

NIES SERVICE REQUEST FORM



Glasgow's Environmental Task Force

The Environmental Task Force is a Glasgow City Council initiative that seeks to address environmental incivility in Glasgow's streets and public spaces by using a new approach that encourages integrated working across a range of Council Family Services.

Improving the city's cleanliness is a responsibility shared by the public and private sectors and ultimately, those who live and work here.

How to Play Your Part

The easiest way to play your part is if you See Something, Say Something via;

MyGlasgow app – free download for Mobile Devices which enables you to snap and send your report.

Facebook (envtaskforce) and Twitter (@theenvtaskforce) – contact us on social media to report your concerns and we'll give you a response.

Phone – 0300 343 7027 to contact the GCC Customer Care Team who'll pass it on to the Environmental Task Force

Direct Action

You can really make a big difference to an area with a simple one or two hour litter pick and we are here to assist. We can supply all Litter Picking Kit, Risk Assessments and Insurance as well as arranging uplift of the waste material when you have finished.

If you have a site/project that requires the assistance of a Neighbourhood Improvement Officer, please complete the Service Request Form and return it to:
Glasgow City Council, 727 London Road, Glasgow, G40 3AQ,

Or send it by EMAIL to: CommsafetyNIES@Glasgow.gov.uk

On receipt of your request the group/individual will be contacted to discuss the request in more detail. Before requesting assistance please consider the following criteria which may inform the decision.

- 2 Weeks' notice required
- The work will benefit the local community
- Who does the land / space belong to

Please note dates for clean-ups can only be scheduled two weeks from the date of receipt of completed NIES Service request form

Neighbourhoods and Sustainability, Glasgow City Council,
727 London Road, Glasgow G40 3AQ
Telephone: 0141 276 7400 Fax: 0141 276 7699

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TYPE OF ORGANISATION (Please highlight your organisation)

- | | | |
|---|--|-------------------------------------|
| <input type="checkbox"/> BUSINESS/CORPORATE | <input type="checkbox"/> SCHOOL/COLLEGE | <input type="checkbox"/> INDIVIDUAL |
| <input type="checkbox"/> NIV | <input type="checkbox"/> COMMUNITY GROUP | <input type="checkbox"/> OTHER |

GROUP NAME:

1ST CONTACT: 2ND CONTACT:

ADDRESS: ADDRESS:

TEL NO. TEL NO.

EMAIL: EMAIL:

EVENT DATE: START TIME: END TIME:

MEETING POINT:

CLEAN UP:
Route/Streets

NUMBER OF PARTICIPANTS:

A. ADULTS: B. YOUNG PEOPLE (UNDER 16) :

DO YOU HAVE GROUP INSURANCE? YES NO DO YOU REQUIRE INSURANCE? YES NO

DO YOU REQUIRE LITTER PICKING KITS? YES NO

PLEASE TICK WASTE MATERIALS:

LITTER BULK HEAVY ITEMS GREEN

GCC Office Use Only
NIES Officer Contact Number

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PRIVACY NOTICE

NEIGHBOURHOOD IMPROVEMENT AND ENFORCEMENT SERVICE – Service Request

Who we are:

Glasgow City Council (GCC) is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email at: dataprotection@glasgow.gov.uk, and by telephone on 0141 287 1055.

Why do we need your personal information and what do we do with it?

You are giving us your personal information to enable us to process your request for a service provided by the Neighbourhood Improvement and Enforcement Service (NIES) with GCC. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We provide these services to you as part of our statutory function as your local authority. You can find more details of our role on our website at www.glasgow.gov.uk/privacy

Where you elect to request this service, processing your personal information is necessary for the purposes of entering a contract with you and performing a contract to which you are party. Without this information, we are unable to enter into and perform a contract with you and therefore unable to process your request.

Who do we share your information with?

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

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How long do we keep your information for?

We only keep your personal information for the minimum amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on our business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website at <http://www.glasgow.gov.uk/rrds> or you can request a hard copy from the contact address stated above.

Your rights under data protection law:

- Access to your information – you have the right to request a copy of the personal information that we hold about you.
- Correcting your information – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- Deletion of your information – you have the right to ask us to delete personal information about you where:
 - I. You think that we no longer need to hold the information for the purposes for which it was originally obtained.
 - II. You have a genuine objection to our use of your personal information – see objecting to how we may use your information below.
 - III. Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information

You have the right at any time to tell us to stop using your personal information for service evaluation purposes.

Restricting how we may use your information

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

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Information you have given us about other people:

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to contact those people in the event of an emergency. If they want any more information on how we will use their information they can email dataprotection@glasgow.gov.uk.

Complaints:

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact our Data Protection Officer by email at dataprotection@glasgow.gov.uk or by telephone on 0141 287 1055.

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

If your complaint is not about a data protection matter you can find details on how to make a complaint on our website at www.glasgow.gov.uk/complaints .

More information:

For more details on how we process your personal information visit www.glasgow.gov.uk/privacy

If you do not have access to the internet you can contact us via telephone to request hard copies of any of our documents.