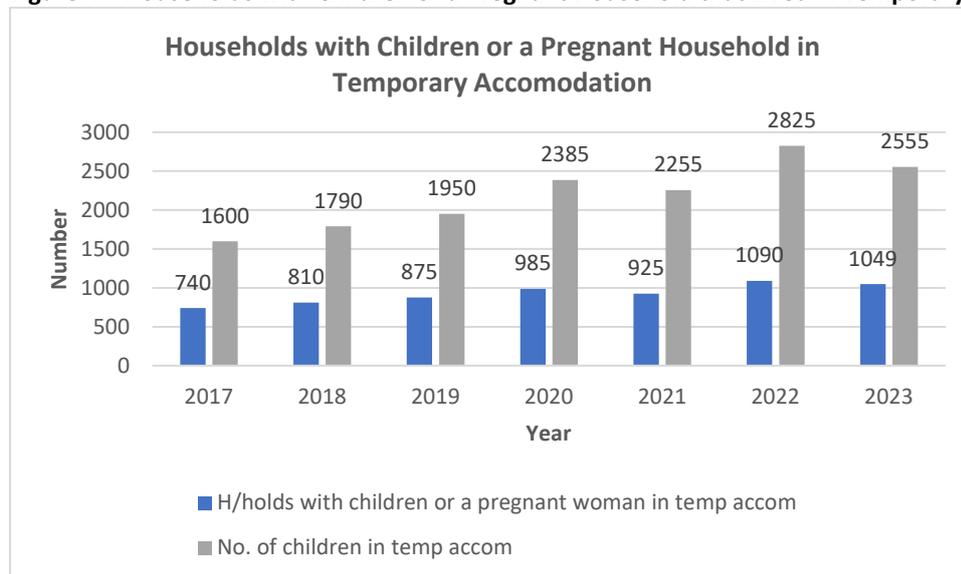
Data relating to the number of children and pregnant women that lived in temporary accommodation between 2017 and 2023 is outlined in Figure 4. As of March 2023:

- There were 1,049 households (20% of households living in temporary accommodation) that lived in temporary accommodation and had a child/children or a household who was pregnant.
- There were 436 households that had 3 or more children living in temporary accommodation

When comparing the datasets for 2017 and 2023:

- The number of households living in temporary accommodation that included a pregnant household or a child/children increased by 42% (309 households).
- The number of children living temporary accommodation increased by 60% (955 children) when data for both years is compared.

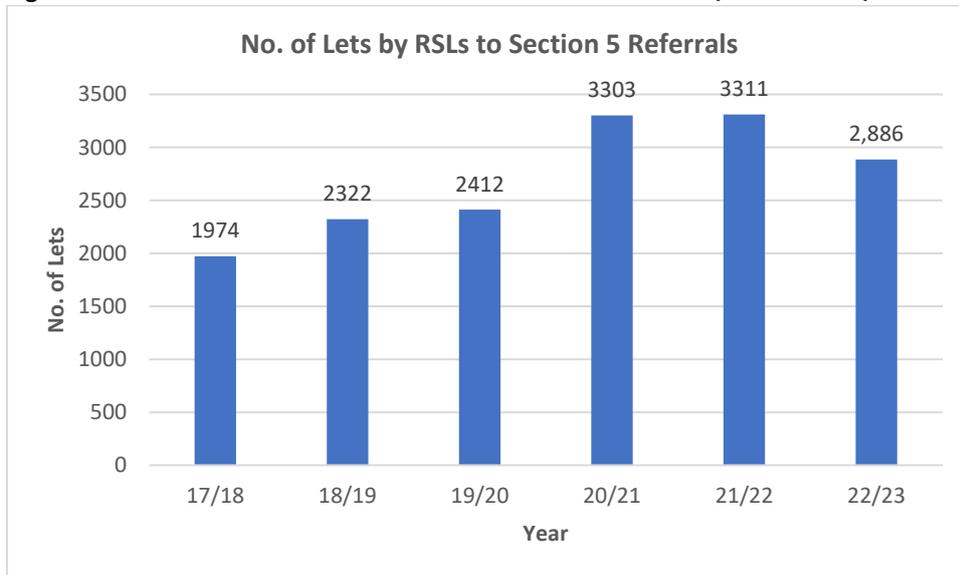
Figure 4 – Households with Children or a Pregnant Household that Lived in Temporary Accommodation¹⁰



A summary of the number of lets by RSLs to households referred through the Section 5 process is outlined in Figure 5. During the previous three years, RSLs have provided 9,500 lets to homeless households through the Section 5 process. The total lets provided by RSLs through the Section 5 process during 2022/23 was being verified at the time of writing the HCS. However, the total

number of lets by RSLs during 2022/23 is expected to be lower at circa. 2,886 lets than the previous two years.

Figure 5 – Number of RSLs Section 5 Referral Lets Between 2017/18 and 2022/23¹⁰

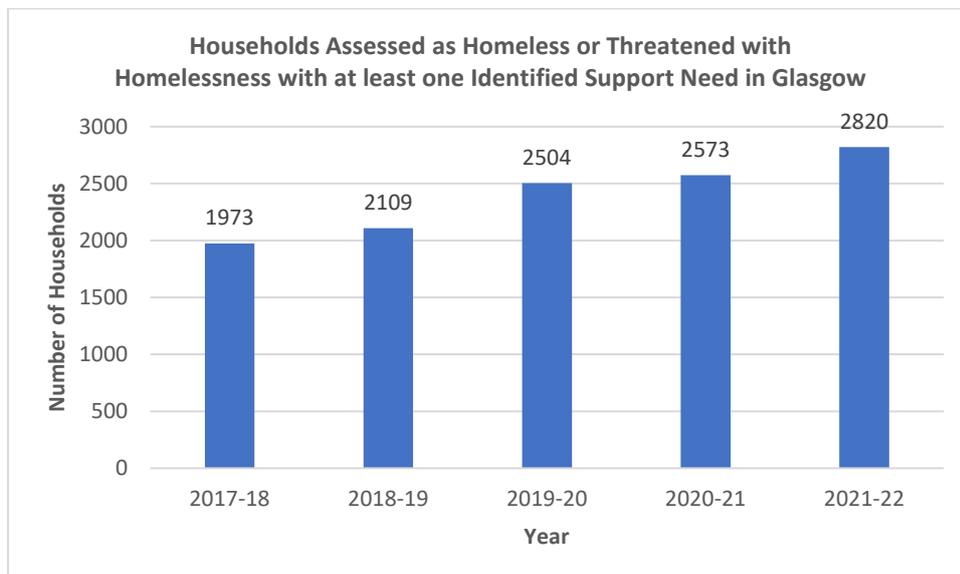


In December 2022, NRS engaged with RSL partners to consider any trends in tenancy management and allocations from April 2022. Various RSLs indicated that the turnover of properties during 2022/23 would be lower than previous years. Factors influencing this trend include less tenants moving due to the cost-of living crisis as well as the successful impact of tenancy sustainment measures. The reduction in available lets has had an impacted on the availability of properties for homeless households.

Despite the challenge, strong joint working continues between GCHSCP, RSLs and NRS. GCHSCP has set out a case to RSLs to secure approximately 60% of lets for 2023/24 (or circa. 4,500 lets of all available social housing). Continued close working between partners will be required to ensure that the number of households experiencing homelessness and the time people spend living in emergency/temporary accommodation is reduced.

Figure 6 outlines data that relates to the number of households assessed as homeless or threatened with homelessness with at least one identified support need in Glasgow between 2017/18 and 2021/22. The number of households assessed as either homeless or threatened with homelessness with an identified support need increased by 42.9% (847 households) when data for 2017/18 and 2021/22 is compared.

Figure 6 – Households Assessed as Homeless or Threatened with Homelessness with at least one Identified Support Need in Glasgow



Glasgow’s RRTP identified prison leavers as a key priority group. Prison leavers are more likely to experience repeat homelessness, lose contact after the initial homelessness assessment, and less likely to have a settled housing outcome of a Scottish Secure Tenancy with a Registered Social Landlord. GCHSCP has a Prison Casework Team located in HMP Barlinnie that works with people leaving prison to determine their housing needs. Glasgow’s Housing First Service works with homeless people with complex support needs, which includes people with experience of living in institutions, including care homes, secure hospitals and prison.

Partners across the city have worked together to ensure that refugees and asylum seekers are able to access housing, health and social care services. The majority of refugee households that are homeless (on average 75%) access social housing in Glasgow through the Section 5 referral process. Due to the ongoing conflicts that currently taking place internationally, it is likely that Glasgow will continue to provide housing and support to refugees going forward. There will be challenges for GCHSCP and partners to ensure that Glasgow is adequately resourced to continue to support people seeking asylum and refuge from war and persecution.

The challenges in meeting the housing needs of homeless households relate to:

- Improving access to affordable housing in the city for households that are homeless. At present, there are pressures that relate to availability of housing in the social rented sector, particularly family housing.
- Increasing the supply of affordable housing that exists in the city (both through developing new and acquiring existing homes). It can be difficult to deliver new affordable housing at the AHSP grant benchmark and within the required private finance contribution from RSLs.
- Working within the allocation policies of RSLs to meet the needs of homeless households.
- Reducing the use of emergency accommodation. This is a key priority for GCHSCP including an aim to end the use of the bed and breakfast accommodation during the next 3 years.
- Strengthening the housing led approach to the resettlement of homeless households and on mitigating the likely social and economic impact of the public health emergency and cost of living crisis. Whilst the original RRTP principles remain, the impact of the Covid-19 pandemic, cost of living crisis and response to the crisis in Ukraine have had a significant influence on Glasgow's ability to deliver previous objectives.

Prevention of Homelessness

Glasgow's RRTP identified a need to shift public resources towards prevention, access to housing and housing sustainment and away from accommodating households for extended periods in temporary accommodation. Tenancy sustainment activity (both in the social and private rented sectors) is also key to supporting the prevention of homelessness in Glasgow.

Good progress has been made in enhancing access to prevention services for homeless households in Glasgow. Data shows that the average cost of private rents across the city has increased by 73% between 2011 and 2022. Glasgow's Private Rented Sector Housing and Welfare Hub continues to support families that are at significant risk of becoming homeless and the model is a successful example of prevention activity. However, demand and the need to support families continues to increase and the service requires longer term funding going forward. Due to the type of housing stock that exists in Glasgow and the low turnover/availability of large housing, families that become homeless are faced with lengthy stays in temporary accommodation. This highlights the importance of preventing families from becoming homeless.

Photograph 10 – Commonwealth Games Village⁸



The key challenge relating to preventing homelessness in Glasgow is funding the upscaling of resources to deliver the required services. Whilst GCHSCP has increased resources towards undertaking services that focus on preventing homelessness, it is recognised additional long-term funding is required to increase support to households going forward. Preventing homelessness will remain a key response as the city manages the increased demand for social housing and supports households severely impacted by the cost-of-living crisis. RSLs have also highlighted that there has been an increase in the requirement for staff to support tenants with the appropriate measures to maintain their tenancy.

Health and Homelessness

As outlined in Glasgow's RRTP, there is an interdependent relationship between ill-health and homelessness presentations. Around one in five service users (18%) have multiple or complex needs and require in-depth support.

Data outlined in Glasgow's RRTP shows that:

- 16% of homeless households had poor mental health.
- 16% homeless households had a drug/alcohol dependency.
- 8% homeless households had a physical disability.

Health inequalities are likely to exist between people that have experienced homelessness and those who have not. Homelessness Services will be required to meet the needs of an ageing population, which is forecast to increase during the medium term. This challenge will be particularly acute with older people that have health issues including complex needs. A key aspect of enabling homeless people to successfully sustain settled housing is the focus on delivering flexible, tailored support to meet their health, care and housing needs. Sufficient funding will be required to ensure services such as Housing First can continue and expand to meet demand from various care groups. Homelessness Services advised NRS that there is need to ensure that funding continues to be provided towards adapting properties so that homeless households can access housing that meets their health needs. This includes continuing to develop new wheelchair adaptable homes.

Case Study – Glasgow’s Housing First Programme

Housing First provides permanent, mainstream accommodation as the first response for people experiencing homelessness who have multiple and complex needs including experiences of trauma, mental health problems and addiction. It is a simple but radically different approach to tackling homelessness. The approach allows people to be rapidly rehoused with a tenancy and bespoke outreach support package available, which includes:

- Helping the person adjust and settle into their home and their community.
- Assisting and enabling day to day tasks.
- Help with money management.
- Help with appointments and linking with the recovery network and other community activities.

This support helps ensure the person is in a better position to:

- Sustain a permanent tenancy.
- Access community support, health care and social benefits.

Up until July 2022, a total of 264 Housing First tenancies have been provided by RSLs in Glasgow.

Case Scenario – The Housing First team assisted a gentleman that had a history of drug and alcohol related health issues and previously lost his RSL tenancy due to anti-social behaviour. As a result, the gentleman became homeless and slept rough before being admitted to the Glasgow Drug Crisis Centre for a detox. He responded well to the support provided and developed good relationships with health services. Following this support, he moved on from the supported accommodation, which caused significant anxiety and worry.

The gentleman was referred to the Housing First Service and was allocated a tenancy with a RSL in the City. He was introduced to Housing First staff and was supported to manage his anxiety and health related issues. Multiple services worked together to support the gentleman and he has managed to integrate into the local community where he stays.

Throughout his journey, the gentleman expressed a fondness for animals and he began to volunteer and work with the Dogs Trust. This opportunity was supported by his Housing First support worker and he continues to volunteer. Through the support provided, he has improved his confidence and health and continues to live in his home.

Having Access to a Sufficient Supply of Temporary Accommodation

Glasgow’s RRTP outlines that the length of time spent in temporary accommodation is one of the biggest negative factors reported by homeless people transitioning to settled housing. As of March 2023, the average stay in temporary accommodation was 41 weeks.

Decreasing the time in temporary accommodation reduces the impact on people’s health and wellbeing. It is therefore imperative that rapid rehousing in Glasgow substantially reduces the length of time spent by homeless households in temporary accommodation by accelerating the time taken to access settled housing.

GCHSCP has developed a Temporary Accommodation Strategy. The Temporary Accommodation Strategy is aligned to the RRTP objectives and sets out how GCHSCP will work with the Alliance to End Homelessness to reduce the use of emergency accommodation and ensure that provision is aligned to the needs of homeless households. Given the scale of the challenges and the service redesign involved in the delivery of the Temporary Accommodation Strategy, it is envisaged that delivery will be during the next 5 years. The Temporary Accommodation Strategy sets out to end the use of bed and breakfast accommodation over three years.

A key consideration and challenge for GCHSCP is ensuring that there is sufficient temporary accommodation for homeless households in Glasgow going forward. This will assist in reducing the use of emergency (bed and breakfast) accommodation. As previously outlined, working with partners to identify housing and support that will result in homeless households spending less time living in temporary accommodation is a key objective.

8.3 Strategic Challenge 3 – Tackling Deprivation and the Cost-of-Living Crisis

Living in poverty is one of the main causes of poor health and contributes towards the inequalities that exist in communities across Glasgow. The demand for housing, increase in the cost of housing and in work poverty are all areas that contribute towards the levels of deprivation that exist in Glasgow. It is recognised that the cost of housing has increased in the city, particularly in the private rented sector.

The cost-of-living crisis and increase in inflation has and will contribute towards creating challenges for households that are living in poverty. The energy price cap has continued to significantly increase since October 2021, which has contributed towards higher inflation and create affordability challenges for many households living in Glasgow. Data shows that 25% of Glasgow’s population experienced fuel poverty during 2019/20, however, this is likely to have increased since the energy price cap rise.⁶

Households that are unable to afford to effectively heat their home may develop poorer health due to living in colder/damp conditions. Issues relating to dampness, mould and condensation in housing can impact on people’s health and wellbeing and the condition of their property. GCC, GCHSCP and partners are working to investigate reported problems relating to dampness, mould and condensation in Glasgow’s housing stock and resolve such issues. Partners are engaging with tenants to provide the appropriate support and action, which helps reduce such issues in their homes and improves their living conditions.

NRS discussed services that support households living in Glasgow with RSLs. Such services delivered by RSLs included measures associated with supporting households with access to foodbanks or food pantries. Due to the cost-of-living crisis that is households living in the city are experiencing, there is a range of concerns that relate to the impact on households being able to afford to pay for food, heating, housing costs (such as rent) and other essential items. There is potential that the cost-of-living crisis could impact on both physical and mental health of households.

Case Study – Glasgow Helps

Glasgow Helps is a confidential service set up to work directly with the people of Glasgow. The service offers free support, information and advice for citizens on a wide range of issues and aims to connect citizens to the right support, at the right time, in the right place. Glasgow Helps engages in holistic person-centred conversations with the aim of creating a joint understanding of the issues that matter most to citizens, before agreeing the best way forward. These discussions identify and secure agreed support pathways and referrals with touch points built into the customer journey to case-manage outcomes and help citizens achieve their aspirations. The aim is to provide immediate assistance but also work alongside the citizen to build their resilience long term.

Glasgow Helps can be contacted to seek support on a range of issues including:

- Food Support
- Employability
- Mental and Physical Health
- Fuel Support
- Local activities and classes
- Housing issues

Whether citizens require general advice or information about the support available in their community, or help with things like food and fuel, Glasgow Helps places the citizen right at the heart of the service. By working with partners from across the city we can improve outcomes and provide that assistance that can make the difference. Further information relating to Glasgow Helps can be accessed [here](#).

The effects of child poverty can have a lasting impact on health and wellbeing of people throughout their lives. It is estimated that a three-year-old living in a household with an income below £10,000 is two and a half times more likely to suffer chronic illness than a child living in a household with an income above £52,000. There are also strong links between child poverty and poor mental health with studies from the Joseph Rountree Foundation and Audit Scotland highlighting that children living in a low-income household are almost three times more likely to suffer from poor mental health than children from more affluent households.

NRS, GCHSCP and RSLs will continue to work together to address the housing and health challenges that exist in relation to deprivation and ensure access to good quality, affordable, warm, safe housing that meets the needs of Glasgow's citizens.

8.4 Strategic Challenge 4 – Recovering from the Covid-19 Pandemic

It is still very early to say with certainty what the lasting effect of the Covid-19 pandemic will be on health and social care within Glasgow. However, GCHSCP has identified that:

- Disabled people faced greater ill-health and higher mortality rates related to Covid-19 and were more likely to be socially and digitally excluded during the pandemic.
- There has been an increase in children, young people and their families experiencing mental health and emotional wellbeing issues. During the pandemic, children waited longer than adults to start mental health treatment across Greater Glasgow and Clyde.
- There was an exacerbation of existing inequalities and issues within the city.
- Increased isolation and (digital) exclusion were caused by the requirement to close, reduce or alter services.
- Mortality rates amongst those living in the most deprived 20% data zones were more than double those living in the least deprived areas.
- There were higher mortality rates among black and minority ethnic groups.

GCHSCP is also trying to understand elements of the changes made to services that are working well and should be retained and which are not working so well and should be reversed or modified when it is appropriate to do so.

The pandemic has impacted on the number of people that require:

- Care and support from GCHSCP services.
- Access to social housing.

There are funding pressures during a time when demand for services and support has and continues to increase. The construction sector has also experienced significant challenges both during and the recovery period of the pandemic. Such challenges relate to an increase in the cost of materials and labour, which NRS continues to monitor through regular engagement with developing RSLs, and delays to the delivery of projects. It is important that partners continue to work together to ensure that the existing services and networks provided by the housing, health and social care sectors are utilised whilst Glasgow continues to recover from the Covid-19 pandemic including the associated impacts.

GCHSCP is working to try and reduce the number of people that are awaiting treatment and access to care. GCHSCP and RSLs have highlighted concerns in relation to the increase in demand from people to access services associated with housing, homelessness, mental health, children and families and complex needs since the Covid-19 pandemic.

Photograph 11 – Laurieston 1C (New Gorbals HA)⁸



8.5 Strategic Challenge 5 – Meeting the Housing, Health and Social Care Needs of Asylum Seekers and Refugees Living in Glasgow

Glasgow City Council, GCHSCP and a range of partners including Mears and RSLs provide a range of housing, health and social care services to support asylum seekers and refugees living in Glasgow.

As previously outlined, there has been an increase in the demand for housing across Glasgow. Mears work closely with GCHSCP and GCC and other partners to ensure that the housing health and social care needs of asylum seekers are met in a co-ordinated and managed way.

Most people that receive leave to remain (refugee) status access support from Homelessness Services in Glasgow. RSLs provide housing to refugees through the Section 5 referral process and there has been increase in the number of families that require access to social housing.

NRS is working with RSLs to access funding through the Scottish Government’s Ukraine Longer Term Resettlement Fund. The fund was established to allow RSLs to apply for grant that could be used to undertake works to void properties that met the Scottish Government’s criteria and be improved to a lettable standard for Ukraine Displaced Persons. There is potential for at least 231 RSL properties to be improved and let to Ukraine Displaced Persons through the funding support from the Scottish Government. RSLs are continuing to explore other potential projects that could be submitted to the Scottish Government for consideration as part of the fund.

There are strong partnerships in place across the city, however, due to on-going conflicts occurring across the world, there is a need to increase resources and access to housing for asylum seekers and refugees living in Glasgow going forward.

8.6 Strategic Challenge 6 – The Proposed Implementation of a National Care Service in Scotland

The purpose of the National Care Service (Scotland) Bill, which was published by the Scottish Government during June 2022, is to improve the quality and consistency of social services in Scotland. The Bill sets out principles for the National Care Service and also states that it is the duty of the Scottish Ministers to promote a care service designed to secure improvement in the wellbeing of the people of Scotland.

Scottish Ministers would have the power to establish and abolish bodies to be known as local or special care boards, which can be given legal responsibilities to provide services to individuals. The National Care Service would therefore not be a single legal entity but an umbrella term encompassing the care boards and the Scottish Ministers insofar as they are acting under powers or duties they would have because of the Bill. Local care boards would have responsibility for geographical areas and together will cover the whole of Scotland.

The Bill does not include the Housing (Scotland) Acts of 1987, 2001 or 2006, which are included in the functions which can be delegated to Integration Authorities on a voluntary basis under the Public Bodies (Joint Working) (Scotland) Act 2014. Functions in relation to homelessness are considered to fit more appropriately with housing functions rather than be incorporated within the Bill. However, it is recognised that the National Care Service would need to work closely with housing and homelessness services to ensure people's needs are met. It is expected that the National Care Service would be involved in joined up planning to tackle homelessness and will be subject to the shared prevention duty that the Scottish Government is committed to develop under the Ending Homelessness Together Action Plan.

NRS, GCHSCP and RSLs will work closely to ensure that services meet the strategic health and social care priorities of Glasgow and Scotland as the proposed implementation of the National Care Service is considered and progresses.

8.7 Strategic Challenge 7 – The Provision of Funding and Resources to Meet the Housing, Health and Social Care Needs of Glasgow's Citizens

An overarching challenge is the ability of GCC, GCHSCP and RSLs to provide the required financial and staff resources to meet the housing, health and social care needs of Glasgow's citizens during the next three years. A range of challenges outlined in the HCS relate to the increasing demand from Glasgow's population for housing, health, care and support services.

There has been a considerable increase in the:

- Demand for social housing (both from people applying for housing and who are being supported/receiving a service from GCHSCP).
- Number of people requiring and likely to require support and care in the future from GCHSCP.
- Cost of developing new affordable housing in the city due to a range of factors (including the price of labour, materials, delays to construction programmes and inflation). Due to the design requirements, the cost of developing particular needs and family housing is higher.
- Role of RSL staff in delivering tenancy sustainment and welfare rights support to tenants that have health and social care needs and are at risk of becoming homeless.
- Need to expand services to ensure households receive support and to address the deprivation and poverty that exists in communities across Glasgow. This is being carried out through a range of services.
- Number of families that require assistance from the PRS (Housing and Welfare) Hub that is delivered by NRS.

To address the challenges outlined in this section and to support the housing sector's contribution, additional funding and/or resources will be required to meet the health and social care needs of Glasgow's citizens going forward.

9. The Integration Joint Board Strategic Plan for Health and Social Care: Partnership Priorities

9.1 The Integration Joint Board Strategic Plan for Health and Social Care: Partnership Priorities

NRS has considered the six priorities that are outlined in the IJB Strategic Plan for Health and Social Care during the development of the HCS. The planned contribution from the housing sector towards meeting the health and social care priorities is outlined in Section 10.

Partnership Priority 1: Prevention, early intervention and well-being

GCHSCP is committed to working with a wide range of partners across the city to improve health and well-being and prevent ill-health and social isolation among the people of Glasgow wherever possible. This includes meeting the challenges of poverty and financial insecurity, increasing healthy life expectancy and reducing health inequalities. This will be done by supporting communities to shape and deliver services where they are needed most and where they will make most impact.

GCHSCP will continue to promote positive health and well-being through prevention and early intervention, and by promoting physical activity or other ways of building social connections, strength and resilience in communities. This is part of GCHSCP's commitment to fostering a healthy start to life for people and improving their physical, mental and emotional health. GCHSCP will seek to ensure people get the advice and support they need at the right time to maintain their independence and engage with services only when their preferred options have been exhausted.

Partnership Priority 2: Supporting greater self-determination and informed choice

GCHSCP is committed to listening to what those who use services and their carers tell us about the lives they can and want to live. GCHSCP will support them to identify and understand the options available to them and empower them to actively participate in and take responsibility for decisions about how they will live their lives and achieve the outcomes they identify.

By working with people to identify and understand their needs and options, GCHSCP will support them to make informed decisions about the supports they choose to receive where it is safe and appropriate to do so.

Partnership Priority 3: Supporting people in their communities

GCHSCP will work together with partners and stakeholders, across all types of care, to provide the conditions required to enable people to remain living at home safely for as long as possible with the right support in place for them, and for their carers if they have them. GCHSCP will encourage, support and empower people to live healthy, independent, meaningful and more personally satisfying lives as active members of their community.

With partners, GCHSCP will continue the move away from traditional service models to services and supports that are closer to people. This doesn't mean living without any support at all – it's about living as independent a life as people can, making choices about the things that matter, to live as full a life as possible, with support when people need it. This will require ambition and innovation to develop community-based services that empower people to live independently with the right supports, in the right place at the right time.

Partnership Priority 4: Strengthening communities to reduce harm

GCHSCP will work in partnership with communities and other services to ensure that people, particularly the most vulnerable children, adults and older people, are kept safe from harm and that risks to individuals or groups are identified and managed appropriately. GCHSCP accepts that not all risk can be avoided entirely and, in some cases, GCHSCP will be required to provide protective interventions to keep people safe and in order to meet the public protection responsibilities of the HSCP. However, risk of harm can be reduced through integrated and partnership working, and risk can be managed effectively through good public protection practice, shared learning and reflecting collectively to keep people safe. By developing stronger communities GCHSCP aims to reduce harm and safeguard and protect vulnerable people and communities.

Photograph 12 – Former Ruchill Primary School (Wheatley Homes Glasgow)⁸



Priority 5: A healthy, valued and supported workforce

GCHSCP will develop and retain a workforce that is suitably skilled, trained and supported to deliver the highest standard of service to the city's people. By having a workforce that feels engaged, valued and highly trained, GCHSCP can ensure that staff are ready to meet the challenges and opportunities of delivering health and social care services and are confident in the value placed on their own health and wellbeing. GCHSCP will identify the investments to overcome the recruitment and retention challenges facing the sector and ensure a flexible, supported, resilient and sustainable workforce that can adapt to changing demands and opportunities placed on the service.

Priority 6: Building a sustainable future

GCHSCP will work with partners to meet the challenge of delivering a sustainable model of health and social care within a challenging environment, characterised by financial constraints, increasing demand and recruitment and retention challenges. GCHSCP will be ambitious, but also realistic when planning services with partners to ensure we do not over-promise and under-deliver, and to ensure the health and social care system is sustainable, even if that means sometimes having to acknowledge that there will be things GCHSCP will be unable to do. At all times, GCHSCP will seek to use resources effectively, including finances, workforce and other resources to achieve value for money and ensure a strong and reliable health and social care services. Not just now, but for future generations too.

10. Housing's Contribution

10.1 Housing's Contribution

This section of the HCS outlines the contribution of the housing sector towards meeting the priorities that are outlined in IJB Strategic Plan for Health and Social Care. A summary of each contribution is provided and further details are outlined in Table 23.

Deliver Glasgow's Affordable Housing Supply Programme

IJB Strategic Plan for Health and Social Care – Priorities 1, 3, 4 and 6.

In line with the SHIP, NRS will continue to work with RSLs to develop new affordable housing across Glasgow. Increasing the supply of affordable housing will assist in meeting the health and social care needs of Glasgow's citizens. This includes the development of housing that will be designed to meet general and particular needs and assist in working towards reducing homelessness in the city. Increasing the supply of affordable housing will contribute towards reducing the effects of poverty through designing homes to a high energy efficient standard for social rent.

RSLs will continue to follow place making principles such as developing new homes within a 20-minute walk to key amenities such schools, retail, greenspace, leisure, health and public transport services. Large regeneration initiatives (such as the Transformational Regeneration Areas) will continue deliver health and wellbeing outcomes for communities through improving the physical built environment and associated infrastructure/services. NRS will continue to work closely with GCHSCP to identify opportunities for including health and social care facilities and services as part of housing led regeneration programmes.

Invest in Maintaining and Improving Existing Housing including Reducing the number of Long-Term Empty Homes

IJB Strategic Plan for Health and Social Care Partnership Priorities – 1, 2, 3, 4 and 6.

Investment programmes funded by NRS and RSLs that deliver improvements to housing across affordable and private sectors will continue during the period of the HCS. Key contributions include:

- Investing in affordable housing through RSL maintenance programmes.
- Working in partnership to improve the condition of pre-1919 tenement housing across all tenures.
- Improving the condition and energy efficiency of private sector housing through both the Private Sector Housing Grant and Area Based Scheme Programme.
- Develop research on improving the energy efficiency of Glasgow's housing across all tenures and stock types, including pre-1919 tenemental stock.
- Delivering Glasgow's Care and Repair Service.
- In line with the LHS, deliver the 10-point Empty Homes Action Plan and work towards bringing 1,800 empty properties back into use during 2023 to 2028.

Provide Funding and Deliver Adaptations to Housing

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

NRS, GCHSCP and RSLs will continue to work in partnership to fund and deliver adaptations to existing housing across Glasgow. This will support people to live in their homes and communities across all housing tenures.

Deliver Glasgow’s Rapid Rehousing Transition Plan

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

GCHSCP, NRS, RSLs and support partners will continue to work towards delivering actions that meet the outcomes outlined in the RRTP. The actions are focussed towards:

- Preventing homelessness wherever it is possible to do so.
- Ensuring that all homeless households in Glasgow access settled housing quickly and effectively.
- Upscaling Housing First as the optimum model for homeless households with complex needs.
- Working with Alliance partners to reduce the scale of temporary accommodation in the city.
- Investing in resources to deliver person-centred housing support services.

Implement Glasgow’s Digital Housing Strategy

IJB Strategic Plan for Health and Social Care – Priorities 1, 3, and 4.

Glasgow’s Digital Housing Strategy outlines a range of actions that can contribute towards improving the delivery of positive health and social care outcomes. This includes the tackling digital exclusion, enhancing the use of technology and using data to inform and deliver improved services. NRS is working with RSLs and GCHSCP to progress actions that will contribute towards these outcomes.

Actions within the strategy that relate to housing, health and social care include:

- Developing a Online Common Housing Register for Glasgow.
- Exploring the potential of developing a Digital Housing Data Framework with RSL partners.
- Investigate the potential to implement technology that will improve the housing conditions, health of our citizens and deliver services including supporting independent living.
- Expand the provision of online housing services for all RSLs tenants.

Prepare Housing Research and Develop Policy

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

As part of GCC’s role as the Strategic Housing Authority, NRS will continue to investigate challenges relating to improving access and the condition of housing in Glasgow. Research relating to housing, homelessness, health and social care will be undertaken as required in accordance with the Housing Strategy.

Provide Housing to People Engaging with Services Provided by Glasgow City Health and Social Care Partnership

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

RSLs will continue provide affordable housing and assist people that are engaging with services provided by GCHSCP. The services include:

- Homelessness.
- Children, Young People and Families.
- Older People.
- Adult Services (people with physical and learning disabilities).
- Mental Health.
- Complex Needs.
- Maximising Independence.

Provide Housing Options Advice

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

RSLs will continue to offer options advice to people that require advice and support in relation to their housing circumstances. Funded through the Integrated Care Fund, the Housing Options for Older People approach offers personalised housing advice for older people in hospital, intermediate care or in the community and assesses the individual circumstances, their housing and personal needs and choices.

Photograph 13 – Firhill Timber Basin (Queens Cross HA)⁸



Provide Housing and Support to Asylum Seekers and Refugees

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

GCHSCP, Mears, RSLs and NRS and other partners will continue to work together to ensure the housing, health and social care needs of asylum seekers and refugees living in Glasgow are met going forward.

Support People who Experience Domestic Abuse

IJB Strategic Plan for Health and Social Care – Priorities 1, 3, 4 and 5

The housing sector and GCHSCP provide an important role in supporting people experiencing domestic abuse. At the time of preparing the HCS, a total of 26 RSLs that operate in Glasgow have signed up to the Chartered Institute of Housing's Make a Stand pledge. Going forward, NRS will engage and encourage all RSLs that own housing stock in Glasgow to sign up to the pledge. GCHSCP will continue to implement the Domestic Abuse Strategy 2023 – 2028, which will also contribute towards providing the relevant support and services during the period of the HCS.

Provide Wider Role Services to Tenants and Communities

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, and 3.

As highlighted within the HCS, RSLs provide a range of important wider role services to tenants and members of the communities that they operate in. Key services included the provision of welfare rights advice and support to reduce the effects of food/fuel poverty and social isolation.

Ensure the Efficient and Effective Delivery of Housing, Health and Social Care Services

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4, 5 and 6.

GCHSCP, RSLs, NRS and partners will continue to work together to deliver services that meet the housing, health and social care needs of Glasgow's citizens. This will continue to ensure that partnerships are efficient and available resources (both funding and staff) are used effectively. Relevant funding opportunities will also be explored by partners. NRS will continue to facilitate the Housing, Health and Social Care Group.

Monitor and Respond to the Proposed Implementation of a National Care Service

IJB Strategic Plan for Health and Social Care – Priorities 1, 2, 3, 4 and 6.

GCHSCP will monitor and respond to the implementation of the National Care Service including any changes that affect the housing sector. Both NRS and RSLs will continue to work with GCHSCP towards the priorities outlined in the IJB Strategic Plan for Health and Social Care and as they emerge, the outcomes of the National Care Service. The role of the housing sector in the delivery of a National Care Service will be considered and established during this period.

Table 24 – Housing’ Contribution Towards Meeting Priorities in the IJB Strategic Plan for Health and Social Care

ACTION	IJB STRATEGIC PLAN PRIORITIES	HCS STRATEGIC CHALLENGE	KEY PARTNERS	KEY ACTIVITIES	FUNDING AND COMMENT
Deliver Glasgow’s Affordable Housing Supply Programme	1, 3, 4 and 6.	1, 2, 3, 4, 5 and 7.	NRS, RSLs and GCHSCP.	Increase the supply of general and particular needs housing.	AHSP and RSL finance. Estimated Resource Planning Assumption and RSL funding: 23/24 Total £195.426m (AHSP £103.638m RSLs £91.788m) 24/25 Total £196.110m (AHSP £104.001m RSLs £92.109m) 25/26 Total £199.359m (AHSP £105.724m RSLs £93.635m)
Invest in maintaining and improving existing housing including reducing the number of long-term empty homes	1, 2, 3, 4 and 6.	1, 2, 3, 5 and 7.	RSLs and NRS.	Invest in improving the condition and energy efficiency of existing housing. Work to bring empty properties back into use (a total of 1,800 empty properties between 2023 and 2028).	Estimated Funding: RSL Maintenance/Improvement Programmes – Unknown Private Sector Housing Grant (excluding adaptations and Care and Repair funding) - £5.802m per year (Total £7.802m) Area Based Scheme Programme - £6.000m per year (estimate) Care and Repair Service - £0.320m (£0.160m – NRS and £0.160m – GCHSCP) per year Empty Homes – Existing staff resources. Housing Advice – Existing staff resources (RSLs, NRS and GCHSCP).
Provide Funding and Deliver Adaptations to Housing	1, 2, 3, 4 and 6.	1 and 7.	NRS, GCHSCP and RSLs.	Fund and undertake adaptations to existing housing in line with need.	NRS Funding towards adaptations is estimated as follows: AHSP - £3.000m per year Private Sector Adaptations - £1.500m per year EquipU (Private Sector) - £0.500m per year
Deliver Glasgow’s Rapid Rehousing Transition Plan	1, 2, 3, 4 and 6.	1, 2, 5 and 7.	GCHSCP and RSLs.	Deliver actions outlined in the RRTP.	RRTP funding for 2023/24 and future years to be confirmed.

Implement Glasgow's Digital Housing Strategy	1, 3 and 4.	1, 3, and 4.	NRS, RSLs and GCHSCP.	Implement the DHS Action Plan.	Funding to deliver actions outlined in the Digital Housing Strategy to be confirmed. RSLs are likely to fund specific actions and other finance could be sourced via other funding sources/projects.
Prepare Housing Research and Develop Policy	1, 2, 3, 4 and 6.	1, 2, 3, 4, 5 and 7.	NRS and RSLs.	Undertake research in relation to housing challenges relating to homelessness, health and social care.	Existing staff resources.
Provide Housing to People Engaging with Services Provided by Glasgow City Health and Social Care Partnership	1, 2, 3, 4 and 6.	1, 2, 3, 4, 5 and 7.	RSLs and GCHSCP.	Through existing partnerships and protocols, provide housing to people engaging with GCHSCP.	Existing resources, services and funding provision from RSLs and GCHSCP.
Provide Housing Options Advice	1, 2, 3, 4 and 6.	1, 2 and 5.	RSLs and GCHSCP.	RSLs and GSHCP provide Housing Options advice to people requiring support.	A range of partners (RSLs, GCHSCP Services and NRS) provide advice to people seeking support in relation to identifying their housing options in Glasgow. Funding for the PRS Housing and Welfare Hub and HOOP services is temporary and will be required to be secured from 2023/24 onwards (Estimated costs are circa. £0.500m per year).
Provide Housing and Support to Asylum Seekers and Refugees	1, 2, 3, 4 and 6.	1 and 5.	GCHSCP, Mears and RSLs.	Provide support relating to homelessness, health and social care and housing.	Mears provide housing for asylum seekers that live in Glasgow through the Asylum Accommodation and Support Services Contract. Existing resources provided by GCHSCP Services (Homelessness and Health) will continue to offer associated services. RSLs will also continue to offer housing and welfare advice to refugees living in Glasgow.

Support People who Experience Domestic Abuse	1, 3, 4 and 5	1	NRS, RSLs and GCHSCP.	Supporting people experiencing domestic abuse. Encourage RSLs to sign up to the Chartered Institute of Housing's Make a Stand pledge. Support the delivery of GCHSCP's Domestic Abuse Strategy.	Existing staff resources.
Provide Wider Role Services to Tenants and Communities	1, 2 and 3.	1, 3, 4, 5 and 7	RSLs.	Provide a range of services that reduce food and fuel poverty, deliver welfare rights advice and activities for communities that deliver health and wellbeing outcomes.	RSLs will continue to deliver wider role services to tenants and communities across Glasgow. These services will be funded through RSLs own finance/resources and third sector/charities.
Ensure the Efficient and Effective Delivery of Housing, Health and Social Care Services	1, 2, 3, 4, 5 and 6.	1, 2, 3, 4, 5 and 7.	GCHSCP, RSLs and NRS.	Maintain and improve existing partnerships that exist in Glasgow to deliver housing, health and social care services.	No additional costs confirmed at this stage. The contribution relates to sharing information and developing partnerships to improve services.
Monitor and Respond to the Proposed Implementation of a National Care Service	1, 2, 3, 4 and 6.	1 and 6.	GCHSCP.	Work with the Scottish Government to implement the National Care Service and changes outlined in legislation.	No additional resources required at this stage. Existing staff resources will be required to respond to legislative changes and the implementation of the National Care Service. The role of the housing sector in the service has to be identified.