

**GLASGOW CITY INTEGRATION JOINT BOARD  
PUBLIC ENGAGEMENT COMMITTEE**

**IJB-PEC (M) 02-12-2020**

Minutes of a virtual meeting held  
at 10.00am on Wednesday 2<sup>nd</sup> December 2020

**PRESENT:****VOTING MEMBERS**

Bailie Annette Christie	Councillor, Glasgow City Council
Cllr Elspeth Kerr	Councillor, Glasgow City Council
Cllr Jennifer Layden	Councillor, Glasgow City Council (Chair)
John Matthews	NHSGG&C Board Member (Vice Chair)
Anne Marie Monaghan	NHSGG&C Board Member

**NON-VOTING MEMBERS**

Lorraine Barrie	Equalities Advisor
Mike Burns	Assistant Chief Officer, Children's Services (North East)
Robert Smith	Health Service User Representative (substitute for Ann Souter)

**IN ATTENDANCE**

Steven Blair	Principal Officer, Business Development
Craig Cowan	Business Development Manager
Tony Devine	North East Community Engagement Development Officer
Allison Eccles	Head of Business Development
Julie Kirkland	Senior Officer (Governance Support)
Callum Lynch	South Community Engagement Development Officer
Claire Maclachlan	Governance Support Officer (minutes)
May Simpson	North West Community Engagement Development Officer
Pat Togher	Assistant Chief Officer, Public Protection & Complex Needs
Melissa Toner	Petitioner

**APOLOGIES**

Amina Khan	NHSGG&C Board Member
Anne Scott	Social Care Users Representative
Ann Souter	Health Care Users Representative

Cllr Layden confirmed this was her first meeting as Chair of the Public Engagement Committee and thanked John Matthews for his work on the Committee as Chair over the last two years. John will now move into the Vice Chair role.

**ACTION**

**1. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**2. APOLOGIES**

The apologies for absence were noted as above.

**3. MINUTES**

The minutes of the meeting held on 26<sup>th</sup> February 2020 were approved as an accurate record.

**4. MATTERS ARISING**

There were no matters arising.

**5. ROLLING ACTION LIST**

Allison Eccles presented the rolling action list advising that there were four actions noted and the three open actions relate to the Safer Drug Consumption Facility.

The closed action relates to Mental Wellbeing Approach in Primary Care and contact has been made with North East Locality Engagement Forum to provide input at a future meeting

**6. PETITION RE B&B ACCOMMODATION AT HILLHEAD**

Allison Eccles presented a report for the IJB Public Engagement Committee to consider the petition entitled 'Glasgow City Council needs to follow its own policy and stop housing homeless people in unsuitable bed and breakfast accommodation in Hillhead'.

Officers confirmed the petition was received on 13<sup>th</sup> March 2020 on behalf of individuals with 31 signatures. On reviewing the petition it was noted that relevant information was omitted that petitioners are asked to submit in the "Guidance for submitting a public petition". This information was subsequently received and a response was issued on 24<sup>th</sup> August 2020 to confirm the petition now met the criteria for consideration and would proceed to the next scheduled meeting of the IJB Public Engagement Committee on 2<sup>nd</sup> December 2020.

The Principal Petitioner's statement is outlined at Appendix 1 and Melissa Toner is in attendance to represent the petitioners.

The HSCP response to the petition is outlined at Appendix 2 and Pat Togher, Assistant Chief Officer, Public Protection and Complex Needs is in attendance for the HSCP.

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Officers outlined the options available to the Committee following consideration of the petition as follows:

- a) agree the issue(s) raised deserves further action and agree to refer the petition to another Council committee, officer or other organisation; or
- b) agree the issue(s) raised does not merit further action.

Officers advised however that for option (a) the committee would refer to the IJB, officer or other organisation rather than a Council Committee.

Melissa Toner, Petitioner, and Chair of HARA (Hillhead Street, Cecil Street and surrounding area Residents Association) provided opening remarks and thanked the Committee for hearing the petition.

The petitioner raised a number of concerns relating to Chez Nous Guest House which has operated as a Bed & Breakfast (B&B) for the last 17 years and is used to provide emergency accommodation to people experiencing homelessness. Examples of anti-social and criminal behaviour were outlined and the impact these have had on neighbouring households and the local community.

As Chez Nous is not a specialist provider, the petitioner questioned whether the accommodation was appropriate for those residents with complex needs and whether they were receiving adequate support. The petitioner requested immediate action on reducing the number of referrals to this accommodation. Ongoing liaison with the residents of Chez Nous and the local community was also requested.

Pat Togher, Assistant Chief Officer, Public Protection and Complex Needs responded on behalf of the HSCP.

Officers advised Committee that the IJB approved the Glasgow City HSCP Rapid Rehousing Transition Plan for 2019/20 – 2023-24 in February 2019. The HSCP will work towards the aims and objectives of the RRTP and is committed to ending the use of bed and breakfast accommodation over the life of the plan, i.e. by 2024.

Officers highlighted the progress that was made in advance of COVID-19, however since March 2020, the progress has been curtailed, particularly during the first 5 months of lockdown when no letting activity was taking place by Registered Social Landlords (RSLs).

Officers highlighted the response by Homelessness Services in responding to the needs of the homeless population during the pandemic with emergency accommodation being provided for more than 8,000 people. The HSCP had to mitigate the risk of people sleeping rough. There are currently 5 people in Glasgow sleeping rough and the HSCP know who they are.

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The requirement to provide emergency accommodation and the ending of all letting activity for 5 months has resulted in a significant rise in the use of hotel and B&B type accommodation. This peaked at 617 people in bed and breakfasts and hotels last month however this has been reduced by almost 100. Significant progress has been made in ending the use of the repurposed city centre hotels and recommencing the delivery of the RRTP.

Officers outlined the range of activity that is taking place in moving people on with complex needs including risk management arrangements involving third sector partners and the Police.

Officers highlighted the routine liaison that takes place with Police Scotland to monitor and minimise any impact on the local community of the use of B&B accommodation in Hillhead. No major disorder has been reported. Officers confirmed however that they will carry out further reassessments of those resident in the Hillhead area.

A Red Amber Green (RAG) system is in place which highlights the complexity of needs and those in red are moved on quickly with care plan arrangements in place.

Members asked the petitioner for clarification on the examples given around anti-social behaviour and criminality as some of these were from a significant time ago.

The petitioner reported that there has been an improvement since the pandemic with hot food being delivered and any issues reported to the owners around maintenance etc. are dealt with. The petitioner however expressed concerns around the staff at Chez Nous not having specialist training to deal with the complex needs of the individuals residing in the accommodation.

Members questioned if there are individual plans for localities as part of the wider RRTP which could be shared with the local community to make them aware of the timeframes and allow them to see planned progress.

Officers confirmed there are individual plans for people but not for specific B&Bs. Plans reflect the complexity of individual's circumstances and the RAG system is used.

Officers advised there is an outreach service in place for bed and breakfasts and hotels to make sure there is a support plan in place, and that there is extended support and training for staff in these establishments. Officers offered to look again at Chez Nous to ensure the support arrangements and training is adequate.

Members asked for further clarity on the decommissioning of buildings being used for the purpose of bed and breakfast accommodation.

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Officers confirmed that the RRTP is clear and sets out the aims and objectives, The current situation requires the current population of over 500 in hotels to be moved on, and particularly those in city centre hotels due to the increased risks. The move on from bed and breakfast accommodation is also indicative of people accepting accommodation offers.

Members acknowledged the complexities in Glasgow due to the Council not having its own housing stock.

Members questioned the controls in place in B&B accommodation and how this is being managed.

Officers confirmed support is offered to bed and breakfast staff and also for residents themselves. Assurance was provided that this is in place and is reviewed regularly, particularly in the last 8 months. Weekly meetings take place to look at all information, statistics and data for all tenancies. Officers agreed to give further consideration to Chez Nous to ensure adequate support is being provided.

Members questioned the timeframe for stopping the use of bed and breakfast accommodation entirely and if reassurance can be given to the petitioners that this will be done during the 3 year life of the RRTP. Officers highlighted that there are 130 people residing in the five B&Bs in the Hillhead area. Around 58 of those reside in Chez Nous and these numbers have remained the same during the pandemic with no increase as a consequence of COVID-19.

Ongoing engagement has taken place with RSLs and communication was issued to all 68 RSLs requesting priority for the homeless population. A positive response has been received and although they are unable to commit to the 90% requested, RSLs have given assurance that homelessness would be prioritised.

The objective to eradicate B&B accommodation for homeless people during the lifetime of the RRTP is making good progress and the HSCP are in a strong position to achieve this in advance of 2024. Officers will provide an update on targets to Committee in a year's time.

Members questioned the standard of the B&B and hotel accommodation across the city and whether these are inspected to ensure they are fit for purpose.

Officers confirmed staff undertake regular inspections however agreed to consider how rigorous this is with regard to Chez Nous. Officers highlighted that families are not accommodated in B&B or hotel accommodation.

Members asked about referral rates to RSLs and also whether there is a high refusal rate if people don't want to live in certain areas.

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Officers confirmed they aren't aware of issues around non-referrals to RSLs and this isn't reflected in the figures being reported. In terms of refusal rates, the Housing Regulator reported Glasgow as having good practice in this area with a matching process for families.

Members highlighted that positive relationships with local people are key to moving forward and there is a balance of keeping people safe and recognising the impact on neighbours.

Officers highlighted that the relationship with Police Scotland is good and they have made adjustments where required. Chez Nous doesn't fall into the category of areas reporting high crime peaks.

Members suggested that liaison takes place with other Council departments to ensure the area around B&Bs is kept clean and tidy. Members acknowledged that the issues are wider than homelessness services and that other Council services and local Councillors can play a role. Officers agreed that partnership working is key.

Officers confirmed the commitment of the HSCP to make sure rigorous checks are carried out. No complaints have been received from residents in Chez Nous however the HSCP will continue to deal with any concerns.

The petitioner thanked the Committee for the discussion and thanked HSCP officers for the update on the progress that is being made. The petitioner requested that the dialogue remains open.

Officers outlined the options available to the Committee in relation to the petition.

The Committee agreed there was no requirement to refer to the IJB as a positive discussion had taken place. The petitioner confirmed that they were happy with the actions agreed. Officers agreed to report back on progress to the Committee in one year. The petitioner will be invited back to Committee when the update is provided.

Officers confirmed that the full IJB will receive regular updates on the RRTP and that homelessness performance is reported via the Finance, Audit and Scrutiny Committee.

The Chair thanked the petitioner and HSCP officers for their input.

Members acknowledged the significant work that Homelessness Services have carried out during the pandemic and that this should be commended.

**Officers**

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**The IJB Public Engagement Committee:**

- a) considered the petition entitled 'Glasgow City Council needs to follow its own policy and stop housing homeless people in unsuitable bed and breakfast accommodation in Hillhead' as set out in Appendix 1 of this report in accordance with the approved guidance for dealing with public petitions; and
- b) Following consideration of the petition, the Committee agreed the issues raised do not merit further action apart from the agreement for the HSCP to come back in one years' time to provide progress on the RRTP.

**7. IJB PARTICIPATION AND ENGAGEMENT STRATEGY**

Craig Cowan updated the IJB Public Engagement Committee on the IJB Participation and Engagement Strategy.

Officers reminded Committee of the commitment to review Participation and Engagement. The scope was widened to include the Communications Strategy, locality engagement arrangements and the Public Engagement Committee. Some of this work has been disrupted due to COVID-19 however an update is expected to be available in May on the review and proposals.

Officers reported that some elements have been progressed and a large part of this was engagement and consultation work which took place at the end of 2019/20. A revised Participation and Engagement Strategy and revised Communications Strategy were presented to the IJB in September and are available on the HSCP website.

The work on reviewing the Public Engagement Committee has been progressed and an update is being presented on this at Item 8 on the agenda.

Officers advised the HSCP will now look at the locality engagement arrangements and will continue to bring updates to the IJB Public Engagement Committee.

Members thanked the HSCP for the continued work and look forward to receiving the updates.

**The IJB Public Engagement Committee:**

- a) noted the update in relation to the IJB Participation and Engagement Strategy.

**8. REVIEW OF IJB PUBLIC ENGAGEMENT COMMITTEE**

Allison Eccles presented a report to the IJB Public Engagement Committee to present the findings of the review of the Public Engagement Committee as part of the wider review of the IJB's participation and engagement structures.

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Officers outlined the methods used in the reviewing the Committee which included an electronic survey and three locality events. Feedback was gathered and is available to view in the feedback log linked at 3.5 in the report.

Officers reported that 46 responses were received to the survey and a summary of the responses is available in Appendix 1 of the report. Officers highlighted some of the findings.

Officers highlighted comments received around membership and whether it is representative of the diversity of the population across the city and of groups with protected characteristics. It was also suggested that a representative from the third and independent sector would be helpful. A standing issue remains relating to the role of a young person's advisor on the Committee. This is being reviewed in how best to consider the views of young people.

Officers advised that one key area for people to influence what is discussed and who participates is via the Locality Engagement Forums (LEFs) and engagement with the Locality Engagement Officers. Links need to be made clearer in this regard and the role strengthened.

A lack of awareness of the Committee was highlighted and the need to publicise the role of the Public Engagement Committee and the terms of reference.

Officers outlined a number of proposals for consideration by the Committee including an updated Terms of Reference and a standard agenda template. The proposals, if approved, will be monitored via a short term Action Plan.

Members highlighted the discussion under Item 6 on the agenda is a good example of how the committee can work well. Raising public awareness of the Committee is crucial however.

Members noted caution however with regard to petitions as the Committee only meets four times per year so there is a need to filter agenda items.

Officers agreed that the role of the Committee is to develop policy and there needs to be the right balance. The link to LEFs is key and there is a need to strengthen that to make it more direct. Better engagement should result in the public not having to access the petitions process.

Members and officers discussed the style of engagement and how to create a space for listening and reflection, balanced with promoting what the HSCP are doing in the form of reports.

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The Equalities Advisor confirmed that the Glasgow Equalities Forum fed into the survey in February and it was helpful to see the breakdown of survey responses. The cascading of information from the Committee to the public requires to be given some thought around the process and capacity for this.

Members queried how a representative from the third or independent sector would be identified. Officers confirmed that the representatives from those sectors on the IJB would be approached in the first instance. There are limitations on who can be members of the Committee outwith the membership of the IJB. Members agreed that there is a need to keep the membership manageable as it is a working committee.

The Chair highlighted that the Council is running a Social Recovery Taskforce, and there is a disability work stream on this which the HSCP and IJB are involved in and there may be links there which can address some of the engagement.

The Health Service User representative suggested the Chairs of the three Locality Engagement Forums meet with officers to take forward discussions. The Chair agreed with this suggestion and offered to be involved in the meeting to move the agenda along and make some change to facilitate community engagement.

Officers

***The IJB Public Engagement Committee:***

- a) noted the findings of the review;
- b) considered and recommended the updated Terms of Reference for the Committee at Appendix 2 for approval at the IJB;
- c) considered and approved the standard agenda template at Appendix 3; and
- d) approved the proposals at 9.1.3, 9.1.4 and 9.1.5 above to be progressed via the Action Plan at Appendix 4.

**9. UPDATE ON LOCALITY ENGAGEMENT**

May Simpson updated the IJB Public Engagement Committee on Locality Engagement over the last 9 months.

Officers reported that meetings stopped in March and the community have been active in supporting vulnerable households during the pandemic.

Some groups resumed over the summer however due to the requirements for social distancing many projects moved on-line. This has resulted in non-engagement however from a number of people due to not having the ability or equipment to participate in on-line meetings. Officers highlighted another impact has been the loss of staff through furlough and lack of funding which has resulted in some projects not re-starting.

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Officers also outlined the impact on mental health and wellbeing which needs to be addressed.

During the pandemic the HSCP has continued with locality engagement through phone calls, sharing of information, supporting projects, food deliveries and practical support.

Engagement around the Parkhead Hub developments was highlighted which included website updates, social media and distributing leaflets to households.

Locality Engagement Officers for the three localities are looking at on-line options for the next quarter and consideration will be given to whether these will be locality based sessions or it will be three meetings that cover adults, older people and children. Planning will take place over the next couple of months with engagement taking place in March. Consideration will also be given to how to engage with those who can't participate on-line. This may take the form of newsletters to raise awareness of the services the HSCP offer.

Members thanked officers for the update and the work that has continued over the course of the pandemic.

Members asked what support the Committee could offer to facilitate the digital requirements to get groups up and running.

Officers highlighted that the challenge is some members do not wish to participate in virtual meetings due to lack of confidence or technical knowledge so there needs to be another way of engaging.

Officers confirmed a bid was submitted to the Connecting Scotland programme for the North East LEF however the application was unsuccessful. Officers highlighted that although supply of equipment would be a step forward, there still needs to be support and training around this. The Chair agreed to discuss this Connecting Scotland application with officers outwith the meeting.

Chair

Members thanked officers for the update and noted further updates will be provided at the next meeting.

### ***The IJB Public Engagement Committee:***

**a) noted the update in relation to Locality Engagement.**

## **10. NEXT MEETING**

The next meeting will be held at 10.00am on Wednesday 24<sup>th</sup> February 2021 via Microsoft Teams.

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