

The Loop Newsletter

23 May 2024



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For Action

Important messages that require action

NRS Leadership Appointments



Dear Colleagues,

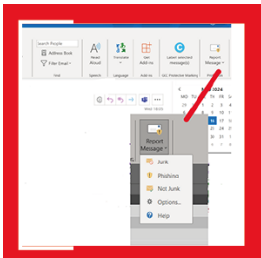
I would like to update you on the recent appointments to the Leadership Team within the service.

- **Martin Heath**, has been appointed to the role of Divisional Director (Roads and Transportation), and will commence on Monday 10 June 2024.
- **Ben Wilson**, has been appointed to the role of Divisional Director (Development and Regeneration), and will commence on Tuesday 16 July 2024.

The [organisational structure](#) will be updated in due course, to reflect the new appointments.

I am sure you will join me in welcoming Martin and Ben to NRS.

New Outlook Reporting Button



On **Tuesday 28 May 2024** you will see a new **'Report Message'** button appear when using Outlook.

This button will provide all staff the opportunity to actively report suspicious emails directly to the right team instantly to help keep our network, information and staff safe.

Once you have clicked the 'Report Message' button and chosen the type of unwanted email you have received it will automatically be sent for analysis. Feedback will provide valuable information to help us to further enhance our email security to prevent possible future cyber attacks.

How to use the 'Report Message' button

To help protect our information, please use the button to report suspicious **Junk and Phishing** emails as shown below as the first two choices in the drop down menu. (You do not need to use the 'not junk' reporting option).

Click the button to report:

Junk

- Select this option to report non threatening but unwanted emails that often promote products or services.
- When you report the message as 'junk' it is automatically moved to your junk folder so if you report it in error you can access your junk folder to retrieve it.

Phishing

- Select this option to report any suspicious emails that are attempting to deceive you:
 - into providing sensitive information such as your usernames and passwords
 - engage you in transactions for non-existent goods or services.
- When you report a message as 'Phishing' it is automatically moved to your deleted folder so if you report it in error you can retrieve it from your deleted folder as required.

Please note:

- This quick and easy to use 'Report Message' button means that you will no longer need to forward the suspicious email to the [Integrity mailbox](#) for assessment.
- You will not receive a direct response to any email reported using this 'Report Message' button.
- If you have inadvertently clicked a link or opened an attachment in the suspicious email you received – please **contact the Service Desk immediately** to report this on 0141 287 4000 or at GCCServiceDesk@CGI.com
- This button will not change how you use Outlook.
- If you experience any difficulties using Outlook please report this to the Service Desk in the usual way.
- If you have forwarded a suspicious email to the Integrity mailbox this will continue to be reviewed and processed in the normal way.

Email Signature and Out of Office

Is your email signature and out of office compliant?

It is important that all staff use the approved email signature on all new emails and replies. This protects the corporate identity of Glasgow City Council and ensures your colleagues have your up to date contact details. Your signature should be in font Arial, black text and the size at least 10pt. Your email signature should be at least the size of your email text.

If you are unable to respond to emails for a period of time, it is important that the Out of Office tool is utilised on Outlook. All colleagues must include information about who to contact if the request requires urgent attention and include the following text regarding how to forward a Freedom of Information Request:

If you have a Freedom of Information enquiry, please email foi@glasgow.gov.uk. You can also use an online form at www.glasgow.gov.uk/foi



Exchange House, 229 and 231 George Street Electrical mains power shut down test planned for Friday 24 May until Monday 27 May 2024

The five yearly fixed electrical installation test at Exchange House is due to commence over the next holiday weekend.

Downtime

- **From 8.00am on Friday 24 May** all power and communication to the building will start to go down
- This will then be brought back up again **from 5pm on Monday 27 May**
- There will be **NO ACCESS** to Exchange House for staff for the duration of this test

Staff action

- If you work in Exchange House please make sure you fully power down on **Thursday 23 May** when you leave for the evening to help the testing take place
- Remote workers that have connectivity through a PC within Exchange House will not be able to connect during this event. The PC will require to be powered back up on return to work on Tuesday 28 May
- When returning to the building on **Tuesday 28 May** if you experience connection issues when you first try to log back into your device, please restart your machine and try again. If the problem persists after you have attempted a restart you should contact CGI for assistance on 0141 287 4000
- Users of electric vehicles take note during the electrical power down time frame there will be **NO** charging facility at Exchange House basement car park





Click here to read more

Managers' Briefings

The following Managers' Briefs have been issued in the last fortnight. A full list of past briefings is available on the intranet using the button on the left.

- Driving Awareness May 2024
- Vehicle Maintenance

For Information

Service News and Corporate Updates that might affect you

Scottish Government announce £5 million for Low Emission Zone support

The Scottish Government is providing £5 million to re open the Low Emission Zone (LEZ) Support Fund for 2024-2025. For the fifth year in a row, the popular fund continues to offer cash incentives and Travel Better credits, if non compliant vehicles are removed from Scotland's roads.



Delivered through Energy Saving Trust, this programme is means tested and offers help to those most affected by the introduction of LEZs. It provides people and micro businesses with financial support to travel more sustainably and meet the [established air quality standards](#) which will improve air quality and protect public health.

The Low Emission Zone Support Fund provides households and smaller businesses with a grant of £2000 to incentivise disposal of a non LEZ standard vehicle. It also offers up to a further £1000 in mobility grants or Travel Better credits to purchase a bike, ebike or public transport vouchers.

£2 million of the overall package will enable the retrofitting of light goods vehicles, heavy goods vehicles and taxis through the LEZ Retrofitting Fund for micro businesses. Collectively, these two funding streams represent the Low Emission Zone Support Fund and both are delivered through Energy Saving Trust.

For more information on the funding available visit www.lowemissionzones.scot or visit the [Energy Saving Trust website](#), who administer funding on behalf of the Scottish Government.



Firms Banned from Carrying Out Brazilian Butt Lifts in Glasgow

A company which carried out a Brazilian Butt Lift in a hotel function room which left a woman in hospital has been banned from carrying out further BBLs anywhere in Glasgow.

Our Environmental Health Officers have served Prohibition Notices on two companies and an associated individual practitioner preventing them from carrying out high risk Brazilian Butt Lift and Breast Augmentation procedures anywhere within the city's boundaries.

Enforcement action was taken after a woman required emergency hospital treatment following a BBL procedure in a hotel function room in March this year.

The Health and Safety Prohibition Notices prohibit those involved from undertaking any BBL or breast augmentation procedures within any premises or locations within the Glasgow City Council local authority area, until evidence can be provided that these procedures will be carried out safely.

If those involved fail to comply with these notices, a report will be submitted to the Procurator Fiscal for consideration of a Prosecution, where the offender could face imprisonment, a significant fine, or both.

Councillor Ruairi Kelly, Glasgow's Convener for Neighbourhood Services, said: "Action has been taken by the council's Environmental Health team in a bid to prevent procedures being carried out in unsuitable and

non sterile locations. Three prohibition notices have been served on two companies and an associated individual practitioner".

"People need to be extremely careful when considering undergoing cosmetic procedures. If they go wrong the consequences can be painful, disfiguring and require emergency medical treatment".

"Our Environmental Health officers are also carrying out inspections of aesthetic clinics in the city to help safeguard the public and will continue to take enforcement action when required.

The Prohibition Notices were issued on 9 May 2024. The companies and individuals concerned have a 21 day period within which they could appeal.

**NRS
People**

Supporting your health and wellbeing and wellness at work as well as learning and personal development



Meet Your Colleagues

Stewart Phillips, Fleet Infrastructure Officer, NRS Fleet Services

How long have you worked for the council?

4 and a half years

What do you do in your role?

I develop fuel and fleet infrastructure, delivery and strategy to ensure the maintenance of the systems that fuel our vehicle fleet. This includes diesel tanks, ancillaries and management system that we see in many of our depots, the development of electric vehicle charging infrastructure (EVCI) to charge our electric vehicle fleet and the strategic planning of alternative fuels for the future such as Hydrogen. This also includes the development and support of fuel access mechanisms such as fuel fobs for diesel, RFID for EV use or fuel cards to be used at retail forecourts along with emergency and contingency planning for as yet unknown supply challenges. In recent months I have taken on additional roles in developing a new transport depot and managing the public EVCI in addition to the fleet component.

What is your favourite part of your role?

Without fuel for our fleet, the council and its partners would be unable to fully deliver much of its statutory obligations. It's a positive feeling knowing that you are not only supporting this essential service delivery but also helping to reduce fuel usage and to address some of the climate and ecological challenges we face. Additionally, it is exciting to have the opportunity to work at the cutting edge of the future fuelling evolution such as Hydrogen power and fuel cell technology which helps to keep the role interesting.

What are the biggest challenges within your role?

Even after 4 and a half years, learning 'how the council works' is still a challenge! In the zero emission fuel industry, technology and the delivery of fuel solutions develops at an exponential pace and while the council's methodologies and governance are essential to protect public spending, we do not always give ourselves the best chance to trial and define the most effective solutions for our needs. Funding will always be a challenge as future fuel may not be cheaper than traditional fuel, at least not in the first instance.

Join us this May

You are invited to [Join us](#) this May for the following health, wellbeing, equality and diversity training events.

Visit the [website](#) to see the full calendar on offer each month. The page is regularly updated with new content, so please check back often.

Date, Time and Sign Up	Training and Events
Thursday 30 May 9.30am until 12.30pm Sign Up	Unconscious Bias Webinar Learn how unconscious biases can lead to us making judgement and take 'mental shortcuts' based on stereotypes about someone's race, gender, ethnicity, age, disability or other factors without even realising it. Identify your own unconscious biases and build better relationships.



myjobscotland

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read more

Vacancies within NRS

The following job vacancies within NRS have been added to myjobscotland. If you are interested use the button to the left to go through to the job adverts.

- GLA11933 - Coachbuilder (2 shift) (re-advertisement)
- GLA11934 - LGV Driver / Labourer (Bin Replacement / Twin Stream) (re-advertisement)
- GLA11937 - Bin Replacement Assistant Supervisor (re-advertisement)
- GLA11979 - Planner (3 Posts)
- GLA11983 - Senior Contaminated Land Officer
- GLA11976 - Network Officer (Clyde Tunnel)

General Interest

What other teams do and events and activities that you can join

Charlotte Wallace – Childline Volunteer

Charlotte Wallace, Sustainability Group Manager within Glasgow City Council is looking to raise funds for a charity known as Childline. Charlotte volunteers at Childline as a counsellor. A child contacts Childline on average once every 45 seconds. It is a vital service to so many young people. As counsellors they are there 24 hours a day whenever a young person needs someone to listen, support and talk with them. You can find out more information about Childline on their [website](#).



In September 2025, Charlotte has decided to do a charity walk to fundraise for Childline. Charlotte says, 'I'm going to take on a great challenge and walk one of the most remote sections of the Great Wall of China with some of my fellow volunteers. My aim is to fundraise £3000 between now and then. As well as my charity walk, I have a range of other challenge events planned throughout this summer. I'm swimming the width of Loch Lomond and aim to undertake the Edinburgh Kilt Walk as a starting point generate ways to raise more funds'.

A link to the Just Giving Page can be found [here](#). Already we are nearly 15 percent of the way to reaching the final goal so any donations are greatly appreciated.

Contact Us

**If you have any information you would like
to share through this fortnightly email,
please click here to contact the NRS
Promotions and Engagement Team**

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