Glasgow City Integration Joint Board
Public Engagement Committee

IJB-PEC (M) 19-08-2026

Minutes of a virtual meeting held at 10.00am on Wednesday 19th August 2026

Present:		
Voting Members	Jamie Kinlochan	NHSGG&C Board Member (Vice Chair)
	Bailie Norman MacLeod	Councillor, Glasgow City Council (Chair)
	Cllr Elaine McDougall	Councillor, Glasgow City Council
	Cllr Lana Reid-McConnell	Councillor, Glasgow City Council
	Karen Turner	NHSGG&C Board Member
Non-Voting Members	Stephen Fitzpatrick	Depute Chief Officer, Strategy, Innovation & Best Value
	Davy Milligan	Carer Representative
In Attendance	Steven Blair	Business Development Manager
	Craig Cowan	Head of Business Development / IJB Standards Officer
	Chris Furse	Project Manager
	Alan Gilmour	Planning Manager, Older People & South Locality
	Gareth Greenaway	Planning Manager, North West Locality
	Laura Jones	Petitioner (Item 6)
	Julie Kirkland	Senior Officer, Governance Support
	Karen Lockhart	Assistant Chief Officer, Adult Services
	Katrina Macfarlane	Community Engagement & Development Officer
	Claire Maclachlan	Governance Support Officer
	Vince McGarry	Service Planning Manager, Mental Health Services
	Nicola Milligan	Service Manager, Homelessness (Item 6)
	Gary Quinn	Service Manager, Homelessness (Item 6)
	Jill Scoular	Principal Officer, Business Development
	John Sherry	Head of Financial Inclusion and Transformation (item 7)
	Mark Sweeney	Independent Sector Advisor
	Jane Wong	Governance Support Officer
	Gareth Williams	Planning Manager, Older People (and South Locality) Planning and Transformation Team
Apologies	Sheena Arthur	Third Sector Advisor
	Lesley McDonald	NHSGG&C Board Member
	Michael McNamara	Service User Representative
	Kit Renard	Service User Representative

Actions

1. Declarations of Interest

Jamie Kinlochan declared a potential interest in Item 6: Petition – Create Emergency Homeless Accommodation for Women and Children, as he is a member of Shelter Scotland Committee.

2. Apologies

Apologies for absence are noted above.

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3. Minutes

The minutes of the meeting held on 20th May 2026 were approved as an accurate record.

4. Matters Arising

There were no matters arising.

5. Rolling Action List

Members reviewed the Rolling Action List, and the latest position was as follows.

Action Ref No. 28 – The Chair requested that HSCP Officers liaise with Council Officers who have undertaken an exercise in collating information relating to support citizens to ensure they are receiving the benefits they are entitled to, to avoid any unnecessary duplication. John Sherry, Head of Financial Inclusion and Transformation, will deliver a presentation under item 7 on the agenda today.

Action Ref No. 30 – Parkhead Hub Evaluation report – Officers updated that the Evaluation report will be available for the IJB PEC in November 2026.

6. Petition – Create Emergency Homeless Accommodation for Women and Children

The Chair invited the Principal Petitioner, Laura Jones to speak to the petition before the Committee heard from Officers.

Laura provided opening remarks and thanked the Committee for hearing the petition. The petitioner highlighted concerns regarding the use of hotels and bed and breakfast accommodation for emergency homelessness provision, particularly for women and children. The concerns were noted as being well documented publicly and linked to gendered and safety-related issues arising from mixed-gender accommodation. Three testimonies were read to the Committee to demonstrate the human impact of the current situation.

The Committee was asked to consider learning from housing models implemented in Northern Ireland, including alternatives to the use of Bed and Breakfast accommodation and the development of welcome centre-style accommodation for women. The petitioner suggested such approaches had enabled savings to be achieved alongside service expansion and that the relevant buildings, expertise and operating models already exist and that a similar approach could be implemented in Glasgow.

The Chair thanked the petitioner for bringing the petition to the Committee and asked about the difference between the Belfast accommodation, Glenview and Catherine House. The petitioner explained the Welcome Centre also known as Welcome Organisation operates two separate women-only homelessness accommodation services in Belfast – Glenview and Catherine House. Glenview had increased from 10 places to 28 places and is a short-term facility for women with

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complex needs, and Catherine House, a longer term supported service focused on helping women move towards independent living.

Members noted that the petitioner's points were clear and reinforced the need for safe, urgent accommodation for women in crisis. Hotel and bed and breakfast accommodation were considered unsuitable, which has been acknowledged widely by Glasgow City IJB and the HSCP. The need to understand demand, support duration, and temporary and longer-term arrangements was highlighted, alongside the potential for improved outcomes and longer-term savings.

Members sought views on the therapeutic role of emergency accommodation to support stabilisation and recovery, the sufficiency of existing Glasgow provision and whether further support should be developed. The question of how services should be delivered was discussed, i.e. through HSCP provision, commissioned/procured arrangements or existing third sector providers.

The petitioner's view was there appears to be varied approaches across services. Relevant expertise was noted as already existing, alongside the importance of involving women with lived experience in designing any future service.

Members thanked the petitioner for bringing forward the petition. An officer response was sought to support further consideration by the Committee.

Officers advised that Appendix 2 set out the HSCP's approach to supporting women and children experiencing homelessness through temporary accommodation, in line with the 10-year Homelessness Temporary Accommodation Strategy and the commitment to end the use of bed and breakfast accommodation. Officers recognised that bed and breakfast accommodation was unsuitable, particularly for women and children, and that its use had increased due to exceptional demand for emergency accommodation. Work was being progressed through a risk-based approach to reduce reliance on this provision, including a tender for an additional 1,000 temporary furnished properties, which were considered more appropriate.

The HSCP provides supported accommodation services for women across the homelessness service, and these services are delivered in a gender-sensitive way. It was noted that the HSCP had ended relationships with some bed and breakfast providers where appropriate, and that officers continued to work with hotel owners to strengthen safeguarding and risk management arrangements. Officers noted that work would continue to increase permanent lets, but exact projections for reducing bed and breakfast accommodation were not available. Annual updates on the 10-year Homelessness Temporary Accommodation Strategy will be provided to the IJB.

Members asked about the engagement undertaken as part of the 10-year Homelessness Temporary Accommodation Strategy, including with services supporting women in homelessness accommodation, the Welcome Centre and the Simon Community Hub, and whether the feedback aligned with the issues raised in the petition.

Officers advised that the Strategy had included service user engagement and wider consultation, including survey activity, which had demonstrated broad consensus around the Council and HSCP delivering the aspirations of the 10-year

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Homelessness Temporary Accommodation Strategy. Members noted this position and requested that further evidence relating specifically to women's services be included as the Strategy is implemented.

The Chair asked officers to consider whether the solutions suggested by the petitioner merited further investigation and whether similar women-only services could benefit Glasgow.

Officers advised that Glasgow provides women-only homelessness accommodation, with access to intensive support based on assessed need. Women are assessed and linked to appropriate homelessness, community, health and GP services as required, and the opportunity for further dialogue to set out the HSCP and homelessness approach to supporting vulnerable women, including those in temporary furnished accommodation, was welcomed.

Following discussion, members agreed that the petition should be referred to the IJB for consideration. In making the referral, the Committee highlighted the potential learning from services in Northern Ireland; the importance of engagement with relevant stakeholders and service users; and the need for the IJB to consider progress with the 10-year Homelessness Temporary Accommodation Strategy, including work to reduce reliance on bed and breakfast accommodation and the specific needs and safety of women and children.

The Public Engagement Committee:

a) Considered the petition entitled 'Create Emergency Homeless Accommodation for Women and Children' as set out in Appendix 1 of the report in accordance with the approved guidance for dealing with public petitions;
b) Agreed the issue raised deserved further action; and
c) Agreed to refer the petition to the Integration Joint Board.

7. Child Poverty and Public Service Reform

John Sherry delivered a presentation on Child Poverty and Public Service Reform.

The Chair sought clarification on the term "booster ward" and the meaning of the "no wrong door" model. Officers explained the term "booster ward" refers to an area with the highest levels of child poverty, and that 10 of the city's 23 wards have been identified as booster wards. Officers also clarified that the "no wrong door" model means that citizens should be able to access support through any appropriate service and be connected to the right advice and assistance without having to navigate separate services themselves.

The Chair expressed disappointment that a list of providers of welfare financial advice, including area of specialism, had not been provided as previously requested. It was noted that, without such a list, it was not possible to identify any duplication of provision. Reference was made to Registered Social Landlords and secondary school as potential source of support.

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Officers advised two reports have been submitted to the City Administration Committee however, the specific details requested about financial inclusion providers were not contained within those reports. Information is available on Council-funded financial inclusion activity, and an operational funders group is working to improve understanding of financial inclusion provision across the city. While information was available on commissioned providers, there remained limited visibility of wider provision delivered by other partners, including activity at national level. Members were advised that Registered Social Landlords had also developed their own financial inclusion support. Further work is required to improve a comprehensive picture of provision across the city.

Officers highlighted the need to modernise financial inclusion services and invest in relevant expertise, while recognising the challenge of improving collaboration, building on existing provision and identifying areas of demand and opportunity for citizens. Officers advised that, whilst a comprehensive position was not currently available due to the level of investment and intelligence required, a commitment could be made to provide the Committee with a position as understood from a Council perspective, including what was currently known and where gaps remained.

Members noted that work with families was intensive and required sustained engagement over time, rather than quick fixes. Officers explained that this involved understanding each family's circumstances, building relationships, addressing barriers with partners and bringing relevant services into the family journey. The Drumchapel work was highlighted as an example of how this approach could support families and the public finances. The importance of capturing learning to inform wider system, sector and policy improvement in addressing poverty was highlighted.

The Public Engagement Committee:

a) Noted the presentation.

8. Mental Health Strategy Community Engagement Update

Karen Lockhart presented a report updating on community engagement in relation to next steps in implementing the NHSGGC Mental Health Strategy. Glasgow City IJB approved the refresh of the Strategy for Mental Health Services in Greater Glasgow and Clyde 2023-2028 on 27th September 2023.

Members sought clarification in relation to the purpose and scope of the 'Reset' programme and decision to reduce the options appraisal. In relation to the programme, members noted that the explanation given regarding the review of historical priorities and identification of emerging issues did not provide sufficient clarity. Members also raised concern about the timing of input from external advisers and other stakeholders. It was noted that presenting conclusions and recommendations at a late stage could limit members' opportunity to consider the available options and contribute meaningfully before proposals were developed. Therefore, it was requested that all relevant information be presented to an IJB Development Session in advance of any proposals being brought forward for consultation.

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Officers advised that further detail on the Reset programme, including the decision-making process to reduce the option appraisal, would be provided at a forthcoming IJB Development Session. It was noted that the programme should be considered within the wider context of fiscal management, demand and complexity, and the work being undertaken to identify the most appropriate settings for care, including consideration of ward configuration, estate requirements and the wider fabric of services. Members were also advised that a further update on rationalisation would be linked to ongoing engagement activity.

A Mental Health Summit is planned for 9th November 2026, involving third sector partners, people with lived experience and other stakeholders, to support wider community engagement.

The Public Engagement Committee:

a) Noted the ongoing community engagement process as part of the next steps in implementing the NHSGGC Mental Health Strategy.

9. Communications and Engagement Plan for the STEP Forward Programme

Stephen Fitzpatrick presented a report updating on the communications and engagement activity underpinning the STEP Forward Programme.

A range of engagement and communications activities with stakeholders has taken place, with further activities planned.

The IJB Carer Representative noted a carers' meeting with centre managers was arranged for 18th August and the Citywide Carers Steering Group was held on 6th May and asked whether minutes would be available for both meetings. Officers agreed to provide a briefing following the meeting with centre managers and to confirm whether a minute of the Citywide Carers Steering Group was available. — Officers

The Public Engagement Committee:

a) Noted the progress with implementing the communications and engagement plan;
b) Noted the iterative nature of the plan and the commitment to regular updates, based on ongoing learning and feedback; and
c) Continue to seek a regular update on the communications and engagement activity underpinning the STEP Forward programme.

10. Review of Consultation and Engagement Log – August 2026

The Committee noted the five progressing activities within the Consultation and Engagement Log.

The IJB Public Engagement Committee:

a) Noted the Consultation and Engagement Log.

Actions

11. Next Meeting

It was noted that this would be the final meeting chaired by Bailie MacLeod. It was further noted that Jamie Kinlochan would chair the next meeting and that Bailie MacLeod would continue as Vice Chair. Thanks were recorded to officers, Governance support team and past and present members for their contributions during the Chair's period in office.

The next meeting will be held at 10.00am on Wednesday 11th November 2026.