

Glasgow Local Housing Strategy (LHS) 2023 to 2028 Consultation and Engagement Report

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1 Introduction

This is a report of the outcomes of a formal consultation on Glasgow's draft Local Housing Strategy (LHS) 2023 to 2028, which was undertaken over 11 weeks from 24th January 2023 to 10th April 2023. It outlines the approach taken to consultation and engagement, the main findings and feedback shared by residents, partners and stakeholders, and how these have informed the final agreed LHS 2023 to 2028.

2 Approach taken to consultation and engagement

Glasgow City Council's Housing Services were responsible for coordinating consultation and engagement with internal and external partners, key stakeholder groups and Glasgow's residents. The proposed approach was outlined in a report the Economy, Housing, Transport and Regeneration City Policy Committee on 24th January 2023. This highlighted the significant pre-consultation engagement with partner organisations which had shaped the draft LHS 2023 to 2028. Examples of engagement included but were not limited to:

- individual and joint meetings with Glasgow's Registered Social Landlords to consider key issues and local place perspectives;
- focus on support for independent living and promoting health and wellbeing, including preventing, alleviating and reducing homelessness, via the Housing, Health and Social Care Group;
- Housing Events (such as Digital and Housing and Housing, Health and Social Care);
- Glasgow's Tenant-Led Housing Commission (Private Rented Sector);
- Glasgow West of Scotland Housing Forum Tenement Working Group; and
- Glasgow City Council Development Planning and Glasgow City Region Housing Market Partnership to consider National Planning Framework (NPF4) and develop the Housing Need and Demand Assessment (HNDA).

The report also noted the following planned approach to consultation and engagement:

- For all responses – a Smart Survey on the draft LHS 2023-28 was published on Glasgow City Council's consultation hub, together with the strategy document.
- Targeted engagement sessions with key stakeholder groups and partners including: Glasgow's Community Councils, equalities groups, peer networks and partner forums

2.1 Communications

Housing Services sought to engage and consult by communicating in two direct ways:

- firstly, through a coordinated social media plan to promote the draft LHS 2023-28 consultation on Glasgow City Council's media platforms, using regular posts and highlights on topical issues, such as the Low Carbon Homes event; and
- secondly, through targeted engagement stakeholder organisations and community representatives as intermediaries to the general public.

The aims of this communications approach were to inform organisations and the communities they represent, as well as the general public, about the draft local Housing Strategy 2023 to 2028, the reasons it has been produced and how they could feedback on it. Also, it aimed to encourage organisations and community representatives to share the consultation details with their networks by providing text and links they could easily use for this purpose.

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2.2 People and Organisations engaged

As well as the main Smart Survey published on Glasgow City Council's Consultation Hub, the draft LHS 2023 to 2028 was promoted internally across the Glasgow City Council family and shared with the following key partners, stakeholders and organisations:

- Over 150 contacts across the 61 Registered Social Landlords operating in Glasgow
- Glasgow West of Scotland Forum
- Around 40,000 registered private landlords
- Homes for Scotland
- Private Housing Developers
- Scottish Property Federation
- Glasgow's Community Planning Partnership Board
- Glasgow's Health and Social Care Partnership
- Housing Health and Social Care Group
- Glasgow Centre for Population Health
- 600 contacts across Glasgow's Community Council Network
- Glasgow Equality Forum
- Glasgow Disability Alliance
- Scottish Government – LHS Peer Review
- Transforming Communities: Glasgow (TC: G) Board
- City Property Glasgow
- Glasgow Tenant-Led Housing Commission (Private Rented Sector)
- 2,096 members across the UK Low Carbon Homes Network
- Student Representative Council Glasgow University
- National Union of Students Scotland

The table below summarises key targeted engagement sessions with internal and external partners and stakeholders, including planned events and those that were delivered on request.

Date	Group	Meeting / Event
6 th December 2022	Glasgow Community Planning Partnership Board	Virtual Meeting
17 th January 2023	Housing, Health and Social Care Group	Virtual Meeting
24 th January 2023	Report on draft LHS 2023-28 to EHTRCP Committee	Hybrid Meeting
25 th January 2023	Transforming Communities: Glasgow (TC: G) Board	In Person – Toryglen Community Centre
23 rd February 2023	Glasgow Centre for Population Health	In Person, Olympia Building, Bridgeton
28 th February to 2 nd March 2023	Low Carbon Homes – Glasgow Retrofit Summit	Virtual Event
4 th March 2023	Community Council Development Session	Burgh Court, 40 John Street, Glasgow
7 th March 2023	Homelessness Management Team	Virtual
14 th March 2023	City Property	Hybrid - City Property Board Room, 229 George Street, Glasgow
23 rd March 2023	RSL Engagement Event	Virtual

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Date	Group	Meeting / Event
28 th March 2023	Glasgow University Student Representative Council	In person - Williams Room, McIntyre Building, University of Glasgow
4 th April 2023	UK Collaborative Centre for Housing Evidence – public event	Virtual Webinar: ‘Building a Better Future: Glasgow’s Local Housing Strategy for 2023-2028’
6 th April 2023	Glasgow Disability Alliance	Hybrid - Calton Heritage and Learning Centre

3 Consultation and Engagement Feedback

Glasgow City Council’s Housing Services coordinated the consultation and engagement process. This included a public smart survey and targeted engagement sessions with key stakeholder groups and partners including but not limited to: Glasgow’s Community Councils, equalities groups, peer networks and partner forums.

3.1 Smart Survey

The smart survey on Glasgow’s draft LHS 2023 to 2028 was open from 27th January 2023 to 2nd April 2023. The smart survey was opened 1,307 times. 918 were partially completed but not submitted. In total, 393 complete responses were submitted, of which 342 were from people that responded as individuals and 51 where the respondent ticked response was from an organisation.

Individual respondents were invited to share information about themselves for the purposes of monitoring and equalities. The following were noted of total responses:

- 72% live in Glasgow. 28% live outside Glasgow.
- 30% aged under 35. 60% aged 35-64. 11% aged 65+.
- 50.6% described themselves as male. 45.3% described themselves as female. 4.1% described themselves in another way.
- 21% identified as having any long-term illness, health problem or disability that limits their daily activity or work that they can do.
- 83.4% described themselves as white Scottish, British or Irish. 8% described themselves as having other white background. 8.6% described themselves as having mixed background or a black and minority ethnic heritage.

3.1.1 Smart Survey Key Findings

The Smart Survey set out 13 questions. Seven questions invited respondents to rate their response on a scale. Six questions invited respondents to share comments and feedback. Respondents were not required to answer all questions however they were required to submit the responses for it to be considered. The analysis in this section is based on the 393 responses that were completed and submitted.

For each of these questions, approximately 50-60 responses were identified as ‘in common’ responses from Living Rent the tenants’ union organisation, which set out near identical feedback. For the purposes of analysis, these are covered in detail in section 3.1.2 organisation responses. In this section, the total number of ‘in common’ responses are noted and the proportion of total responses.

About the Strategy

What was said

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82.6% of respondents answered they had read the draft Local Housing Strategy prior to response. Respondents were asked the extent to which they agreed the strategy was easy to read, easy to follow, and comprehensive.

Draft LHS was:	Agree	Disagree	Neither
Easy to read	47%	20%	33%
Easy to follow	48%	19%	33%
comprehensive	51%	14%	35%

In general, feedback regarding the content and style of the draft LHS 2023 to 2028, including from the targeted engagement with key partners and stakeholders indicated that it included a lot of detail, though some additional information was requested. However, it was also considered lengthy.

How this feedback has informed the final LHS 2023 to 2028

For the final LHS 2023 to 2028, the content in the document is reduced so that it is more concise and key information is included as appendices for reference.

Vision

What was said

The draft LHS 2023 to 2028 set out a vision:

“Everyone in Glasgow will have access to an affordable, suitable, climate friendly home, which promotes good health and wellbeing and connects to communities and the opportunities the city offers”

80% of respondents agreed the draft LHS 2023 to 2028 vision is clear and 72% agreed with the vision. 15% of respondents disagreed with the draft LHS vision.

Respondents were invited to share comments on the draft LHS vision. 170 respondents included comments. The following key points were noted.

- Around a quarter of respondents indicated they supported the vision but questioned whether it was deliverable within five years.
- Around 10% of respondents highlighted climate friendly homes and queried the compatibility of delivering affordable housing as well as value for money.
- Around 10% of respondents highlighted the significance of Glasgow’s private rental sector and that engagement with landlords and providers is important.
- Several respondents indicated that health, wellbeing and safety are important.

How this feedback has informed the final LHS 2023 to 2028

Based on the feedback received the vision is amended to read as follows:

“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.”

Priorities

What was said

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Respondents were asked “How important or otherwise, would you say each of the LHS Priorities are to you?”

Priorities	Very important	Fairly important	Not very important	Not at all important	Don't know / No opinion	Response Total
Priority 1: Delivering more homes and great places that reduce poverty and inequality and increase opportunity and prosperity for all	73.4%	18.7%	4.1%	2.4%	1.4%	369
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	68.1%	19.3%	6.8%	4.6%	1.1%	367
Priority 3: Improving the condition of Glasgow's homes and preserving Glasgow's tenements and built heritage	72.4%	20.3%	4.3%	2.2%	0.8%	369
Priority 4: Supporting people to live independently and well at home in the community	63.6%	27.4%	5.7%	1.4%	1.9%	368
Priority 5: Improving housing options, affordability and sustainability for tenants and owners, to prevent and reduce homelessness	71.5%	20.7%	4.9%	1.4%	1.6%	368
					answered	369

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Priorities	Very important	Fairly important	Not very important	Not at all important	Don't know / No opinion	Response Total
					skipped	20

Respondents were invited to share comments on the draft LHS priorities. 208 respondents included comments. The following key points were noted.

- 58 responses were identified as 'in common' from Living Rent, representing 27.9% of total responses.
- 24 responses (11.5% of all) concerned issues of retrofit and sustainability improvements. half of these (12) highlighted concerns regarding the costs associated with decarbonisation and queried value for money.
- 21 responses (10.6% of all) highlighted the importance of the private rented sector for meeting housing needs and demand. Most (17) identified concerns there is an imbalance in actions targeting PRS and landlords lack support. Some (4) responses highlighted high rents, affordability pressures and quality issues.
- 21 responses (10.6% of all) questioned ability to deliver on the priorities and noted key issues including costs, finance and resources.
- 13 responses (6.3% of all) emphasised the importance of social housing, increasing supply and access.
- 5 responses (2.4% of all) highlighted health and wellbeing issues including air quality, condensation, damp and mould, and accessible homes.

How this feedback has informed the final LHS 2023 to 2028

- The feedback highlights the important challenges around retrofit of existing homes and developing information advice and support that can enable investment and business planning with low or no regrets. An important action commitment in the final LHS 2023 to 2028 is to work with experts and organisations to develop comprehensive advice services on retrofit options for owners.
- Recent legislative and regulatory changes to private rented sector (PRS) housing were introduced with the intention to offer greater protection for tenants and drive improvements in the quality and condition of rental homes. There was a strong focus in the draft LHS 2023 to 2028 on identifying actions to support tenants and improve conditions in the PRS. However, less was said explicitly about the importance of working with PRS landlords to enable a well-functioning rented sector. This is amended in the final LHS 2023 to 2028, and the following key points are noted:
 - The PRS is an important part of Glasgow's housing system. These homes are needed to meet the city's diverse housing needs and demands. Glasgow's private rented sector is diverse.
 - Evidence indicates that average new listings for PRS rents across Glasgow have increased at above the rate of inflation and new listings have decreased. Therefore, there are significant access and affordability pressures for prospective tenants seeking a new private rented tenancy.
 - There is evidence of good practice and landlords seeking to offer good quality accommodation, fully compliant with all regulations, without excessive rent increases.

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- There is evidence of poor practice, poorly maintained homes with disrepair and landlords demanding above inflation rent increases.
- The LHS 2023 to 2028 will seek to support tenants, which includes establishing a tenant forum and other key actions. It will seek to engage with and support landlords to provide affordable, safe and compliant PRS homes. It will seek to take more enforcement action to target the poor landlord practice which undermines confidence in Glasgow's PRS.

Housing Supply Targets

What was said

Respondents were asked 'To what extent do you agree or disagree with the proposed housing supply target? (Housing Supply Target to deliver 13,000 new homes)'. 368 respondents answered the question: 63% agreed; 18% disagreed; 19% responded that they neither agreed nor disagreed or they did not know or had no opinion.

Respondents were invited to share comments on the draft LHS Housing Supply Targets (HST). 213 respondents included comments. The following key points were noted.

- 42% of respondents suggested that a clear target for social rented homes should be set. A significant proportion suggested that all affordable homes should be for social rent.
- 9.4% of respondents queried whether the targets were deliverable, noting challenges including inflation, cost of materials and land supply.
- 13.6% of respondents queried the percentage split between affordable and market homes, suggesting that the affordable percentage ought to be higher based on perceived housing pressures including homelessness.
- 10.3% of respondents suggested the targets were too low. Reasons included the shortfall in delivery of previous HST and queried the number of homes taken out of effective supply through demolition.
- 6.1% of respondents highlighted issues related to place: amenities, active travel and connectivity, and preserving greenspaces.

How this feedback has informed the final LHS 2023 to 2028

Based on the feedback received the following adjustments are made to the final LHS 2023 to 2028:

- The all tenure Housing Supply Target is retained at 13,000.
- The % 'affordable' HST now includes an explicit target for the number of social rented homes to be 80% of homes approved through the Affordable Housing Supply Programme
- Information on the evidence sources and methodology used in determining the HST is included as an appendix to the LHS 2023 to 2028.
- The LHS 2023 to 2028 includes an action commitment to work to review asset and land disposal and engage with key partners and stakeholders.
- The LHS 2023 to 2028 includes an action commitment to develop an affordable housing policy and engage with key partners and stakeholders.

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Key Housing Issues

Alongside views on the draft LHS priorities and Housing Supply Targets, the Smart Survey included five open questions on key housing issues. The table below sets out the questions and the number of responses.

Questions	Responses
<ul style="list-style-type: none">• What are your views on how we can ensure that there is sufficient accommodation of the right type and in the right places to meet the housing needs of students in Glasgow and support vibrant mixed communities?	295
<ul style="list-style-type: none">• What are your views on the challenges and opportunities to achieving a high quality and sustainability standards for all new build, including affordable and market for sale, housing developments in Glasgow?	277
<ul style="list-style-type: none">• Do you think that a target or a quota policy for new affordable housing developments would help to increase the supply of larger sized affordable homes? (Yes / No / Don't Know or No opinion) Please tell us your views.	185
<ul style="list-style-type: none">• Please tell us your views on what level of priority you think the Council should set for tackling the issue of long term empty homes and whether you think that the Council requires more enforcement powers to address this issue?	274
<ul style="list-style-type: none">• What do you think is the most urgent housing issue in Glasgow that needs to be addressed and why?	313

Student accommodation, housing and vibrant mixed communities

Respondents were asked: 'What are your views on how we can ensure that there is sufficient accommodation of the right type and in the right places to meet the housing needs of students in Glasgow and support vibrant mixed communities?' 234 respondents shared their views. The following key points were noted.

What was said

- 17.5% of respondents queried student housing as an urgent priority, highlighting the importance of other housing issues.
- 13.2% of respondents highlighted supply issues. 5.6% of respondents felt it is university responsibility to ensure that there is sufficient student accommodation and 4.7% highlighted the importance of purpose built student accommodation (PBSA) for meeting needs.
- 15% of respondents highlighted issues to do with location and amenities. 4.3% of respondents suggested accommodation should be distributed across the city and 3.8% of respondents highlighted the importance of accommodation being near to the universities.
- 12.8% of respondents highlighted the importance of the private rented sector (PRS) and support for landlords as key factors in addressing student accommodation needs.

How this feedback has informed the final LHS 2023 to 2028

Glasgow has a long-standing connection with universities stretching back centuries. Glasgow is a 'university city' with an international reputation. Glasgow has a high graduate retention rate and students are an essential feature of Glasgow contributing to the growth

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and prosperity of the city. There has been a significant increase in the number of students in recent years (2015 onwards). There are significant pressures within Glasgow's housing system, in particular the private rented sector. These are pressures of matching supply with need and demand. There is a need for a dedicated strategy and action plan to address specific needs and demands associated with Glasgow's expanding student population. A key action commitment in the final LHS 2023 to 2028 is to establish a working group with representation from student bodies and Universities to identify and take forward shared actions to address student accommodation needs, including the accommodation guarantee.

High quality and sustainability standards

Respondents were asked: 'What are your views on the challenges and opportunities to achieving a high quality and sustainability standards for all new build, including affordable and market for sale, housing developments in Glasgow?' 276 responses were given, and the following key points were noted:

What was said

- 22.1% of responses were 'in common' from Living Rent.
- 17.0% of responses focused on the challenges for delivery, noting issues in relation to finance and compliance with regulations.
- 10.9% of responses highlighted the importance of considering not just homes but wider place-making and infrastructure required for new developments, including amenities, promotion of active travel and access to reliable and affordable public transport.
- 10.1% of responses noted higher costs associated with net zero and queried value for money in terms of meeting needs and demand.

How this feedback has informed the final LHS 2023 to 2028

- The Glasgow Standard applies to all homes delivered with grant support through the Affordable Housing Supply Programme.
- There was little feedback provided sharing views on the opportunities associated with delivering homes to higher sustainability standards in terms of economic potential and growth of local knowledge, business and supply chains.

Larger-size affordable homes quota

Respondents were asked: 'Do you think that a target or a quota policy for new affordable housing developments would help to increase the supply of larger sized affordable homes? (Yes / No / Don't Know or No opinion) Please tell us your views.'

What was said

349 respondents answered the question. Just under half (49%) agreed with a target and 20% disagreed. A significant proportion (31%) indicated they neither agreed nor disagreed or had no opinion. 185 respondents provided further views and the following key points were noted:

- 10.8% of respondents argued that supply should be left to the market to determine.
- 10.8% of respondents highlighted the importance of increasing affordable housing supply and social rented homes.
- 9.7% of respondents queried the evidence and analysis that determined need for larger sized homes.
- 5.9% of respondents queried whether targets would be effective in driving delivery.

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How this feedback has informed the final LHS 2023 to 2028

- The LHS 2023 to 2028 includes an action commitment to develop an affordable housing policy and engage with key partners and stakeholders.
- Glasgow's Strategic Housing Investment Plan 2023 to 2028 sets out targets for delivering larger sized homes. The final LHS 2023 to 2028 includes an action commitment to retain this target in subsequent SHIP updates and undertake a mid-point review of the target in 2026.

Long-term empty homes

Respondents were asked: 'Please tell us your views on what level of priority you think the Council should set for tackling the issue of long term empty homes and whether you think that the Council requires more enforcement powers to address this issue?' 274 responses were shared, and the following key points were noted:

What was said

- 65.7% of respondents noted this as a high priority and suggested the Council requires more enforcement powers. 6.6% agreed though suggested more powers should be conditional on further investigation into causes and issues affecting long-term empty homes.
- 15.0% of respondents disagreed that the Council requires more enforcement powers.
- 12.8% of respondents noted issues but did not indicate either the level of priority or whether more enforcement powers are required.

How this feedback has informed the final LHS 2023 to 2028

- Tackling long-term empty (LTE) homes is identified as a key strategic priority in the final LHS 2023 to 2028. This includes further investigation into the issues driving LTE homes and considering greater use of powers including compulsory purchase. This work will align with plans for increasing affordable housing supply as well as developing Glasgow's approach to retrofitting tenements and existing buildings.

Most urgent housing issue

Respondents were asked: 'What do you think is the most urgent housing issue in Glasgow that needs to be addressed and why?' 312 responses were shared, and the following key points were noted:

What was said

- 17.0% of responses were 'in common' from Living Rent.
- The 'top 10' responses accounted for 60.9% of all responses.
 - 12.5% of responses highlighted the importance of increasing affordable housing supply and social rented homes.
 - 11.2% of responses highlighted the significance of the private rented sector, how it functions to meet housing needs and demand, affordability issues, and support for tenants and for landlords.
 - 9.9% of responses highlighted homelessness pressures.
 - 7.7% of responses highlighted issues to do with maintaining and retrofitting existing homes.
 - 5.1% of responses highlighted climate change, home energy and fuel poverty.
 - 4.2% of responses highlighted a need for increasing housing supply overall.
 - 3.5% of responses highlighted issues of housing safety, damp and mould.
 - 2.2% of responses highlighted student accommodation.

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- 2.2% of responses highlighted place-making, amenities, infrastructure and connectivity.
- 2.2% of responses highlighted the need for increasing supply of larger sized homes.
- 22.1% of all other responses highlighted 31 other specific issues or challenges including key worker homes, housing density, homes for older people and younger people, and others.

How this feedback has informed the final LHS 2023 to 2028

- The responses affirm the LHS 2023 to 2028 priorities for increasing housing supply, including affordable and social rented homes, and the challenge of preventing and reducing homelessness.
- The PRS is an important part of Glasgow's housing system. These homes are needed to meet the city's diverse housing needs and demands. Glasgow's private rented sector is diverse.
- Evidence indicates that average new listings for PRS rents across Glasgow have increased at above the rate of inflation and new listings have decreased. Therefore, there are significant access and affordability pressures for prospective tenants seeking a new private rented tenancy.
- There is evidence of good practice and landlords seeking to offer good quality accommodation, fully compliant with all regulations, without excessive rent increases.
- There is evidence of poor practice, poorly maintained homes with disrepair and landlords demanding above inflation rent increases.
- The LHS 2023 to 2028 will seek to support tenants, which includes establishing a tenant forum and other key actions. It will seek to engage with and support landlords to provide affordable, safe and compliant PRS homes. It will seek to take more enforcement action to target the poor landlord practice which undermines confidence in Glasgow's PRS.

Engaging Partners

The Smart Survey noted that Glasgow's Draft Local Housing Strategy 2023-28 is a partnership plan that seeks to engage everyone, individuals, groups and organisations, across Glasgow, to work together to achieve the vision and outcomes. Therefore, it invited respondents to share views on the following: 'What key action or actions do you think you or your group / organisation can take to contribute towards meeting Glasgow's Draft Local Housing Strategy vision and outcomes?' 259 responses were shared, and the following key points were noted:

What was said

- 20.9% of responses were 'in common' from Living Rent.
- In general, respondents noted that this question was geared towards organisations rather than individuals. However, some (4.2%) of respondents noted the importance of opportunities to engage with Glasgow City Council on housing issues and several suggested introducing more local housing focused events.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes an action commitment to review public engagement events across housing programmes and identify opportunities for increasing participation.

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3.1.2 Organisation Feedback

Internal and external partners, as well as key stakeholder groups, were invited to submit feedback either in response to the smart survey or by email.

In total, 51 completed surveys were submitted in which the respondent ticked response from an organisation. Of these responses, one was from an individual relating to a higher education institute. Of the remaining, the following broad groups were identified:

Groups	Responses
Tenants Organisations	21
Private Rented Sector (PRS) Landlords	10
Voluntary, Community and Charity Organisations	7
Registered Social Landlords	5
Housing Developers and Property Real Estate	5

3.1.2.1 Tenants Organisations

20 of the 51 responses that ticked 'organisation' were identified as being from Living Rent, a tenant union and tenants' organisation with local representation across Glasgow. Overall, in responses to the open questions in the survey, between 50-60 responses were identified as being 'in common' from Living Rent. These were analysed to confirm they were near identical and then analysed as a group. A organisation response was also received from the Scottish Tenants Association. There was broad alignment with the issues raised in the Living Rent response and they have been included in this section.

The 'in common' Living Rent response noted seven points of concern:

1. 'Affordable' house building targets should only be social housing building targets
2. Mixed communities are leading to the potential destruction of social housing and its replacement by unaffordable housing tenure, and it seems it's more deprived neighbourhoods that are targeted by the 'mixing'
3. A need for real accountability of social and private landlords and clear enforcement
4. Private landlords register to have greater enforcement power
5. Supporting tenants' voice
6. Little is said regarding mould and damp given how pervasive they are in Glasgow and how much of an impact they have on people's health
7. There is a need to reform council tax regarding empty properties to further enable this strategy

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What was said

The responses set out common key points in relation to the LHS Priorities. The following points were noted in relation to '*LHS Priority 1: Delivering more homes and great places that reduce poverty and inequality and increase opportunity and prosperity for all*':

- 'Affordable' house building targets should prioritise social housing at social rents. 'affordable housing' in the strategy should only refer to homes that are provided for social rents, where tenants have a clear voice and power in their housing, through democratic rent consultations and ongoing accountability of their social landlord. This plan should ensure that all of the 6,500 'affordable' homes planned are for social rents.
- none of the homes at market rate should be either build-to-rent or purpose built student accommodation.
- all new developments to have a minimum of 25% of social housing at social rents.
- Efforts to 'diversify' neighbourhoods should focus on affluent areas and building social housing there, rather than building more unaffordable homes in more deprived areas.
- Build-to-Rent is not a model that the council should be favouring, not in any area of the city and even less so in the city centre which is prime housing space and should be for social housing.
- projects to unlock the development potential of vacant and derelict land throughout the city should focus on social rents.
- any partnership with a social landlord should have accountability mechanisms, to ensure that the social goals of Glasgow' housing strategy are met. This entails all partnerships and collaborations with social landlords having clear mechanisms for the council raising issues, requiring specific outcomes (new homes for social rents building targets, rent controls, tenants have a democratic say in the running of their homes).

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 highlights Glasgow's long-standing commitment to housing-led regeneration, including progression for all eight Transformational Regeneration Areas (TRA). The strategy ambition to promote and create vibrant mixed communities is clear and this reflects the lessons learned from successful place-based regeneration highlighted in Glasgow's Place Commission Report, including New Gorbals and the Commonwealth Games Village.
- The strategy includes key mechanisms for diversifying tenure and introducing more affordable housing options across Glasgow, principally through Glasgow's Affordable Housing Supply Programme which, alongside new build projects, includes provisions for targeted market acquisitions of homes for social rent. The strategy also includes a new action commitment to develop an affordable housing policy for the city through engagement with key partners and stakeholders.

What was said

The following points were noted in relation to '*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*':

- that all new homes should meet the highest sustainability standards, not just social housing. This should be a key requirement in any new planning permission, as well as a consideration for electric vehicle charging points.

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- In order for tenants to be able to raise energy performance issues or housing quality issues, they should be able to go to the council's environmental health team, which should have greater powers of enforcement regarding landlords' behaviour and have the ability to issue fines.
- better data to deliver the retrofit agenda, through cross collaboration between social landlords, as well as the landlord register and the Scottish Government to be able to better target retrofits and funding allocation.
- agree with the vision of setting up a public interest energy producer supplier to offer affordable energy for Glasgow's residents (p.58). Additionally, we believe that there should be a municipal retrofit company to offer area based schemes improvement works and tenement retrofits, training up a competent workforce to achieve a just transition for the city. This could be in partnership with local colleges to build the pipeline of skills needed for the net zero agenda.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes an overarching action commitment to develop a Housing Retrofit Programme. Key actions associated with developing this approach include the collation of data and intelligence from projects and programmes underway across Glasgow and elsewhere. This includes engaging with experts, providers and community-based organisations and exploring models for delivery of housing retrofit.

What was said

The following points were noted in relation to '*LHS Priority 3: Improving the condition of Glasgow's homes and preserving Glasgow's tenements and built heritage*':

- any council investment through compulsory purchase orders should lead to the house becoming social housing. If the council buys back private rented housing, the tenants should be able to stay as social tenants paying social rents.
- Private sector housing grant to target maintenance and improvement of private properties should come with affordability requirements ensuring that landlords do not raise the rents for at least 10 years following receiving a grant.
- Inspection team should have greater enforcement powers, notably the ability to issue fines and rent rebate to force the landlords to address the recommendations and maintain the property in acceptable standards.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 confirms that additional homes bought through targeted acquisition using public grant on the open market are used to offer settled homes to homeless households and no sitting tenant or owner is made homeless as a result of an acquisition.

What was said

The following points were noted in relation to '*LHS Priority 4: Supporting people to live independently and well at home in the community*':

- a lot of unpaid carers in Glasgow do not feel supported by the council and further cuts to care services are incredibly concerning.
- local council teams should also support tenants to seek occupational health referral when their housing is inadequate (accessibility needs) or when they are facing conditions that are threatening their health (for example mould and damp).

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- any increase of supply of 4+ bedroom homes in Glasgow should be social rents

How this feedback has informed the final LHS 2023 to 2028

- the final LHS 2023 to 2028 highlights the importance of promoting safe and comfortable homes, including working with housing providers, landlords and tenants to identify and address issues of damp and cold homes.

What was said

The following points were noted in relation to '*LHS Priority 5: Improving housing options, affordability and sustainability for tenants and owners, to prevent and reduce homelessness*':

- Evictions are incredibly violent and stressful for tenants, and expensive for the council. The council should work with landlords to ensure a joint-up approach that favours tenants staying put.
- The best way to avoid homelessness is for people to be able to remain in their own homes, and thus ensuring that housing in Glasgow is genuinely affordable. This is why the council should prioritise social housing over mid-market rents or Built-to-Rent as well as ensure that the Scottish Government introduces clear and enforceable rent controls
- Glasgow City Council should commit to prevent and stop any lock changes in the city.
- Request to engage with Living Rent in taking forward actions to set up a local social lettings agency.
- A tenant-led forum/platform for meaningful engagement with Glasgow's private rented sector tenants should involve social and private tenants and engage with tenant representatives rather than individual tenants and have clear powers of enforcement.
- greater powers of enforcement from local council teams, clear police training protocol regarding illegal evictions and harassment, and clear ways for tenants to report their landlords without fear of retaliation.

How this feedback has informed the final LHS 2023 to 2028

- The % 'affordable' HST now includes an explicit target for the number of social rented homes to be 80% of homes approved through Affordable Housing Supply Programme
- The LHS 2023 to 2028 includes an action commitment to develop an affordable housing policy and engage with key partners and stakeholders.

Urgent Housing Issues

What was said

- Finding permanent settled accommodation for over 6,600 homeless people stuck in temporary accommodation in Glasgow permanent accommodation including over 2,700 children and young people.
- Rising rents and the growing unaffordability of both private and social rents. This should be tackled through rent controls, as well as the council engaging more strictly with local housing associations regarding rent setting and rent consultations, that is if tenants believe a rent consultation didn't meet minimum threshold of engagement and didn't provide fair options to tenants for voting (notably a no increase option) then the council should be able to have mechanism for redress for tenants. Any local strategy should ensure that bringing rents down is paramount.

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- There is a damp and mould crisis, along with too many homes being energy leaking or failing. Any housing strategy from the council should ensure the quality of homes is increased.
- Any new development should correlate with improvement in services. Local schools, GPs and social services are currently stretched to breaking point in the city, many parts of the city do not have access to GPs, dentists, community spaces or green areas. Without major investment, new developments will overwhelm these services further and have a detrimental effect on the community's well-being and cohesion.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 highlights the importance of Glasgow's social housing sector and working with Registered Social Landlords to ensure they can continue to provide affordable, accessible and sustainable homes, to meet current and future housing needs.
- the final LHS 2023 to 2028 highlights the importance of promoting safe and comfortable homes, including working with housing providers, landlords and tenants to identify and address issues of damp and cold homes.
- the final LHS 2023 to 2028 highlights strategic spatial priorities and considering delivery of new homes at scale and the importance of place-based infrastructure planning.

3.1.2.2 Private Rented Sector Landlords

10 respondents ticked organisation and identified as being private sector landlords. The size of property portfolio was not shared by all, however in those instances where it was the respondents noted few (less than three) properties. In general, private landlord responses are highlighted and analysed within section 3.1.1 as part of the LHS survey key findings. However, the following key points we noted from these respondents:

What was said

- Feeling that landlords unfairly vilified for wider housing pressures, being seen as part of a problem rather than part of a solution.
- Noting new statutory and regulatory requirements placed on private landlords are constraining investment and may run counter to aims of ensuring a well-functioning housing system than can meet housing needs and demand.
- Highlight a lack of focus on supporting landlords that wish to invest and improve homes.

How this feedback has informed the final LHS 2023 to 2028

- The private rented sector (PRS) is an important part of Glasgow's housing system. These homes are needed to meet the city's diverse housing needs and demands. Glasgow's private rented sector is diverse.
- Evidence indicates that average new listings for PRS rents across Glasgow have increased at above the rate of inflation and new listings have decreased. Therefore, there are significant access and affordability pressures for prospective tenants seeking a new private rented tenancy.
- There is evidence of good practice and landlords seeking to offer good quality accommodation, fully compliant with all regulations, without excessive rent increases.
- There is evidence of poor practice, poorly maintained homes with disrepair and landlords demanding above inflation rent increases.

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- The LHS 2023 to 2028 will seek to support tenants, which includes establishing a tenant forum and other key actions. It will seek to engage with and support landlords to provide affordable, safe and compliant PRS homes. It will seek to take more enforcement action to target the poor landlord practice which undermines confidence in Glasgow's PRS.

3.1.2.3 Voluntary, Community and Charity Organisations

Responses were received from organisations focused on housing options and homelessness, travel and transport, sustainable homes and retrofit. The following key points were noted:

What was said

- There is a need for affordable housing associated rental properties. Housing associations should be supported in taking over old properties and building medium/high density in gap sites.
- The new Strategy should acknowledge that the last Strategy's housing delivery target was under-delivered by 33%.
- Important to significantly increase numbers of, and training for, Building Control Officers to ensure there is no gap between standards and as-built quality.
- Stop consenting low density, car-centric housing, for example near M73. Require high density 15-minute neighbourhoods. More housing within available space with less requirement to devote space to roads and parking.
- Homes cause 34% of Glasgow's carbon emissions. The consumption of gas per capita in the city has not changed since 2014. All efforts in almost a decade have had no impact on headline emissions. The climate crisis is an existential threat to humanity and Glasgow.
- Taking a Community Wealth Building approach to ensure local tradespeople can prosper in the energy transition.
- A significant issue is connectivity. This can be overcome through planning to ensure that new homes are accessible to services, including health, shopping and leisure. Planning must also ensure that active and sustainable routes are accessible in any new housing.
- Additionally, lack of bike storage is an issue that this strategy needs to tackle, alongside storage for buggies, mobility which will encourage people to live and travel in their areas without having to rely on cars. This links to a route map to achieve a 20 per cent reduction in car kilometres by 2030.
- Innovation and ambition in providing a radical alternative to care homes. They are not fit for purpose as the Covid-19 pandemic showed, and an overhaul of the whole system is required.

How this feedback has informed the final LHS 2023 to 2028

- Community Wealth Building opportunities explored as part of the Retrofit Strategy and Action Plan.
- The final LHS 2023 to 2028 has an action commitment to undertake a review of the Glasgow Standard design specifications for accessibility engaging with key internal and external partners.

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3.1.2.4 Registered Social Landlords

Glasgow City Council Housing Services engaged extensively with Registered Social Landlords to develop the draft Local Housing Strategy (LHS) 2023 to 2028 and also undertook targeted engagement with the sector (see 3.2.4) to facilitate discussions on cross-cutting strategic challenges and gather views. As well as these inputs, formal responses to the LHS consultation were received from five (5) RSL organisations including Wheatley Group, West of Scotland Housing Association, Shettleston Housing Association, Partick Housing Association, and Horizon Housing Association. The following key points were noted:

What was said

Priority 1

- The introduction of an Affordable Housing Policy and use of Section 75 planning conditions would be a significant step forward in optimising the supply of affordable new homes across Glasgow and particularly in pressured local housing markets where there are limited opportunities to access affordable development sites.
- Increased standards for build specification and current build cost inflation are making new build development less affordable for many RSLs. This will significantly impact the number of affordable homes that can be delivered through the Affordable Housing Supply Programme. It is vital that the Scottish Government grant arrangements, and GCC's implementation of these, are kept under review to ensure that development of new homes by RSLs remains viable.
- Whilst there is a greater need for social rented accommodation, we know that mid-market rented properties play a critical role in accommodating people who can no longer afford private rents or may be excluded from homeownership
- There is clearly a need for sufficient student accommodation across the city, but this needs to be considered in a balanced way within the context of the overall local housing market and how it operates. In recent years there has been a massive increase in new purpose built student accommodation, which would appear to be driven by the business models of universities to maximise the number of overseas and other students from out with Scotland / Glasgow. Students are an important economic driver but should not drive the provision of new accommodation within the local housing market. The over-provision of new student accommodation has affected the availability of affordable housing sites in the pressured West End local housing market, so must be curtailed.
- There is no benefit to our communities in keeping homes which cannot be reconfigured to meet modern requirements. This not only affects the tenants but can have a detrimental effect on the surrounding neighbourhood if there is low demand and high turnover. Given the strong focus on environmental sustainability, it would be helpful if the local housing strategy could highlight this further and provide strategic support and guidance to RSLs on this matter.

How this feedback has informed the final LHS 2023 to 2028

- Produce a review report on Mid-Market Rent in Glasgow
- Undertake a pilot project to develop a Local Housing Systems Analysis framework and methodology for developing localised housing need and demand assessments.
- Scope the development and delivery of an affordable housing policy for the city

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- Establish a working group with representation from student bodies and Universities to identify and take forward shared actions to address student accommodation needs, including a Student Housing Guarantee to ensure all students have a safe, quality and affordable home that is accessible and adaptable if needed

What was said

Priority 2

- In the current challenging circumstances in particular, strategic acquisitions of private housing by RSLs have the potential to play a significant role in both increasing affordable housing supply and in helping to address poor private housing.
- It is not clear whether funding would be available to assist RSLs with reaching net zero targets.

How this feedback has informed the final LHS 2023 to 2028

- Set-up a working group involving RSL partners on targeted acquisitions and produce a framework and procedures for the affordable housing supply programme
- Undertake strategic acquisitions to target open market purchases that increase supply of affordable homes, meet housing priorities and improve the management and condition of tenements.

What was said

Priority 3

- The commitment to continue the Housing Partnership Initiative Areas to help improve the poor condition of some of the city's private sector tenement housing is welcome. We would like to see this scheme extended.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes an action commitment to deliver Housing Partnership Initiative Area (HPIA) projects and work with RSLs on an area basis to tackle problematic private sector housing in poor condition.

What was said

Priority 4

- There is a need for 3bed and 4+bed properties. Suggest that the focus be widened in this respect.
- There should be more emphasis on support issues such as the availability of care and support at home and delayed discharge as well as on the physical environment. The availability of care and support at home is particularly difficult to access for those with low to medium level support needs.
- Look to apply the core and cluster model to people with multiple complex needs, to enable them to live independently in a supported environment.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes a commitment to implement actions that are outlined in Glasgow's Digital Housing Strategy; and
- Increase the supply of larger sized (3+ bedroom) homes in Glasgow through the AHSP

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What was said

Priority 5

- Increasing role supporting tenants to sustain their tenancies and prevent homelessness. Need to explore how RSLs can be better supported and equipped to continue, in conjunction with Glasgow Health and Social Care Partnership.
- It is not clear that there is a city wide social rented market area: most applicants tend to have more localised interests. The development of a number of smaller common housing registers, each covering a district of the city (as identified by RSLs and others in those areas), may have more prospects for success and be likely to go a long way to meeting objectives in relation to improved accessibility and improved knowledge/data re housing needs.
- Increased commitments to homeless households, and commitments to accommodating refugees have consequences for the availability of stock we have to accommodate other applicants. This particularly affects applicants in unsuitable housing, such as over-crowding.
- There is a need to continue to look at wider options to prevent homelessness including advice and low level or short intervention support. This is anticipated to feature in the forthcoming Housing Bill.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes commitments to work in partnership with Glasgow City Health and Social Care Partnership and RSLs to prevent homelessness and provide housing for homeless households; and
- Improve access to affordable housing in Glasgow through scoping development of a Common Housing Register, enhancing online application systems and use of digital data.

Housing Supply Targets

What was said

- Broad support for the targets though suggestion that 6,500 affordable may not meet the potential level of housing need during the lifetime of the strategy. Nevertheless, in the current funding climate, delivering 6,500 new affordable homes by 2028 may be challenging for the providers in the city.

How this feedback has informed the final LHS 2023 to 2028

- Glasgow's LHS 2023 to 2028 all tenure housing supply target is retained at 13,000. The 'affordable' housing supply target now includes an explicit target for the number of social rented homes to be 80% of all homes through Affordable Housing Supply Programme

Larger sized homes

What was said

- A quota would remove freedom and flexibility to make the best use of each site, including larger homes where it is achievable to do so.
- The current funding structure is not conducive to delivering the larger homes required. This often makes it more feasible to build more smaller properties. For example, the grant funding for a four-bedroom home is approximately 40% more than is required for a two-bedroom home. We would ask that the City Council consider a funding structure that would enable development of these larger properties.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes an action commitment to Increase the supply of larger sized (3+ bedroom) homes in Glasgow through the AHSP.

3.1.2.5 Housing Developers and Real Estate

Responses were received from Homes for Scotland (HfS), the representative body for the home building sector in Scotland as well as housing developers, Persimmon, Robertson Residential Group, Turley on behalf of Redevco. Responses were also received from the Scottish Property Federation (SPF), a membership body representing the members of Scottish real estate industry. The following key issues and points were noted:

What was said

Delivering new homes and Glasgow's Housing Supply Targets

- Homes for Scotland (HfS) agree with the approach and commend Glasgow City Council (GCC) for increasing their housing supply target figure above both the HNDA numbers and the MATHLR as adopted within NPF4.
- Detail is required on how GCC plan to increase housing delivery and achieve the planned 2,600 all-tenure homes per annum as a minimum across the city.
- HFS would very much welcome further engagement with GCC and City Property to understand what blockers exist in bringing housing sites to the market and to offer industry insight as to how they may be unlocked.
- HFS strongly believes that a partnership approach between the Council and the home building sector can positively influence the supply of more new homes by working together to identify and overcome the main blockers that are negatively affecting delivery, which include:
 - There is an opportunity for the Council, as landowners, to become a major enabler of new housing development. However, there is a need for a land disposal strategy to deliver a large volume of housing sites in Glasgow that are owned by the Council and controlled by City Property. HFS would very much welcome further engagement with GCC and City Property to understand what blockers exist in bringing housing sites to the market and to offer industry insight as to how they may be unlocked. This could include the potential for innovative funding approaches in order to bring sites with marginal viability or significant early infrastructure funding forward, for example development partnership agreements.

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- The brownfield and vacant nature of the majority of housing sites already identified tend to come with greater physical, technical, and financial challenges than their greenfield equivalents. Delivery of some sites will require innovative technical solutions, policy compromises to ensure viability and significant financial intervention. HFS will continue to engage with GCC on its annual housing land audit and identifying a deliverable housing land pipeline for its next CDP. The next CDP must seek to allocate greenfield allocations, alongside its prominence of existing brownfield and vacant and derelict land, in order to ensure the continued and ambitious delivery of new homes to meet the future Local Housing Land Requirement.
- It is critical that the right housing options are provided across the city. As well as housing products more suited to inner city urban locations, there needs to be recognition for the city to provide a range of more traditional family type housing with private outdoor space to meet the need identified from the housing market.
- The delivery of more homes is underpinned by an efficient development management function within GCC. Greater resources directed toward the Council's planning team to ensure that there are sufficient resources to process residential proposals.
- Homes for Scotland (HfS) will seek to engage with the development of an Affordable Housing Policy for Glasgow. It will be critical for this need to be evidenced-based, fair, and proportionate to all housing providers in the city including those involved with student and built-to-rent accommodation.
- Homes for Scotland (HfS) will seek to engage with the council on the identification of new, potential Transformational Regeneration Areas (TRA) together with locations for new Community Growth Areas (CGA) as part of its next CDP to ensure a diverse and varied pipeline of major housing projects is developed across the city.

How this feedback has informed the final LHS 2023 to 2028

- The all tenure Housing Supply Target is retained at 13,000.
- Explicit target for the number of homes approved through the Affordable Housing Supply Programme to be 80% social rented
- Information on the evidence sources and methodology used in determining the HST is included as an appendix to the LHS 2023 to 2028.
- The LHS 2023 to 2028 includes an action commitment to work with City Property to review asset and land disposal and engage with key partners and stakeholders.
- The LHS 2023 to 2028 includes an action commitment to develop an affordable housing policy and engage with key partners and stakeholders.

Developing Glasgow's Rental Sector

- The priority for Glasgow should be to increase the overall supply of rental properties in the city to help address the severe shortage of homes on the market. The rental market is a crucial tenure as it offers flexibility in terms of allowing people to easily change their living arrangements and can be a more affordable and accessible housing option for those who are not in a position for homeownership.

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- High demand and undersupply of rental properties is partly responsible for increased tenancy rents, alongside significant reforms in the private rented sector that has increased uncertainty in the investor market. Increasing the supply of rental properties could put downward pressure on rental prices which would increase affordability for tenants. Greater housing options will also relieve pressure in certain demographic areas such as the student market and will help to ensure the city is able to attract and retain high quality talent that is required for a thriving economy.
- For Glasgow to prosper economically, the city must be able to attract and retain high quality talent across all levels. Alongside good employment opportunities and strong transport links, housing is a key deciding factor for where people reside. Glasgow is a vibrant city for students and is increasingly becoming an attractive hub for companies with one of the fastest growing tech sectors in the UK. Our members have underscored the importance of ensuring sufficient housing stock for students and a variety of high-quality housing options for recent graduates and professionals if the city is to retain and recruit more talent. Members mentioned that a shortage of housing could impact a company's decision to locate and hire staff – which given Glasgow's housing crisis – is a cause for concern.
- Glasgow must be able to offer high quality, sustainable and affordable accommodation options if it is to offer a competitive advantage to professionals and companies who may be open to working / operating elsewhere in the UK. This is particularly critical given the recent growth and attractiveness of other UK cities such as Manchester and Birmingham which has recently benefitted from significant investments in the provision of build-to-rent.
- BTR provision in Scotland significantly lags behind a number of cities in England. Recognition of BTR in the delivery of new homes to rent consists of a relatively small proportion of the housing strategy. The nature of this kind of development is typically large scale and promotes high quality and sustainable, inner-city living. Greater BTR projects in Glasgow would help to address housing needs and aid the housing supply targets in the private rented sector. We would encourage the council to consider the value of this kind of tenure and to work with developers and investors to promote it.
- The Scottish Property Federation supports build to rent (BtR) and highlights continued (significant) investor appetite for BTR over the next five years which would cater to the rented-housing demand in in-coming students and young professionals, which can bring major benefits for repopulating the city centre.
- There is limited recognition of the needs of various parties within the Strategy (for example those who wish to rent, student homes, homes for recent graduates) despite these forming an increasing part of Glasgow's population.
- If GCC intends to introduce an affordable housing requirement for city centre residential developments (it doesn't have one at present and our members would support the retention of the current approach given a challenging market in Glasgow), then it should recognise the form of affordable housing provided within BTR developments.
- The draft LHS 2023 to 2028 does not mention co-living which is an important new concept which could be an important feature of Glasgow's housing market meeting needs and demand.
- SPF pre-1960 building types can be repurposed as student accommodations with communal spaces and shared utilities as these buildings are hard to be repurpose

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structurally as residential flats and there is decreasing demand of repurposed office spaces.

How this feedback has informed the final LHS 2023 to 2028

- The private rented sector (PRS) is an important part of Glasgow's housing system. These homes are needed to meet the city's diverse housing needs and demands. Glasgow's private rented sector is diverse.
- Evidence indicates that average new listings for PRS rents across Glasgow have increased at above the rate of inflation and new listings have decreased. Therefore, there are significant access and affordability pressures for prospective tenants seeking a new private rented tenancy.
- A key action commitment in the final LHS 2023 to 2028 is to establish a working group with representation from student bodies and Universities to identify and take forward shared actions to address student accommodation needs, including the accommodation guarantee.
- The final LHS 2023 to 2028 includes an action commitment to and review planning policy to deal with development models such as co-living, Build to Rent and purpose-built student accommodations.

Long-term empty (LTE) homes

- Scottish Property Federation (SPF) notes frustrations with long-term empty homes. However, the reasons for vacant properties are multifaceted and should be identified before the council uses any enforcement measures.
- Long-term unoccupied properties could be a result of homeowners having had to relocate for work or personal issues, such as poor health and financial problems. The property could also be undergoing a lengthy renovation, beyond a state of repair or has been inherited and the family is in the process of deciding what to do next.
- It is important that the council initially works with the property owner to identify the reason for its inoccupation before encouraging them to bring it back into use. The decision for enforcement powers should only be used when necessary and be considered alongside the costs of acquiring it, the potential for repairs and renovation, and the impact on the community.
- The housing strategy mentions that just over 1% of Glasgow's homes - that is equivalent to 3,500 properties - are lying empty. While this figure may appear high, it is comparatively lower than other local authorities in Scotland. We would see the revitalisation of empty homes as therefore a supportive strand to the delivery of more homes in Glasgow, but not the answer in its own right.
- There is also the challenge of ensuring long term empty homes can be brought back to occupational standards that will meet modern standards of net zero energy consumption and efficiency.
- SPF considers that acquiring additional enforcement powers for the council would not be necessary or necessarily provide the significant uplift in availability of homes that might be envisaged.
- Given the relatively low target to bring 200-250 homes back into use every year, and the time and costs associated with using enforcement powers, the priority should only be high if the council feels these properties could support its affordable housing agenda.

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How this feedback has informed the final LHS 2023 to 2028

- Tackling long-term empty (LTE) homes is identified as a key strategic priority in the final LHS 2023 to 2028. This includes further investigation into the issues driving LTE homes and considering greater use of powers including compulsory purchase. This work will align with plans for increasing affordable housing supply as well as developing Glasgow's approach to retrofitting tenements and existing buildings.

3.2 Targeted engagement (external partners and organisations)

Targeted engagement sessions were undertaken with internal and external partners and stakeholders, including planned events and those that were delivered on request, which were estimated to reach over 500 people. This section summarises feedback collated at the four events that engaged community representatives, equalities groups and housing providers.

3.2.1 Community Council Development Session

The session was held 4th March 2023 in person at the Burgh Court Hall, 40 John Street, Glasgow. Total attendance was 44 people. About half (48%) of active community councils across Glasgow were represented:

- 20 – North West
- 9 – North East
- 5 – South

The session was chaired by the community council representative for Hillhead. It consisted of a presentation by Housing Services on Glasgow's draft LHS 2023 to 2028 involving questions and answers. This was followed by group discussion workshops and feedback.

What was said

For the questions and answers, the following key points and issues were noted:

- Glasgow still dealing with the legacy of past policies and plans, including demolition and re-provisioning of housing. Some areas are still impacted by poor connections and lack of amenities. Communities in North Glasgow were highlighted, including the Red Road Transformational Regeneration Area (TRA), which is at present a vacant site and attracts problems such as fly-tipping and other nuisance.
- The impact of students on housing supply, need and demand is high. As such a specific housing strategy for students is required.
- Focus on pre-1919 tenements is noted but important that this does not exclude other tenements and existing buildings that need improvement and investment as well.
- Additional information required to enable comparison and evaluation, including figures on homes taken out of the housing supply (demolitions); and identify previous targets alongside performance outputs.
- Impact of housing development in terms of loss of open space sites within neighbourhoods. How are planning decisions determined in relation to preservation of open and green spaces?
- Support expressed for a specific planning policy requiring affordable housing.
- Supply of larger-sized family homes has been a long-term issue for the city.
- Tenements have unique qualities and it is essential the buildings are preserved. How affordable will it be to undertake the required investments?

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- How are affordable and affordability defined?

How this feedback has informed the final LHS 2023 to 2028

- In response to these comments and questions, the following updates and action plan commitments were made to the final LHS 2023 to 2028 and action plan:
 - Activate the two remaining TRAs at Red Road, and East Govan/Ibrox.
 - Develop an Affordable Housing Policy
 - Develop a tenement retrofit specification and partner engagement framework
 - Develop a dedicated students housing strategy.
 - Clarify inclusion of existing homes as within scope of retrofit plans.
 - Additions to Glasgow Housing Profile and Past Outputs sections of previous targets (including housing supply targets) and figures for housing supply taken out of use (demolitions).

Following a comfort break, participants were assigned to three groups. Each group had a group facilitator and a scribe from Glasgow City Council's Housing Services. The facilitators were given an hour to guide participants through three tasks, intended to consider the draft LHS priorities, housing issues and challenges, and potential actions. The three tasks were set out to enable semi-structured discussions and to allow for topics of interest to be explored.

Task 1: Balancing housing priorities - Participants were asked to rate the priorities most to least important. They were instructed that a priority rating can only be used once. The ratings were recorded by the scribe on a grid.

Task 2: Understanding local housing needs and demand - Participants were provided with post-it notes with a colour designating the broad area (North East, North West, South) in which their community council is located. Participants were asked to write the top three housing issues in their community council area.

Task 3: Identifying actions - Participants were asked to suggest actions they think are required to address the priorities and issues identified.

What was said

Across all three groups, discussions overlapped and a number of issues and actions were identified through feedback.

Task One Feedback

Task 1	Most important					Least important	total
	1	2	3	4	5		
LHS Priority	1	2	3	4	5	total	
1	9		2			11	
2	2	1	4	2	2	11	
3		3	5	3		11	
4		2	1	2	5	10	
5		3	4	1	3	11	
Total	11	9	16	8	10	54	

- The grid above shows feedback for Group One. There were 12 participants. One participant expressed a view that all were identified as priorities and questioned the

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purpose of creating a hierarchy list. The participant therefore declined to score the priorities.

- Participants noted that the priorities are inter-connected, with priorities 1, 4 & 5 closely linked and priorities 2&3 closely linked.
- In general, participants adhered to the instructions on rating, though there was some clustering of ratings around the mid-point (3).
- The task indicated a general view concerning the importance of new housing supply as a key mechanism for addressing other priorities including supporting people to live independently as well as preventing and reducing homelessness.
- Groups Two and Three did not complete a full Grid of responses. Group Two ranked the most important priority and discussed the reasons. The importance of new supply was highlighted.
- Group Three had a general view that it was challenging to rank the priorities however, if taking the view of what priorities need the immediate focus it would be priorities 2 and 3.
- Group Three also highlighted that they felt that the priorities didn't address the importance of improving infrastructure – roads and community facilities etc. alongside new housing supply. Group three rated the highest priority and there was a general consensus regarding the importance of new housing supply as a mechanism for addressing a number of priorities.

Task 2 feedback

Across the three groups, a range of housing issues relating to local needs and demand were identified. The feedback is grouped into six broad areas:

- Housing supply and affordability.
- Energy efficiency, fuel poverty and retrofit.
- Development planning, place-making and engaging local communities.
- Supporting people and meeting particular needs.
- Student housing.
- Spatial priorities.

There were a range of views expressed. The following key messages were noted:

- A consensus view that affordability is a key challenge across the city.
- Highlight high rents in private sector and quality issues.
- Fuel poverty is a key issue affecting communities across Glasgow.
- A general view that consideration of wider amenities should be included for larger housing developments and there is a need for local community engagement.
- Support for people to live independently in their own home is important and there is a particular need for housing and support to help older people.
- Student housing is a key issue, though views on priorities differ.
- Land supply for affordable housing is important and the city centre is a priority.
- Need to ensure this 5-year strategy has links/relationships with our Council policies and is framed within a longer-term strategic plan.
- Guidance and support for owners to achieve energy efficiency improvements to their properties.

Other comments included the importance of how homes are lived in and the role of design both in providing good quality spaces for people within the home but also in consideration of limiting impacts on others, for example: "Effective sound proofing in new builds is required. Stops noise pollution."

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Task Three Feedback

Proposed actions were grouped under six areas and include enabling and enforcement measures:

Increasing affordable housing supply

- Make monthly rent more affordable from Housing Associations.
- Build more affordable housing in the city.
- Require private developers to provide a % of all new housing is affordable.
- Provide a budget to Housing Associations to purchase tenements off of landlords.

Development Planning

- Protect the green belt. Do not grant planning permissions in green areas.
- Council being pro-active in the early planning stage and working with developers.
- Create more amenities like open space, community facilities, improved road infrastructure, surgeries, schools etc.
- Policies to require developers to include more amenities in housing projects.

Skills and capacity

- Ensure Glasgow city have the skills to improve the new build housing. More apprentices and keep working in the city.

Communication and Engagement

- Be realistic in measuring outcomes.
- Be realistic on timeframes for communities to see change happen .
- Clear strategy and communication.
- Engage in more detail with local communities.
- More accountability for Housing Associations and management of social housing
- Don't get lost in ideological policies.

Home Retrofit

- Provide financial support to upgrade homes for energy efficiency.
- Provide guidance on best technical solutions for upgrading homes for energy efficiency.
- Remove single glazed windows and replace with double glazing.
- Review planning policies within conservation areas to enable energy efficiency upgrades.
- Need to think about knocking down tenements and starting again.
- Ensure standards are the same across tenures.
- Roll out technical solutions to deal with increasing issue of dampness in properties .

Private Renting

- Tighter regulation of PRS.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes action commitments to scope the development and delivery of an affordable housing policy for the city, including consideration of a requirement for private sector developers to deliver affordable housing within developments, prioritising public land (for affordable housing) and increasing affordable housing in higher land-value areas such as the city centre;
- Create training and employment opportunities for local residents through investment in new build and retrofitting homes;

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- Ensure connected places through integration of housing and transport strategy, following the principles of 20-minute neighbourhoods including active travel and the case for Clyde Metro;
- Establish a working group with representation from student bodies and Universities to identify and take forward shared actions to address student accommodation needs
- Deliver Glasgow's Area-Based Schemes targeting investment towards hard-to-treat homes in fuel poor areas for external wall insulation and associated energy efficiency improvements; and
- Develop and implement a Housing Retrofit Programme.

3.2.2 Glasgow Disability Alliance

Glasgow City Council Housing Services engaged with Glasgow Disability Alliance (GDA) to co-plan a hybrid event delivered by GDA for GDA members at the Calton Heritage and Learning Centre. Total attendance was 66 people: 48 people in person and 18 people online.

The event was introduced by Tressa Burke and Marianne Scobie of GDA. A short presentation was delivered by GCC Housing Services on the draft Local Housing Strategy 2023 to 2028. This was followed by questions and answers. After the presentations, participants engaged in two group discussion workshops. Participants were asked to share their views and insights in relation to three key questions:

- What Support or Housing Provision would help you live independently in your home for long as possible?
- What is the most urgent housing issue in Glasgow for Disabled People and why?
- What other factors have an impact on Disabled peoples Housing issues?

What was said

The following key points and issues were noted in relation to 'What Support or Housing Provision would help you live independently in your home for long as possible?'

- Access to adaptations within the home for example wet floor and level access showers.
- Access to equipment within the home for example hoists, stairlifts, bathroom & kitchen equipment.
- There are lengthy waits for allocation to an OT (occupational therapist). This causes frustration and difficulties for disabled people seeking to live independently.
- Examples of people hospitalised and then unable to return to their home until OT has carried out assessment of home and adaptations installed. This can result in a lengthy time in hospital or an inappropriate placement in a nursing home.
- There is a shortage of suitable, accessible homeless temporary accommodation for disabled people. An example was shared of a disabled person made homeless through fleeing domestic abuse placed in a care home for more than 6 months.
- Greater awareness needed and training required for Housing Officers about disabled people's housing needs, including accessibility and adaptations, as well as working with occupational therapists.
- Alert systems are useful but can be expensive for disabled people with low incomes. They should be free or more affordable.

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- There is potential for making use of new digital technologies to assist with safety at home, for example pressure and motion sensors to alert if a person has fallen or is unwell.
- Access to homes to include controlled entry systems with automatic doors and key fobs. These are essential for disabled people, especially when carrying bags or other things.
- Practical assistance with living at home, including help with gardening and bin collections.
- General waste collection is every three weeks, and this is insufficient. More frequent collections or a dedicated service for collecting incontinence waste is required.
- Barriers to access and movement outside the home are significant constraints. This includes bins and other street furniture blocking pavements, insufficient disabled parking spaces and access restricted by other private vehicles including parking on pavements.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes additional action commitments to develop research that considers potential designs/types of new build housing development and services that would support people to live independently;
- Review the target for 10% wheelchair adaptable homes (in new developments of 20 units or more) engaging with key internal and external partners; and
- Undertake a review of the Glasgow Standard design specifications for accessibility engaging with key internal and external partners.

What was said

The following key points and issues were noted in relation to 'What is the most urgent housing issue in Glasgow for Disabled People and why?'

Housing Supply

- There is a shortage of supply for accessible homes to meet the housing needs and demand of disabled people and families. There are lengthy waiting lists for accessible housing.
- If Disabled person find themselves homeless there is no accessible temporary accommodation.
- There are not enough larger family accessible homes.

Housing design, allocations and tenancy management

- Disabled people can require extra rooms for equipment and storage as well as for family or carers to stay.
- Concern that some housing associations have mentioned that guide / assistance dogs are not permitted within their properties.
- When new properties are designed and built, they should be made future proof and consider future adaptations that maybe required.
- All new builds should be accessible not just a percentage.
- New housing developments should ensure that all facilities and amenities, such as bin stores, play spaces and play equipment, are fully accessible to disabled people including wheelchair users.
- Disabled people and organisations should be involved in the design of all new affordable housing developments to ensure full accessibility and avoid access barriers that require costly retrofit.
- There are numerous allocation systems for social housing across the city and some online applications not user friendly.
- When a disabled person is offered new housing, they are under pressure to decide and not given enough time to consider if the property is suitable, for example if it has sufficient

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space and is or could be made accessible. There needs to be more time and access to advice and information from occupational therapists.

Knowledge and Raising Awareness

- Disability is diverse. Not all disabled people are alike. There is no single type of wheelchair or mobility need. There is a need for much greater knowledge and awareness across housing services.
- Disabled people and representative groups such as Glasgow Disability Alliance should be invited to sit on housing boards.
- House Builders / Architects should consult with Disabled people / Groups in the constructing of Private Housing Developments.
- Housing Associations should consult with housing association that specialise in accessible housing currently available such as Blackwood / Link.
- Across Glasgow, there are homes with disabled adaptations that have received public funding, either private sector housing grant for private owners or grant funding for housing associations. there will be records information of these adaptations and type of properties and areas that they have been carried out. It would be beneficial if a profile be created showing the type of property and adaptations that can be carried out within it.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes additional action commitments to develop research that considers potential designs/types of new build housing development and services that would support people to live independently; and
- Review the target for 10% wheelchair adaptable homes (in new developments of 20 units or more) engaging with key internal and external partners.

What was said

The following key points and issues were noted in relation to 'What other factors have an impact on Disabled peoples Housing issues?'

- Cost of Living impacts on disabled people's health and wellbeing - disabled people can often have poor circulation and with the increased utility bills are finding difficulties in keeping homes warm, this has effects on health and also mental health.
- Disabled people can often feel isolated in their homes and can often be housebound, a way to communicate with friends & family may be via online chat, the issue with this is the affordability of internet and it was suggested disabled received access to free internet.
- Availability of useful information and advice, such as grants, benefits, helpful Contacts, services. This is not easily accessed in a single place. Disabled people often feel as they are passed to different departments / people it would be if an information brochure be created with useful contacts / agencies these brochures should be distributed in Doctor Surgeries, Community Centres, Churches, Disabled Groups, Housing Offices and Social Work Offices, and be available online maybe on GDA website and other Agencies sites.

Community Facilities

- Disabled people would like to be able to socialise within their communities and some disabled feel their community & leisure facilities are not accessible, issue with parking, disabled toilets, equipment and staff not aware of disabled access issues.
- Families with disabled children often find difficulties in accessing suitable play-equipment in parks, lack of wheelchair accessible equipment.

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- Disabled people often come across obstacles on pavements for example: refuse bins being left in middle of pavement on pick up days; vehicles parked on pavements; high kerbs and bollards. These issues are all barriers that disabled people face in their communities on a daily basis and can be frustrating.

Renovations

- Disabled people can find issues when Housing Associations are carrying out external renovations. They can find obstacles with materials vehicles blocking pavements also not clearing materials when job complete.

Installation of Optic Fibre & Virgin

- Disabled can find issues when the installation of internet in areas, for example pavements are blocked and vehicles parking on pavements.

Affordability – Rent

- The option of MMR Properties for a Disabled person may not be an option as they do not meet financial criteria for applying for these properties.

Cost of Adaptations - Owner Occupiers

- Disabled who are owner occupiers may not be able to afford to carry out disabled adaptations and not be able to meet the criteria for a 100% Disabled Adaptations Grant from GCC. They would receive a 80% Grant however not be able to afford the remaining 20%.

Adaptations - Private Rented Tenants

- Disabled who have private rents can have issues with landlords in asking them to carry out any adaptations to the property.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes additional action commitments to undertake a review of the Glasgow Standard design specifications for accessibility engaging with key internal and external partners; and
- To fund adaptations to affordable and private sector homes

3.2.3 Glasgow University Students' Representative Council (SRC)

Glasgow City Council Housing Services engaged with the Glasgow University Students' Representative Council, meeting with the four full-time sabbatical officers elected to represent the students at Glasgow University.

What was said

- Reports from students that they plan to leave Glasgow as soon as their studies end due to the lack of suitable (affordable and available) housing.
- The University of Glasgow faced a student accommodation crisis at the start of the 2022/23 academic year which put many students into unsustainable living situations:
- Students were forced to look [far outside the city in order to find housing](#) for their studies.
- Students unable to find housing were advised to consider [suspending their studies](#) if they had not yet secured housing by the start of the academic term.
- Student homelessness is a major issue that needs specific attention. Often, students will turn to couch surfing in order to continue their studies without proper accommodation.

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- The perception of students as a singular homogenous group often ignores considerations for particularly vulnerable groups such as student parents, student carers, disabled students, mature students, and students studying part-time.
- PBSAs are a major provider of housing for students in the city and expansion of this provision would be crucial for creating more spaces for students to live. International students often rely on PBSAs, as they may not require a UK guarantor in order to rent from them.
- many PBSAs charge their highest room price for their accessible rooms, disadvantaging disabled students seeking accommodation.
- believe the strategy should also consider how the city will manage supply in the private rental sector and how they can simplify the HMO application process without sacrificing the quality of housing available to students.
- we suggest that the city find a way to increase consultation with student groups on key issues such as housing through the development of a student consultation group or a unique student housing strategy.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 and LHS Supporting Information Paper are revised to highlight the importance of students and student housing issues for Glasgow, as follows:
- Glasgow has a long-standing connection with universities stretching back centuries. Glasgow is a 'university city' with an international reputation. Glasgow has a high graduate retention rate and students are an essential feature of Glasgow contributing to the growth and prosperity of the city.
- There has been a significant increase in the number of students in recent years (2015 onwards). There are significant pressures within Glasgow's housing system, in particular the private rented sector. These are pressures of matching supply with need and demand.
- There is a need for a dedicated strategy and action plan to address specific needs and demands associated with Glasgow's expanding student population.
- A key action commitment in the final LHS 2023 to 2028 is to establish a working group with representation from student bodies and Universities to identify and take forward shared actions to address student accommodation needs, including the accommodation guarantee.

3.2.4 RSL engagement event

An invitation was sent to all 61 registered social landlords with an operating interest in Glasgow local authority area. The session was attended by 60 people and included representatives from Glasgow West of Scotland Forum, Tenants Information Services, Glasgow health and Social Care Partnership and Glasgow City Council's Housing Services.

The format involved two sessions in which a series of short presentations delivered by internal and external partner organisations followed by a group discussion (see appendix). Participants were invited to post comments and questions in the meeting chat, and these were addressed in the group discussions. The following questions and key points were noted across the two sessions.

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What was said

Session One focused on understanding the current housing need and demand pressures in Glasgow and the associated key issues, strategic challenges and opportunities.

Common Housing Register

In his presentation, David Bookbinder (Director, GWSF) highlighted the issue of developing a common housing register(s). This was considered by participants and the following points were noted.

- The experience from the CHR pilot was that a common housing register without a common allocations policy achieved very little and probably made things even more complex for applicants.
- Maryhill are planning to join Queens Cross Housing Associations housing register system and align the allocation policies. This makes sense from a customer perspective given the overlap in the shared geographic areas of operation.
- RSLs in Drumchapel have a common allocation policy and a common online application (DRUMCOG), why not city wide?
- Glasgow City Council's Strategic Plan includes an action commitment to develop a common housing register. GCC Housing Services are exploring options, which may include developing multiple area-based registers, where appropriate.

How this feedback has informed the final LHS 2023 to 2028

- The LHS 2023 to 2028 includes an action commitment to Improve access to affordable housing in Glasgow through scoping development of a Common Housing Register, enhancing online application systems and use of digital data.

What was said

Matching Supply and Demand

A key question was raised in relation to the capacity of Glasgow's housing sector to meet sudden and persistent increases in housing need and demand, particularly if these are unevenly distributed across the city.

The following key points were noted in discussion:

- Importance of work to bring empty homes back into effective use and the property repurposing strategy as a means of increasing affordable housing supply and getting the best out of Glasgow's assets.
- GCC Housing Services Empty Homes team are reaching out to RSL partners for local intelligence to assist targeting work.
- Support for the plan is repurposing vacant commercial premises for residents. But is there a need for more joined up thinking with City property who are still selling these units to the highest bidder and the market means they are staying empty and not being repurposed?
- Glasgow has an ambition to grow and retain people in the city, including in and around the city centre. It is important to have a clear understanding of the housing need and demand pressures in order to make the business case for continued and increased investment in Glasgow's housing to Scottish Government.

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- Housing transfer incentive scheme - would be good to understand how many moves this has facilitated. Support in principle but experience is that this needs commitment from all RSLs to prioritise the movers to make the scheme work.
- Section 75 was noted in relation to new build affordable housing policy. We need to ensure the housing sector get it right so that quality does not suffer.
- Glasgow City Council has developed a Housing Services digital data dashboard which includes stock supply and management information. Housing Services are exploring a shared database with homelessness colleagues and developing a version suitable for the public.

How this feedback has informed the final LHS 2023 to 2028

- The LHS 2023 to 2028 includes an action commitment to develop an affordable housing policy and engage with key partners and stakeholders.

What was said

Session Two focused on housing development and investment, and the associated key issues, strategic challenges and opportunities.

Affordable Housing Delivery and Affordability

GCC Planning Services are considering what "affordable" means in terms of a planning policy and investigating the feasibility of all types of affordability- reduced rents, social rent, MMR, shared equity. Partners views were sought on how these may feature across the city and whether there are ways we can introduce more affordable housing into areas with higher land values. Participants were asked also for views on Mid-Market Rent. The following key points were noted in discussion:

- Huge demand for MMR in the right location but it doesn't work everywhere. Where are the right locations? and the wrong locations?
- More challenging in some areas.
- There remains such a significant need for 'social' housing. In some areas, the gap with market rents is marginal. There needs to be enough of a gap between the social rent and the market rent to make a difference.
- It works best where there is a desire to diversify tenure and there is a strong PRS otherwise there would be a risk of not letting them.
- We need a solid evidence base. We need to get the delivery right for Glasgow in terms of resourcing and in terms of getting the private sector to meet the Glasgow Standard to make sure we can deliver turn-key solutions where possible in partnership with local RSLs.
- Is MMR a long-term tenure or does it enable people to save and move on to home ownership?
- Further work required to review MMR and analyse needs and demand. A clearer framework for determining the use and priority for MMR is needed.
- Local Housing Allowance (LHA) rates are important. If these continue to be frozen at 2020 levels, this may affect viability.
- Targeted acquisitions are an effective means of increasing affordable housing supply. Having an agreed framework and more certainty over grant levels and timescales would improve delivery.

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- There could be an opportunity for smaller RSLs to partner with larger developing RSLs if interested in building new homes. Glasgow's Housing Investment Team are keen to work with all RSLs with a developing interest.

How this feedback has informed the final LHS 2023 to 2028

- An action commitment to set-up a working group involving RSL partners consider targeted acquisitions and the affordable housing supply programme.

What was said

NPF4 and implications for planning

Participants raised a question regarding resources and capacity to effectively embed NPF4 as well as managing current development programme requirements such as ground validation assessments. The following key points were noted:

- Ground contamination officer resource is being looked at, recognised as a real issue along with some other specialist areas. Some of this can be provided by better use of existing resources in GCC but also upskilling in various areas of NPF4, for example carbon assessments and biodiversity net gain.
- Upskilling has been raised with the Scottish Government across the profession and think this will be an iterative process. Glasgow City Council will be working within current resources. Longer-term skills supply is a concern in terms of the pipeline for future generations of chartered planners now that there is only 1 undergraduate course left in Scotland at Dundee University.

Investing in existing homes

Questions regarding long-term planning and funding for investment in existing homes were raised including:

- Where RSLs are planning multi-year programmes of common repair and maintenance is there a scope for a multi-year commitment to grant?
- How does GCC determine who to work in partnership with? Is it tackling the most crumbling of stonework's or those that have approached the council? Could there be a more robust process to assess who to work in partnership to get the maximum results for the city?

How this feedback has informed the final LHS 2023 to 2028

- Glasgow City Council's Housing Services has established a new Retrofit Team. This team is working with RSLs to map and collate information on innovative retrofit projects and develop a retrofit profile and programme.
- The Retrofit Team will consider the revised EESSH2 guidance when published. This will inform a more detailed consideration for long-term strategic planning and investment. The team also needs to consider skills supply, longevity of systems, financial capacity. Maryhill and Queens Cross Housing Associations (and Barrhead and Paisley) have secured funding from Scot Government to look at retrofit of shared stock archetypes. The Team will look to link with this project.
- Linthouse Housing Association is undertaking a detailed exercise planning for a long-term investment programme in existing stock. There are significant challenges for making an investment stack up over a 30 year business case without significant rental increases that would affect affordability. This highlights the need for a dedicated, long-term financial assistance package to enable essential maintenance and improvement works for tenements.
- The feedback highlights the important challenges around retrofit of existing homes and developing information advice and support that can enable investment and business

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planning with low or no regrets. An important action commitment in the final LHS 2023 to 2028 is to work with experts and organisations to develop comprehensive advice services on retrofit options for owners.

What was said

Housing, health and wellbeing

In considering the wider impacts of housing development and investment, the following key issues raised by participants were noted:

- A challenge around adaptations is partnership with health and social care for them to see them as a fundamental part of the prevention agenda and the social value created by many major adaptations.
- Critical that new builds are built to much more flexible space standards so that they adapt as people's needs change – especially given our increasing older population.
- There is some good information from the recent Housing LIN festival of Ideas on social return on investment. Work is underway with HACT to research the social value of adaptations which should be out soon.
- Reductions to the HSCP budget in an already very constrained financial environment are obviously a major concern for us all.
- At the moment the draft strategy seems to focus on physical adaptations rather than a broader aim of supporting people to remain in their own homes. Do OTs need to be thinking as much about TECH rather than just wet floor showers and grab rails.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes an action commitment to undertake research that considers potential designs/types of new build housing development and services that would support people to live independently.

3.2.5 Glasgow Retrofit Summit 2023

Glasgow City Council Neighbourhoods Regeneration and Sustainability worked with Local Carbon Homes, a nationwide market-led membership platform for professionals and suppliers, to deliver Glasgow's third Retrofit Summit, hosted online on 28th February to 2nd March 2023. Across three mornings, the event brought together over 260 people representing local and national government, housing providers, professional and suppliers of low and zero carbon heating and retrofit services and technologies.

What was said

Day 1 explored 'Progress & Innovation' looking at projects across Glasgow and the city region. Day 2 included speakers from Skills Development Scotland and Built Environment – Smarter Transformation BE-ST (formerly Construction Scotland Innovation Centre) and the Existing Homes Alliance looking at Supply Chains, Skills, and Consumers. Day 3 considered the challenges and opportunities for developing local place-based approaches and methods.

The event highlighted three critical enablers that will underpin Glasgow's approach to retrofit and decarbonisation of existing homes:

- Facilitating knowledge exchange and sharing of best practice and innovation.
- Skills development, training and employment opportunities, and building capacity, including local supply chains and services.

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- The importance of community-led activity and understanding the customer journey in order to bring about widespread behaviour changes and shifts towards investment in sustainability.

How this feedback has informed the final LHS 2023 to 2028

The Summit affirmed support for the action commitment which is set out in the final LHS 2023 to 2028 ‘to develop and implement a Housing Retrofit Programme’ and the insights, feedback and networks built via the summit will be critical for taking forward this action with internal and external partners.

3.2.6 Glasgow Centre for Population Health

An in person engagement session was held on 23rd February 2023 with Glasgow City Council Housing Services and representatives from Glasgow Centre for Population Health at the Olympia Building in Bridgeton. The session involved a presentation on the draft Local Housing Strategy (LHS) 2023 to 2028 followed by a semi-structured discussion on the proposed LHS priorities, targets and actions.

Glasgow Centre for Population Health (GCPH) was established in 2004 to generate insights and evidence, support new approaches, and inform and influence action to improve health and tackle inequalities. The GCPH is a partnership between NHS Greater Glasgow and Clyde, Glasgow City Council, and the University of Glasgow, funded by the Scottish Government. Following the session, a written response was submitted by GCPH. The following key points were noted:

What was said

With over 3,800 staff employed in social housing and Glasgow city’s Health and Social Care partnership (HSCP) employing just under 11,000 staff, there could be further opportunities for both sectors to work more closely to maximise the potential housing has for promoting health and wellbeing.

How does the strategy ensure that new residential developments have local access to quality amenities (e.g., shops, public services, greenspace), job/training opportunities, and public transport, which avoids creating a car dependent culture?

Attempting to meet the student accommodation demands might lead to concentrated neighbourhoods that are not integrated with the larger community.

delivering more affordable social housing needs to be the main priority. This aim cannot be achieved in isolation. Action is required for:

- tackling the ‘hidden’ deductions from families’ Universal Credit payments,
- strengthening continuing efforts to tackle fuel poverty,
- improving uptake of unclaimed benefits among low-income households, and
- ensuring that new digital approaches among housing providers does not further increase inequalities among digitally excluded citizens.

Department of Work and Pensions data shows that by November 2022, just over 65,000 households in Glasgow City claimed UC, with two-thirds (>43,000) receiving a housing entitlement. Universal Credit data shows that 1,307 claimants in Glasgow (1.8%) were under sanction in November 2022.

Strengthening ongoing efforts to increase uptake of unclaimed vouchers and benefit could help reduce fuel poverty and contribute towards preventing public health harms.

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Between October 2022 and March 2023, UK households using prepayment meters (PPM) were entitled to six monthly instalments worth up to £400 to help with winter energy costs. Around 1.9 million households have not redeemed their PPM vouchers, according to the latest UK government data. A breakdown of local authority uptake reveals that Glasgow had one of the lowest redemption rates. By the end of January 2023, a total of 67,590 monthly vouchers were unclaimed across the city. This is equivalent to vulnerable households in the city losing a total of around £4.5 million to help with their winter energy costs.

How feedback has informed the final LHS 2023 to 2028

Based on the feedback received, the following key actions were affirmed and added to the final LHS 2023 to 2028:

- The final LHS 2023 to 2028 is amended, and the affordable housing supply target (HST) now includes an explicit target for the number of social rented homes to be 80% of homes approved through the Affordable Housing Supply Programme
- Undertake a pilot project to develop a Local Housing Systems Analysis framework and methodology for developing localised housing need and demand assessments;
- Establish a working group with representation from student bodies and Universities to identify and take forward shared actions to address student accommodation needs, including a Student Housing Guarantee to ensure all students have a safe, quality and affordable home that is accessible and adaptable if needed.
- Deliver Glasgow's Area-Based Schemes targeting investment towards hard-to-treat homes in fuel poor areas for external wall insulation and associated energy efficiency improvements
- Continue to support the provision of free and impartial home energy and safety advice, assistance and advocacy services to all households in the city.
- work in partnership with Glasgow City Health and Social Care Partnership and RSLs to prevent homelessness and provide housing for homeless households;
- Improve access to affordable housing in Glasgow through scoping development of a Common Housing Register, enhancing online application systems and use of digital data.
- Support the Glasgow Alliance to End Homelessness and their work to improve homelessness services in Glasgow, support Housing First as a model

3.3 Written Submissions

As well as responses to the LHS Smart Survey, several written responses were submitted to the Housing Strategy Group mailbox housing.strategy@glasgow.gov.uk These included responses from Glasgow West of Scotland Forum, Age Scotland, Glasgow University Student Representative Council (covered in section 3.2.3 above) and a MSP.

What they said

Glasgow West of Scotland Forum represents 40 community based housing association members across Glasgow. The following key points were noted:

LHS Priority 1

- Welcome the draft LHS 2023 to 2028 recognition of the importance and value of community based housing associations (CBHA) to Glasgow. The role of CBHAs is very

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much consistent with the community empowerment and community wealth building objectives of the Scottish Government.

- There is a reference to 50% of the expected overall new supply being 'affordable', but no explicit reference to what proportion of the affordable provision is expected to be social housing.
- Mid-market rent (MMR) forming a part of the overall programme, as long as it is provided sustainably. MMR which needs to be reviewed, and it is recognised that such a review would ideally be taking place at the Scottish Government level.
- The potential role of acquisitions will only grow as cost and related challenges in providing new build remain with us for the foreseeable future.
- GWSF look forward to contributing to discussions on how an affordable housing policy for the City is explored and developed.

LHS Priorities 2 and 3

- The retrofit challenge is significant. GWSF anticipate a potentially prolonged period of caution as the sector 'watches and waits' to see what level of public subsidy is available to take the pressure off rents, and what technical solutions (for both the property fabric and renewable heating systems) are identified – and tested – for different types of existing stock. This caution will extend long beyond the initial outcome of the review of EESSH 2 later this year.
- Community based housing associations in Glasgow will always seek to tackle the retrofit challenge in partnership with the Council, but the scale of financial and related support which both parties will need to see from the Scottish Government cannot be underestimated: we cannot risk identifying solutions which transfer too great a burden onto the rent paid by tenants already reeling from the cost of living crisis.

LHS Priority 4

- Supporting People to live independently at home in the community - CBHAs will always be open to providing housing for people in specific groups identified by the Council or HSCP, notwithstanding the obvious, competing pressures on lets from homelessness targets, refugee needs and other groups.

LHS Priority 5

- GWSF supports the aim for a Common Housing Register. Two fundamental issues have to be addressed in putting a greater degree of commonality into how applications and allocations are made.
- Preventing and Reducing Homelessness - At the time of writing (end of March 2023) we have noted that the HSCP has taken steps to significantly reduce the number of posts which formed part of the original Housing Access Team created to bolster the amount and nature of housing-specific experience and expertise to complement the social work-led Homelessness Service. GWSF played an instrumental role in calling for the HAT to be established, and around 15 GWSF member associations agreed to fund one of the posts for a 12-18 month period before the Scottish Government agreed to cover the cost. Inevitably we have some concerns over the lost posts. We consider it a 'given', however, that the Housing Association Liaison Manager post will remain instrumental for some years to come, as it is a critical 'bridge' between the City's 60 or so housing associations and the Homelessness Service.
- Homelessness prevention is becoming more and more important, because without its impact, the supply of available social housing just would not be able to cope with

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demand. Associations have always contributed to prevention, primarily through tenancy sustainment work with their own tenants, and we see the forthcoming, new homelessness prevention duties as reaffirming the role already played by association. Tenancy sustainment support has recently been the subject of a Forum research report, and we look forward to discussions with the HSCP on how housing staff can best access statutory health and social care services when vulnerable tenants need them.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 is amended, and the affordable housing supply target (HST) now includes an explicit target for the number of social rented homes to be 80% approved through the Affordable Housing Supply Programme.
- The final LHS 2023 to 2028 includes action commitments to produce a review report on Mid-Market Rent in Glasgow;
- Set up a working group involving RSL partners on targeted acquisitions and produce a framework and procedures for the affordable housing supply programme;
- Undertake a pilot project to develop a Local Housing Systems Analysis framework and methodology for developing localised housing need and demand assessments;
- Scope the development and delivery of an affordable housing policy for the city;
- work in partnership with Glasgow City Health and Social Care Partnership and RSLs to prevent homelessness and provide housing for homeless households; and
- improve access to affordable housing in Glasgow through scoping development of a Common Housing Register, enhancing online application systems and use of digital data.

Age Scotland

Age Scotland is the national charity supporting people over the age of 50, working to improve older people's lives and promote their rights and interests. The following key points were noted:

What was said

- Older households in particular are impacted significantly from each of the priorities associated challenges.
- Older households across Scotland experience disproportionately higher levels of fuel poverty and extreme fuel poverty than other households.
- many of the key drivers behind fuel poverty, such as low incomes, prevalence of pre-payment meters and long term health conditions affect a significant number of older households across Scotland and within Glasgow itself.
- Age Scotland research has consistently evidenced a significant lack of awareness amongst older households of support specifically designed to help improve energy efficiency and alleviate fuel poverty.
- It is clear there is significant work to be done to help improve the signposting and awareness raising of existing support available to older households to help improve their energy efficiency.

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- the criteria used for Area Based Schemes being restricted to households within Council Tax Bands A-C can be overly prohibitive and restrict access from many older households who may live in homes rated Council Tax D or higher but have relatively low household income.
- Given that the Draft Local Housing Strategy has set a Housing Supply Target to deliver 13,000 additional homes over the next five years, of which half are to be affordable homes we believe that there should scope for further consideration on how to increase the number of fully wheelchair accessible, or easily adaptable homes are included within this overall target.

How this feedback has informed the final LHS 2023 to 2028

- The final LHS 2023 to 2028 includes additional action commitments to develop research that considers potential designs/types of new build housing development and services that would support people to live independently; and
- Review the target for 10% wheelchair adaptable homes (in new developments of 20 units or more) engaging with key internal and external partners.

MSP Enquiry

A letter outlining questions in relation to the draft LHS 2023 to 2028 was sent by a Glasgow MSP. The following key points were noted:

- Query relating to evidence of Gypsy Traveller accommodation needs and the section of the report which says "*The Glasgow City Region HNDA does not find evidence of unmet need for sites for the gypsy traveller community within the Glasgow City area*".
- Query relating to the action in relation to understanding accommodation needs of Travelling Showpeople.
- Welcome the references in the draft LHS 2023 to 2028 to the management, upkeep and preservation of tenements.

How this feedback has informed the final LHS 2023 to 2028

The final LHS 2023 to 2028 is amended to include reference to previous work exploring funding options for Travelling Showpeople sites and engagement with the Scottish Government Accommodation Fund.

- Also amended to note that whilst the Glasgow City Region Housing Need and Demand Assessment has not established evidence of unmet need for gypsy traveller sites within the Glasgow City Council area, the council is aware of the need arising from temporary roadside encampments. Glasgow City Council has supported COSLA's agreed position on roadside assistance for Gypsy Travellers that access to safe stopping places and good quality culturally appropriate accommodation is a public health imperative as well as a human right.
- The draft Local Housing Strategy 2023 to 2028 acknowledged Travelling Showpeople as a distinct community with a long association with the city. It also sets out issues and concerns raised through engagement with the Scottish Showmen's Guild regarding sites and planning. The draft strategy identifies "a need to understand specific housing-related need which cannot be met or is unlikely to be met on existing sites for Travelling Showpeople". The draft action commitment was unclear. This is amended in the final LHS 2023 to 2028:

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- Undertake research engaging with the Travelling Showpeople community to establish a robust quantitative estimate of the number of sites and type of accommodation that may be required in Glasgow. There is a key requirement to establish a clear evidence base that can inform development planning. Glasgow's City Development Plan sets out the spatial strategy and land use framework and this may include zoning for designated purposes. The Local Housing Strategy will inform the preparation of the next City Development Plan.

3.4 Scottish Government LHS Peer Review

Glasgow City Council submitted the LHS to Scottish Government's More Homes Division for a 'LHS Peer Review'. This involves Scottish Government and volunteer(s) from another local authority reviewing the document and providing feedback advice on the strategy content and actions. The feedback can be used to clarify the evidence base and demonstrate alignment with key policies and plan. Final feedback is anticipated by 30th April 2023. A key action is included in the final strategy to consider the LHS Peer Review findings and make any updates to the information and content within the strategy, as required.

4 How feedback has shaped Glasgow's Local Housing Strategy 2023 to 2028

The consultation and engagement highlighted a significant number of key issues for consideration. These are set out in detail in this document with references to how the feedback has informed the final Local Housing Strategy 2023 to 2028. The main updates are noted below under broad headings which indicate the section(s) and content which is amended.

4.1 LHS Structure and Style

The Local Housing Strategy (LHS) 2023 to 2028 is a document intended for a wide audience with a range of knowledge and interests. In general, the responses indicate there was too much information included within the main document, though there was also information considered important that respondents felt was missing. Respondents indicated that a more concise document and an executive summary version would be welcomed.

The final LHS 2023 to 2028 has been edited to include concise summaries of key evidence and information with reference to supporting papers that include full details and technical / methodological information as required.

A short read summary version of the LHS 2023 to 2028 will also be prepared.

4.2 Vision

The vision was amended based on feedback, as follows:

"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."

4.3 Priorities

87-92% of all respondents rated the five (5) LHS priorities as fairly or very important. It was generally recognised that the priorities are inter-connected and overlapping focusing on new homes, existing homes and supporting people that need access to settled homes. No major gaps were identified that would require an additional LHS priority to be designated. Within

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the LHS priorities, the following key issues for addition were raised and are included within the final LHS 2023 to 2028.

LHS Priorities	Addition / Amendment
1 & 5	Highlight on student housing pressures, impacts and implications for Glasgow's housing markets and systems.
1	Information added on net housing changes within Glasgow, including demolitions.
1	<ul style="list-style-type: none"> ➤ The final LHS 2023 to 2028 highlights Glasgow's long-standing commitment to housing-led regeneration, including progression for all eight Transformational Regeneration Areas (TRA). The strategy ambition to promote and create vibrant mixed communities is clear and this reflects the lessons learned from successful place-based regeneration highlighted in Glasgow's Place Commission Report, including New Gorbals and the Commonwealth Games Village. ➤ The strategy includes key mechanisms for diversifying tenure and introducing more affordable housing options across Glasgow, principally through Glasgow's Affordable Housing Supply Programme which, alongside new build projects, includes provisions for targeted market acquisitions of homes for social rent. The strategy also includes a new action commitment to develop an affordable housing policy for the city through engagement with key partners and stakeholders. ➤ The final LHS includes a target that at least 80% of all homes approved through the Affordable Housing Supply Programme must be for social rent. This recognises the significant need for social rented housing in Glasgow.
	<ul style="list-style-type: none"> ➤ Tackling long-term empty (LTE) homes is identified as a key strategic priority in the final LHS 2023 to 2028. This includes further investigation into the issues driving LTE homes and considering greater use of powers including compulsory purchase. This work will align with plans for increasing affordable housing supply as well as developing Glasgow's approach to retrofitting tenements and existing buildings.
2&3	<ul style="list-style-type: none"> ➤ Highlight on housing safety and health and wellbeing issues related to affordable warmth and indoor air quality.
2&3	<ul style="list-style-type: none"> ➤ highlight the important challenges around retrofit of existing homes and developing information advice and support that can enable investment and business planning with low or no regrets.
3	<ul style="list-style-type: none"> ➤ The final LHS 2023 to 2028 includes an overarching action commitment to develop a Glasgow Retrofit Action Plan. Key actions associated with developing this approach include the collation of data and intelligence from projects and programmes underway across Glasgow and elsewhere. This includes engaging with experts, providers and community-based organisations.
2,3,5	<ul style="list-style-type: none"> ➤ the final LHS 2023 to 2028 highlights the importance of promoting safe and comfortable homes, including working with housing providers, landlords and tenants to identify and address issues of damp and cold homes.

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LHS Priorities	Addition / Amendment
1&5	<ul style="list-style-type: none"> ➤ Recent legislative and regulatory changes to private rented sector (PRS) housing were introduced with the intention to offer greater protection for tenants and drive improvements in the quality and condition of rental homes. There was a strong focus in the draft LHS 2023 to 2028 on identifying actions to support tenants and improve conditions in the PRS. However, less was said explicitly about the importance of working with PRS landlords to enable a well-functioning rented sector. This is amended in the final LHS 2023 to 2028, and the following key points are noted: <ul style="list-style-type: none"> ○ The private rented sector (PRS) is an important part of Glasgow’s housing system. These homes are needed to meet the city’s diverse housing needs and demands. Glasgow’s private rented sector is diverse. ○ Evidence indicates that average new listings for PRS rents across Glasgow have increased at above the rate of inflation and new listings have decreased. Therefore, there are significant access and affordability pressures for prospective tenants seeking a new private rented tenancy. ○ There is evidence of good practice and landlords seeking to offer good quality accommodation, fully compliant with all regulations, without excessive rent increases. ○ There is evidence of poor practice, poorly maintained homes with disrepair and landlords demanding above inflation rent increases.
1&5	<ul style="list-style-type: none"> ➤ Glasgow has a long-standing connection with universities stretching back centuries. Glasgow is a ‘university city’ with an international reputation. Glasgow has a high graduate retention rate and students are an essential feature of Glasgow contributing to the growth and prosperity of the city. There has been a significant increase in the number of students in recent years (2015 onwards). There are significant pressures within Glasgow’s housing system, in particular the private rented sector. These are pressures of matching supply with need and demand. There is a need for a dedicated strategy and action plan to address specific needs and demands associated with Glasgow’s expanding student population.
4	<ul style="list-style-type: none"> ➤ Glasgow’s Strategic Housing Investment Plan 2023 to 2028 sets out targets for delivering larger sized homes.

4.4 Housing Supply Targets

- The all tenure Housing Supply Target is retained at 13,000.
- The final LHS includes a target that at least 80% of homes funded through the Affordable Housing Supply Programme will be for social rent.
- The LHS 2023 to 2028 includes an action commitment to work to review asset and land use and disposal and engage with key partners and stakeholders.
- The LHS 2023 to 2028 includes an action commitment to develop an affordable housing policy and engage with key partners and stakeholders.

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4.5 Action commitments

Based on feedback, the following key action commitments were affirmed or added to the final LHS 2023 to 2028.

LHS Priority	Action Commitment
1	<ul style="list-style-type: none">➤ set-up a working group involving RSL partners consider targeted acquisitions and produce a framework and procedures for the affordable housing supply programme.➤ Work with partners review asset and land disposal and engage with key stakeholders.➤ Produce a review report on Mid-Market Rent in Glasgow.➤ Develop and review policy where required to deal with development models such as co-living, Build to Rent and purpose-built student accommodations.
3	<ul style="list-style-type: none">➤ Review the Empty Homes Strategy and produce an Action Plan.➤ Develop a Housing Retrofit Programme.➤ Engage with registered private landlords via Glasgow's Private Landlord Forum and provide a programme of information and training to share and promote best practice in management and investment .
4	<ul style="list-style-type: none">➤ Develop research that considers potential designs/types of new build housing development and services that would support people to live independently.➤ Review the target for 10% wheelchair adaptable homes (in new developments of 20 units or more) engaging with key internal and external partners.➤ Undertake a review of the Glasgow Standard design specifications for accessibility engaging with key internal and external partners.
5	<ul style="list-style-type: none">➤ Improve access to affordable housing in Glasgow through scoping development of a Common Housing Register, enhancing online application systems and use of digital data.