

Glasgow Community Councils' Development session

# The Journey



Supporting the valuable work of Community Councils throughout Glasgow

### Setting out on a journey:

A visual representation of daily life in Glasgow which shows common issues that you face as community councillors in attempting to make positive contributions to where you live.

You will see 3 visual representations of life in Glasgow with lots of daily challenges.

For each of the three images:

1. Identify the 'issues' presented
2. Now spot the difference!  
Look at the second image with issues circled – did you see them all?
3. Discuss how best to solve each problem
4. Who else needs to be involved?
5. What could you do as an individual Community Councillor and with your Community Council?

You don't need to write anything down, instead focus on sharing ideas about how to improve your communities.

You should allow approximately 15 minutes for each image.



**Diagram 1 left to right:**

| Issue                        | Organisation(s) responsible   |
|------------------------------|---|
| Street Drinking              | Police Scotland can issue Fixed Penalty Notices (FPNS), CSG can send an Antisocial Behaviour (ASB) Warning Letter, conduct joint home visit with police, can invite on to prevention and diversion programmes |
| Litter                       | LES Cleansing Environmental Task Force (ETF)  |
| Dog Fouling                  | CSG, can issue FPNs (Uniformed and plain clothes Community Enforcement Officers)  |
| Parked on Zebra Crossing     | Police Scotland/LES Parking Enforcement   |
| Broken Street Light          | LES Street Lighting (RALF)  |
| Pot Hole                     | LES Roads. Roads & Lighting Faults (RALF)   |
| Neighbour Dispute            | CSG, ASB Enforcement Team/Mediation Team  |
| Graffiti                     | CSG, Graffiti Removal Team  |
| Fire Hydrant                 | Scottish Fire & Rescue/CSG ASB Enforcement/Police Scotland  |
| Fly Tipping                  | LES Bulk Uplift/Environmental Task Force  |
| Mobility Scooter on pavement | Not all pavements are suitable, be aware of blockages too   |
| Broken Window                | Shop Owner/Police Scotland  |



**Diagram 2 left to right:**

| Issue               | Organisation(s) responsible  |
|---------------------|--|
| Plastic Bag in Tree | Neighbourhood Improvement Volunteers (NIVs) and CSG Neighbourhood Improvement and Enforcement Services (NIES) Team (Community Clean ups) |
| Parked on Zig Zags  | Police Scotland, City Parking cover this if outside schools  |
| Overgrown foliage   | LES Parks, Community Payback   |
| Fly Tipping         | LES Bulk Uplift/Environmental Task Force   |
| Dog Fouling         | CSG, can issue FPN (Uniformed and plain clothes Community Enforcement Officers)  |
| Pot hole            | LES Roads. Roads & Lighting Faults (RALF)  |
| Litter              | LES Cleansing  |
| Graffiti            | CSG Graffiti Removal   |



**Diagram 3 left to right:**

| Issue               | Organisation(s) responsible  |
|---------------------|--|
| Litter              | Neighbourhood Improvement Volunteers (NIVs) and CSG Neighbourhood Improvement and Enforcement Services (NIES) Team (Community Clean ups)                     |
| Fly Tipping         | LES Bulk Uplift/Environmental Task Force   |
| Graffiti            | If on play equipment responsibility is LES Parks to remove   |
| Out of Control Dogs | LES / Police Scotland  |
| Plastic Bag in Tree | Neighbourhood Improvement Volunteers (NIVs) and CSG Neighbourhood Improvement and Enforcement Services (NIES) Team (Community Clean ups)                     |
| Street Drinking     | Police Scotland (can issue FPNs), CSG, can send ASB Warning Letter, conduct joint home visit with police, can invite on to prevention & diversion programmes |
| Overflowing bin     | LES Cleansing  |
| Dog Fouling         | CSG, can issue FPN (Uniformed and plain clothes Community Enforcement Officers)  |
| Overgrown foliage   | LES Parks, Community Payback   |
| Pot hole            | LES Roads. Roads & Lighting Faults (RALF)  |
| Litter              | LES Cleansing  |



## Useful contacts

Environmental Task Force

**0300 343 7027**

**Twitter @theenvtaskforce**

**Facebook envtaskforce**

Roads & Lighting Faults (RALF)

**0800 37 36 35**

Cleansing, Recycling & Needle Uplift

**0141 287 0700**

CCTV Glasgow Operations Centre

**0141 287 9999**

Police Scotland (Non Emergency)

**101**

Police Scotland (Emergency)

**999**

Crimestoppers

**0800 555 111**