

4. Please indicate which category best describes your organisation

(Tick one only)

Executive Agencies and NDPBs	<input type="checkbox"/>
Local authority	<input checked="" type="checkbox"/>
Other statutory organisation	<input type="checkbox"/>
Registered Social Landlord	<input type="checkbox"/>
Representative body for private sector organisations	<input type="checkbox"/>
Representative body for third sector/equality organisations	<input type="checkbox"/>
Representative body for community organisations	<input type="checkbox"/>
Representative body for professionals	<input type="checkbox"/>
Private sector organisation	<input type="checkbox"/>
Third sector/equality organisation	<input type="checkbox"/>
Community group	<input type="checkbox"/>
Academic	<input type="checkbox"/>
Individual	<input type="checkbox"/>
Other – please state...	<input type="checkbox"/>

CONSULTATION QUESTIONS

1. Are the vision and objectives as set out in sections 19 and 20 appropriate for Scotland's Sustainable Housing Strategy? Please answer Yes or No and provide fuller explanation if you wish.

Yes No

Glasgow City Council as strategic housing authority for Glasgow welcomes the opportunity to comment on this consultation on Scotland's Sustainable Housing Strategy "Homes that don't cost the earth" and endorses the vision and objectives of the proposed strategy to increase the energy efficiency of our homes, eliminate fuel poverty, contribute to climate change targets and contribute to future economic prosperity.

This is compatible with Glasgow City Council's commitment to make Glasgow one of Europe's most sustainable cities within 10 years. Our aim is to improve the lifestyles and opportunities for Glasgow's people and businesses, enhance Glasgow's image as a leader in sustainable urban living, and to deliver this in a way that is compatible with the development of a vibrant and growing city.

2. What do you think are the main barriers that prevent home owners and landlords from installing energy efficiency measures?

There are a number of barriers that prevent home owners and landlords from installing energy efficiency measures.

- **Cost** – Hard to treat and solid wall measures can be expensive. For loft or cavity wall insulation, some people do not realise that some of the measures are free or low cost
- **Additional costs** – consumers perceive (sometimes correctly) that there will be additional costs. i.e. some schemes offer free insulation but charge over a certain meterage.
- **The Hassle Factor** – some people just cannot be bothered with the disruption or the effort of having to clear lofts etc
- **Confusing Market Place** – There are a plethora of organisations offering different schemes. In Glasgow we have anecdotal evidence of up to 7 different firms knocking on doors in the same area in a week not to mention the number of unsolicited phone calls that people receive. People just get confused and fed up. This may be exacerbated by the Green Deal.
- **Trust** – In Glasgow, we have had to report several companies to trading standards for telling people that they are working for the Council when they are not and for stating that the householder will be fined if they do not get loft insulation installed.
- **Lack of Technical Knowledge** – some people don't know if their property has loft insulation or is suitable for measures such as CWI.

3. Please explain any practical solutions and/or incentives to overcome any barriers you have identified.

The most practical way to deliver energy efficiency improvements to households is through the Local Authority, as a trusted organisation, without market interference. This needs to be combined with grant assistance to encourage householders to participate. Area based approaches have worked well in the past. A whole property approach is needed and not just offering single measures. Glasgow City Council has packaged together projects that have brought together UHIS, CESP and Private Sector Housing Grant to maximise the measures and funding available to owners in some of the most deprived parts of the City. In Brucefield Park, Easterhouse this included external wall insulation, new roofs and chimneys, loft insulation, draft proofing and where appropriate, new boilers and heating systems.

4. Given Scotland's diverse range of housing, what support is needed to enable people to get energy efficiency measures installed?

Technical assistance and advice is needed to enable people to get energy efficiency measures installed. In most cases a lay person will not know whether a building has a cavity or what measures are available for solid/non traditional construction. There is currently conflicting advice from BRE and Historic Scotland on how to most effectively treat pre 1919 properties. Having the right product to insulate hard to treat properties is essential. Grant assistance is also needed to encourage the take up of measures.

Glasgow City Council provides assistance with loft clearing and other enabling measures to help householders take advantage of the measures.

5. (a) What specific issues need to be addressed in respect of improving energy efficiency in rural areas, particularly more remote or island areas?

n/a

5. (b) How should these be addressed?

n/a

6. Taking into account the models and funding sources outlined in section 1.20-1.37, what role might local authorities and other agencies play in bringing about a step change in retrofitting Scotland's housing?

Local Authorities have a key facilitator role in delivering energy efficiency improvements as part of a national retrofit programme. Glasgow City Council is in favour of a formula based model of funding where funding can be used to deal with local circumstances. Any Scottish Government funding awarded to Glasgow will be used to lever in additional money from the utilities companies and private sector housing grant where appropriate. We will work in partnership with RSL's in Glasgow to deliver measures to both private owners and tenants with a particular focus on hard to treat/ solid wall private sector housing, non traditional housing and blocks missed out of RSL improvement projects due to mixed tenure issues.

7. What role should the Scottish Government play in a National Retrofit Programme?

The Scottish Government's role in the National Retrofit Programme is to set national standards and to provide funding to help deliver programmes. Existing programmes and funding can at times be overly bureaucratic and there is a need to make sure that the National Retrofit Programme is as flexible as possible to react to particular circumstances. There is also a need for the programme to be outcome rather than process focused.

8. What role could the devolution of additional powers play in achieving more retrofit?

N/a

9. What further action is needed to achieve the scale of change required to existing homes?

The Scottish Government will not achieve the scale of change required without offering incentives to householders and there is a need to be flexible and transparent about what offers are made. Cost is important and householders will not consider measures that are too costly or where there is a fear that additional unknown costs will be added. Fixed price offers have proved successful in Glasgow where to costs have not been too high.

There is also a need to tackle some of the mis-selling that has been experienced in Glasgow which is usually carried out by commission only sales people. Examples of this include sales people stating that they are working for the Council, telling owners that they require a loft insulation certificate or telling owners that they will be fined. This has caused worry and confusion amongst Glasgow residents particularly the elderly and will be detrimental to the success of any Green Deal Initiative in Glasgow.

10. How can we make sure a National Retrofit Programme maximises benefits to all consumers (for example, older people, those from ethnic minorities, those with long term illness or disability)?

The National Retrofit Programme could help to ensure that there are maximum benefits to the consumer by:

- Offering free or low cost measures to fuel poor households (regardless of postcode or datazone)
- Providing information in a variety of languages to help get the message across.
- Awareness of cultural issues (i.e. the need in some cultures for fixed temp boilers)
- Link with representative organisations that can promote Scottish Government Schemes (Age Concern, Cultural Groups etc)
- Targeting areas and providing the most appropriate measures for the area ensuring that the measures are available to all regardless of consumer group.
- Tackle the issue of a confusing market place and installers with questionable credentials
- Loft Clearance for vulnerable households

11. (a) Should the Scottish Government consider whether a single mandatory condition standard (beyond the tolerable standard) should apply to all properties, irrespective of tenure?

Yes No

11. (b) If so, how would that be enforced?

The Scottish Government should consider this as part of a wider discussion on how to halt house condition deterioration. However, in practical terms, a higher standard is unlikely to be enforceable even over the longer term. Mechanisms to encourage, rather than force, owners to improve the quality of their house beyond the tolerable standard may be more deliverable. These could include measures which inform consumers and measures which impact more directly on property value.

The Private Rented Sector would benefit from a higher condition standard. As a condition of private landlord registration, documentary evidence demonstrating that all private rented properties reach a minimum house condition criteria before they are added to a landlord's registration, would enable for the poorest condition properties to be excluded from being privately rented. Powers of access to check on these condition standards are central to this proposed measure. Linking these criteria to registration, with the correct enforcement powers, would enable the poorest quality private rented accommodation to be tackled.

12. (a) In box 6 we identify a checklist for maintaining a quality home. Do you agree with our proposed hierarchy of needs?

Yes No

12. (b) If you think anything is missing or in the wrong place please explain your views.

We are unclear about how this list will be used. We do not think that this is a very practical list for use by home owners generally as it uses terms that imply a degree of knowledge by the home owner such as structurally sound, quality repair and properly ventilated. We very much doubt that people would deliberately commission substandard repairs to their properties therefore what would be more helpful would be practical advice on how to repair and maintain the property and how to seek appropriate advice on quality trades people.

13. Should local authorities be able to require that owners improve their properties, in the same way they can require that they repair them? For example, could poor energy efficiency be a trigger for a work notice? Please answer Yes or No and provide further explanation if you wish, for example on how this might work.

Yes No

Local authority enforcement action requiring improvement works by owners so that social landlords can meet the SHQS in 2015 for all of their stock, or any other standard which may be in place beyond 2015, would be impractical due to the scale of the action required and the costs incurred by the Council when owners cannot or will not pay for the improvements.

The focus of local authority intervention should be on repair and ongoing maintenance, rather than improvement. However, the ability to include some improvement works which would benefit the property over the longer term whilst repair works are underway would be beneficial in creating more sustainable housing.

14. Should local authorities have a power to enforce decisions taken by owners under the title deeds, tenement management scheme or by unanimity? For example, should they have explicit powers to pay missing shares of owners who are not paying for communal repair work, in the same way they can for agreed maintenance work? Please answer Yes or No and provide further explanation, if you wish.

Yes No

Currently there are mechanisms for owners to pursue decisions made under the title deeds, the tenement management scheme or by unanimity through the legal system. Although there are issues around the complexity and costs associated with these legal routes for owners and property managers trying to get works underway, a practical response would be to consider how to streamline these processes or create a more responsive arbitration process. It is not practical for one owner will take court action against the other owner in the block to get necessary common repair /maintenance works carried out.

Glasgow is a city where 75% of households live in flats and the resources which would be required by the Council to enforce decisions in all circumstances would be extensive and unsustainable. In limited circumstances, and where the works were identified as a priority in the Council's Scheme of Assistance, the local authority should have the power at its discretion to support owners who are in the minority to get necessary works carried out

through meeting missing shares. This would avoid the process of serving Works Notices for small scale works.

Glasgow City Council already meets missing shares for owners which helps to facilitate works where the majority of owners have agreed and for works which are a priority in the Council's Scheme of Assistance.

Section 50 of the Housing (Scotland) Act 2006 Act only refers to maintenance although the definition of maintenance in the 2006 Act includes 'repair and replacement'. In order to clarify this issue, it would be useful if an amendment was made to legislation which explicitly outlined that missing shares can be paid for communal repair work.

Glasgow's Factoring Commission, which is independent of the Council, is likely to be considering some of these issues, and will be publishing draft recommendations early in 2013.

15. Should local authorities be able to automatically issue maintenance orders on any property which has had a work notice? Please provide further explanation if you wish.

Yes No

A local authority should be able to automatically issue a Maintenance Order, if it deems it is required, after a Work Notice has been issued. In many instances, the need for a Works Notice indicates that the property has not been well maintained in the first instance.

16. Should the process for using maintenance orders be streamlined, and if so, how? Please answer Yes or No and provide further explanation, if you wish.

Yes No

The process for serving Maintenance Orders is too long and complex. Although it is acknowledged that there needs to be a right of appeal by owners, this process should be streamlined.

At present, the Maintenance Order process has two periods at which the owners can appeal. 1st on the issue of the Maintenance Order and 2nd on the issue of a Maintenance Plan Decision Notice (actually 3 as they can appeal a decision to change the terms of a plan once it is in place). This means that 21 days delay at each stage until this period has passed before the Council can register and take action on the notice.

There is a requirement within the Act to register the Maintenance Order as well as the Maintenance Plan against the Titles. This has additional costs attached (£60 per flat per registration) and the registration of the plan against the title automatically removes the Order showing. This is unnecessarily costly both in terms of the financial impact and the time to register both the Order and Plan against the Titles.

There should only be the need for 1 Appeals procedure and the need to record once against the Titles. The Maintenance Order is likely to mean more to owners and therefore, appeals should be allowed at this stage, not at the 2nd stage, and on that basis it would be at this stage that the Order would be recorded against the Title (this would highlight to any potential purchaser that the Council has had to take action whereas it would be too late at Decision Notice stage and would be flagged up in a property Enquiry.)

When Maintenance Plans need to be extended beyond the 5 year timescale, there should be a streamlined process to ensure that the local authority can extend the Maintenance Plan if it determines there is a need, with the Maintenance Order continuing to be recorded against the Title.

17. Should local authorities be able to: a. issue work notices on housing affecting the amenity, and b. require work such as to improve safety and security on properties which are outwith a Housing Renewal area? Please answer Yes or No and provide further explanation if you wish.

Yes No

Works Notices (outside of designated HRAs) should be able to include enhanced and relevant works, particularly those to improve safety and security eg. security doors to closes.

Works detailed in a Works Notice are restricted to 'essential' for that specific repair. Limiting Notices to 'essential' works means that opportunities for creating more sustainable housing are missed. For example, the costs incurred for 'essential' works can be disproportionate, particularly if this includes erecting a scaffold for multiple patch repairs on a roof where a re-roof would be more cost effective and sustainable in the long term.

18. Should local authorities be able to issue repayment charges for work done on commercial properties, in the same way they can for residential premises? Please answer Yes or No and provide further explanation below, if you wish.

Yes No

With a Repayment Charge, the local authority can give the proprietor time to pay the account, and get the necessary works underway. The alternative is that the local authority would have to take every commercial proprietor to court and put many out of business.

19. What action, if any, do you think the Government should take to make it easier to dismiss and replace property factors?

The whole area of property management needs to be considered strategically by the Scottish Government. The issue of dismissing and appointing property management/property factors is one key area of a more fundamental review.

Action is needed to make it easier for owners to dismiss and replace property factors. However, there are barriers to property factors taking on the management of flats due to the risks and costs associated with poor house condition, and non-payment by owners. Even if dismissing a factor is made 'easier', there must be a property manager willing to take on the management of properties which is not always the case.

One area where there is a particular issue is in new build developments where developers have appointed a property factor for a specific period after the sale of the last housing unit, which ties owners into the services of a factor without any recourse.

Glasgow's Factoring Commission, which is independent of the Council, is considering the issue of dismissing and appointing property factors, and will be publishing draft recommendations early in 2013.

20. What action can be taken to raise the importance placed by owners and tenants on the energy efficiency of their properties?

It is likely that owners and tenants will raise the importance of energy efficiency if they can benefit financially in the short term. Without a financial benefit, they are unlikely to consider it important.

21. Should the Scottish Government introduce minimum energy efficiency standards for private sector housing?

Yes

22. How could we amend EPCs to make them a more useful tool for influencing behaviour change to improve energy efficiency?

At a cost of £50, it is unlikely that people will commission an EPC unless they are moving house and it is required as part of the homebuyers report or in the case of rented property, when there is a new let.

23. Are there other key principles that we ought to consider when looking at the possible introduction of regulations?

Regulation should be introduced at the point of sale or change in tenure. The Council does not have the resources to enforce any regulations and it would therefore make more sense to tie the regulation with the sale of the property.

24. How could regulation be used to support the uptake of incentives?

As above – tied to point of sale/ change in tenure

25. In section 2.68 we identify design options for the standard. Do you have any views on the options set out in that report? Are there other options that we should be considering?

Option 3 is the preferred route

26. Do you agree that any regulations for private sector housing ought to reflect the energy efficiency capacity of the property and/or location, as is proposed for the social sector?

Yes No

Yes

27. If you agree with Q26, should houses of the same type in the social and private sectors be expected to meet the same standard?

Yes No

Yes

28. Are there other specific issues we need to consider in introducing regulation on the energy efficiency of the home for particular groups of people, for example older people, those with disabilities, people from minority ethnic communities?

The issue is that of communication with the appropriate groups and adapting the methods used for the particular circumstances for example how to interpret the results of the technical report of the EPC. For minority ethnic groups this may involve translation services, for other groups it may involve some extra assistance to understanding the issues.

29. Should we consider additional trigger points to point of sale or rental? If so, what?

Yes No

Additional trigger points would be applications for grant assistance or change in tenure.

30. Should rollout of any regulation across the owner occupied and PRS sectors be phased or all at once? If you think that rollout should be phased how do you think this should be done?

Yes No

It would be more cost effective to introduce the standard at a specific date rather than introduce piecemeal. If introduced in phases, people will do the absolute minimum and end up paying more in the long run.

31. What other issues around enforcement do we need to think about when considering how different approaches to regulation might work?

If enforcement is being considered, there needs to be consideration about what the penalty will be for non compliance. There is a need to consider who will enforce the regulation. Local authorities do not have the resources to be able to do this. Consideration will be needed about how much time a person is given to bring a property up to standard once a failure has been identified.

32. In sections 2.76-2.79 we suggest that one way of regulating would be to issue sanctions.

(a) Do you think that sanctions on owners should be used to enforce regulations?

Yes No

(b) Should owners be able to pass the sanction or obligation on to buyers?

Yes No

We think that owners should be able to pass the sanction or obligation on to buyers but this should be limited to one transaction. The buyer should not then be able to sell the property on again without carrying out the improvements.

33. The Scottish Government does not intend to regulate before 2015. The working group will consider what options for timing of any regulation might be appropriate, but, given all the points set out in sections 2.80-2.81, from when do you think it might be appropriate to apply regulations?

This should be introduced at the earliest opportunity.

34. (a) In Section 3.4 we describe the range of legislative and policy levers that we believe are available to help us transform the financial market such that it values warm, high quality, low carbon homes. Do you agree that this is the full range of levers?

Yes No

34. (b) Can you suggest any other ways to help transform the market for more energy efficient, sustainable homes?

The levers identified make a useful starting point but need to be kept continually under review. Some levers will be more appropriate for different circumstances.

35. What changes would be required to current survey and lending practice to enable mortgage lenders to take account of the income from new technology or savings on energy bills?

The income from new technology is not a guaranteed income and it would therefore be difficult for lenders and surveyors to place a set value on it. Assuming that the technology continues to work, which in itself could be a disincentive, the recent changes to the FIT tariff is a prime example of this with a sudden significant reduction in the tariff amount. There would need to be guarantees about income and minimum levels of performance of the technology to enable mortgage lenders to take these into account.

36. Section 3.15 lists a range of challenges that may prevent the benefits of a more sustainable, energy efficient home being fully recognised in its value. What further challenges, if any, need to be addressed?

37. (a) Sections 3.16-3.22 set out the action that Scottish Government is currently developing to encourage greater recognition of the value of sustainable homes. Do you agree that this action is appropriate?

Yes No

37. (b) What further action is needed to influence consumers and the market?

The market needs to be simplified and poor practice with regard to door to door selling needs to be tackled. With out this action we will have difficulty engaging with consumers especially with the introduction of Green Deal.

38. What steps can we take to ensure that we design and develop sustainable neighbourhoods?

This has to stem from National planning policy. Local authority design guides should be specific on the requirements for sustainable neighbourhoods and consideration should be given to making these mandatory.

39. Section 4.10 sets out the main challenges to address in taking forward our aim of new build transformation. What further challenges, if any, need to be addressed?

Cost in terms of research and development on new products and training for multi skilled workforce is also a challenge. In the current climate many companies will not be able to fund these. As noted, consumers may perceive a risk associated with an untried product. Any innovative housing is likely to come at an added cost at a time when people are finding it difficult to buy. Some education on the benefits of greener products may be helpful.

40. What action is needed to increase the capacity for developing and bringing to market innovative methods of construction?

There has to be incentives to companies for research and development. There is a concern that innovation will lead to higher housing costs at a time when the market is already deflated and make it unaffordable for the buyer. There may be opportunities for cost share on new technologies or potential to develop schemes which would be attractive to the consumer e.g. similar to "feed in tariffs".

41. What further changes to the operation of the Government's affordable housing supply programme would help to enable it to champion greener construction methods and technologies in the medium term?

GCC have operated Ecohomes "Very Good" standard since 2007 and this encourages greener homes and standards in the broader environment. It may be appropriate to consider including some aspects of Ecohomes within the AHSP which could give a more rounded approach to sustainability in construction practices, materials, homes and the environment. This would need to be matched with an appropriate level of subsidy.

42. What further action is needed to influence the construction industry to make greater use of innovative methods to deliver more greener new homes?

They need to be confident the risks associated with new products are reduced and that they will be attractive to the consumer. Consideration could be given to providing subsidy to cover R&D and training costs. There will be concerns about increases in development costs if greener products are included and whether this will make the end product less affordable in the current financial climate.

Despite the additional £4k being made available through the AHSP for greener homes, the costs of contamination remediation, infrastructure costs and material costs continue to rise making it harder for housing associations to bring projects within acceptable costs. Tender prices have risen 1.9% over the past year mainly due to material cost rises but HAG has been reduced. In addition to this, housing associations are finding it more difficult to access loan funding and the consequence of this is that instead of developing innovative schemes, they are pulling out of development altogether.

43. (a) Has Chapter 5 of this consultation identified the key challenges to ensuring Scottish companies have the skills to take advantage of the opportunities expected to be on offer?

Yes No

43. (b) If not, What other challenges are there?

A key element of the skills requirement highlighted in Chapter 5 is closely aligned to the introduction of new technologies within the construction industry. The focus seems to be placed on persuading companies to invest in training and engage with training providers/schemes. Another key challenge that is not addressed is the need for companies

to make a timeous investment in these new technologies in order to maximise their return on investment in relation to upskilling and/or reskilling their workforce. The significant capital costs associated with the introduction of new technologies could act as a barrier to their introduction by many construction companies. If companies do not have the resources to introduce new technologies then it is argued that the business case to train their staff in them is significantly lessened. Therefore, it is suggested that as both these challenges are interdependent, it is necessary to develop a strategy that address both issues simultaneously.

44. What further action is needed to ensure there is appropriate investment in skills and training to meet these opportunities?

It is difficult to gauge what level of further investment in skills and training is necessary unless there is baseline information in respect of the existing skills and training capacity within the Scottish construction industry including those among the workforce who are employed and unemployed. The Council commends the Government on its current level of available training provision, specifically the ring-fenced provision for the Energy and Low Carbon industries. However, for this type of training provision to be truly effective, it is imperative that the construction industry is involved in its design to ensure that the training provision is indeed 'fit for purpose' and is flexible enough to accommodate the sector's wider business needs going forward. Modern Apprenticeship places and flexible training opportunities are highlighted as available training provision but it is not clear how these programmes can adequately address specific aspects of the strategy such as multi-skilling of existing/potential employees including those who are employed or unemployed. A successful approach to multi-skilling by employers will require training programmes that are highly flexible in terms of their bespoke design and adaptability to address the workforce planning requirements of individual companies.

45. How can the construction industry be made more aware of the potential funding and support for skills and training development opportunities and engage effectively with those providing training to ensure that it meets their current and future needs?

By outlining the Government's proposed implementation plan in respect of the Sustainable Housing Strategy through high-level discussion with all stakeholders within the Construction industry in Scotland such as trade-associations, construction industry training providers and relevant Sector Skills Councils. The purpose of these discussions should be to provide all parties with a breakdown of the types/values/timings of commercial work packages that are likely to become available, a breakdown of skills that will construction companies must possess among their workforce to effectively tender and deliver in these new areas of work. Another key aspect of these discussions is to provide relevant stakeholders with plain English detailed information that they can disseminate to their members (construction companies) to access available training provision/funding/training providers to support and assist their transition and diversification into the Energy and Low Carbon industries successfully.

Other delivery mechanisms to raise awareness among Construction Companies could be to develop specific Supplier Development seminars in relation to the business opportunities that are likely to derive from the Strategy to encourage companies to 'buy-in' at the earliest opportunity and to advise them on what skills/technology must be inherent in companies in order for them to win business and deliver the Strategy effectively.

46. How do we ensure that skills and training opportunities are provided on an equitable basis to all groups in society?

Reducing levels of unemployment among Glasgow's working age population, particularly those furthest away from the labour market is a key strategic priority for the Council. To tackle worklessness, the Council has developed an effective employability delivery

infrastructure comprising the key employability organisations in the City. Examples of our approach to support the most marginalised groups secure employment, skills, training and qualifications are highlighted below:

Community Benefit in Public Procurement

A contractual requirement for contractors and sub-contractors to recruit at least 10% of their workforce from Apprenticeships, New Entrant Trainees (Long-term unemployed or leaving education), provide Work Experience Places and business support Small to Medium Enterprises and Social Enterprises to enable them to compete for work packages through further tiers of contract procurement.

Wage and Training Subsidies

Various wage and training subsidies to incentivise the recruitment of specific target groups through the provision of a wage subsidy and 100% contribution towards training costs. Target groups include eligible school-leavers (Modern Apprenticeships), young people who are ineligible for a Modern Apprenticeship (direct wage subsidy), graduates and those aged over 50 years old. The incentive for employers is that the wage costs for new recruits are subsidised for the period in which they undergo training. The theory being that when the subsidy ceases, the recruit is sufficiently trained and contributes fully to company productivity.

Recruitment and Employability Support

Our main employability and recruitment delivery agent, the Glasgow Regeneration Agency (GRA) provide a dual service to both employers and residents of Glasgow who are unemployed, particularly those in the most deprived areas of Glasgow. GRA provide employers with a comprehensive account managed recruitment service, advice and assistance to access wage and training funding and in-work support service for new recruits.

Intermediate Labour Market Programmes

Over the years the Council has successfully designed and delivered an extensive range of Intermediate Labour Market programmes (ILMs) with its delivery partners. ILMs are normally targeted at the long-term unemployed and can be designed to suit the needs of the labour market. For example, in Glasgow almost 70% of those aged under 24 years old and unemployed are male. Overwhelming the majority of this client group is seeking employment in low/no skilled manual work due to their lack of work-history and low/no skills and qualifications. Therefore, the most recent ILM delivered by the Council in 2010 offered temporary employment for 6 months to young people aged between 18-24 years and at least 12 months unemployed in two key positions, namely Community Janitors and Landscape Operatives. 100 % of these posts were filled by young males with no/low qualifications, skills and experience.

47. Apart from training and skills opportunities are there any other issues that should be addressed to make employment in construction and other industries becomes more representative?

As a consequence of the current economic climate, the Construction Industry in Scotland is in decline. This is evidenced by the fact that high numbers of skilled construction workers are currently unemployed or experiencing sporadic periods of unemployment due the short-term nature of many construction contracts. Furthermore, as competition within the construction industry is now fierce, the majority of construction companies have had to downsize to a core level of staffing in an attempt to remain financially viable and competitive. The reality of this approach is that young people are not recruited and/or made redundant, staff training budgets are severely reduced and due to reduced staff/financial resources, there is significantly less scope among construction companies to explore new business development opportunities.

To reverse these trends, it would be extremely helpful for additional business development support to be made available to construction companies in the form of a dedicated resource and/or funding to enable more companies to comprehensively explore potential new business opportunities in the Energy and Low Carbon Industries.

48. Please describe any specific difficulties relating to skills and training that apply to those in remote and island areas and your view on how these may be addressed.

N/a