



# The Loop Christmas Newsletter

## 13 December 2024

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### In this edition

#### For Action

George's Christmas Message | Updated NRS Leadership Structure | Sign Up to the NRS Text Messaging Service

#### For Information

Beatson Christmas Tree Donation | NRS Delivers Rejuvenated Linn Crematorium | Best Bar None Host Record Event | Special Mentions and Thanks for 2024!

#### Special Mentions and Thanks for 2024

#### NRS People

Eastgate Christmas Speed Quiz | Retirement Spotlight for Colin Houston | NRS People Health and Wellbeing Roadshow | Vacancies within NRS

#### General Interest

Sinclair Campbell fundraising for Glasgow Gladiators Powerchair Football | What's On in Glasgow this Christmas with Glasgow Life | Win tickets to Celtic Connections Opening Concert | Children's Clothing Donations at City Chambers



### For Action

### Important messages that require action

#### George's Christmas Message 2024

Colleagues,

As we head towards the end of the year and move into the festive season, I would like to thank you all for your contribution over the past twelve months. It really has been a quick year filled with lots of great and valuable work.

Working in the public sector can be very rewarding as we often have a positive effect on people's lives. However, I understand that there can also be challenges and I appreciate the efforts you all make to constantly rise to these challenges. I'm really thankful for your continued commitment to public service by delivering the best possible service for the people of Glasgow, I don't take for granted your dedication.

People really do make Glasgow and that is why the top priority of the Council is to reduce poverty in our city. I am committed to ensuring that this is a thread that underpins all services within Neighbourhoods, Regeneration and Sustainability and I want us all to play our part in improving the lives of our citizens.

This year a further staff consultation took place as part of the NRS People Programme. Thank you to everyone who contributed and please know that we are listening. Early next year, the results of this will be shared and a range of actions will be put in place to respond to your comments and feedback.

In 2025, I want to hear directly from you about the work you are involved in and how this contributes to keeping Glasgow safe, clean and moving whilst also playing our part in building a thriving, prosperous and more sustainable city. I will be scheduling visits to teams across the service shortly and look forward to catching-up with you in the New Year.

Whilst many of us find this time of year to be very magical, people can often find it difficult for a number of reasons. We have a wide range of services at our [NRS People microsite](#) which provides support. This can be accessed at any time on a personal or work device. If you feel this could benefit you, I encourage you to make use of these services.

Finally, to those of you that will be working throughout the festive period, including Christmas day – Thank you!

From myself and all the leadership and senior management team, we wish you all a Merry Christmas and a Happy New Year!



Click here to read more

## Updated NRS Leadership Structure

The updated NRS Leadership and Senior Management tree is now available for staff to access.

This follows the recent appointment of Jenny O'Hagan to the role of Director of Service Delivery, Martin Heath to Roads and Transportation and Ben Wilson to Development and Regeneration. It also reflects the recent departures within the Senior Management Team including Andy Waddell, Ian Roberston, Deborah Paton, Kenny Markwick, Gary Walker and Christine Francis.

These appointments come with some changes to the divisions and responsibilities held by each service which staff should note:

- The division previously led by Jenny has been retitled from "Operations" to "Neighbourhoods and Communities" and external recruitment for this position is underway
- Within Neighbourhoods and Communities, there has been a reconfiguration of responsibilities
- David McCulloch will lead Waste and Fleet Management; this includes Waste Strategy, Recycling, Commercial and Bulk
- Denise Hamilton will lead Communities, Events and Regulatory Services. Denise is also the Council's SRO (Senior Responsible Officer) for the 2026 Commonwealth Games
- The vacant Head of Service for "Environmental Operations" will be responsible for Domestic Refuse Collection, Streetscene and Parks Operations. External recruitment for this position is underway
- Within the Roads and Transportation Division, the updates are as follows
- Recruitment for the vacant Head of Service with responsibility for Infrastructure Asset Management and Head of Service with responsibility for Sustainable Transport, Traffic and Parking Operations began on Friday 29 November 2024
- Jonathan Brown, Head of Service with responsibility for City Deal will transfer to this division

Staff can access the updated [NRS Leadership and Senior Management Tree](#) here.



Click here to read more



Click here to read more

## Sign Up for the NRS Text Messaging Service

The [SMS Text Messaging Service](#) for NRS is a great way to get important workplace information sent straight to your mobile phone.

The service issues work related messages such as industrial action, pay offers, annual leave and critical business updates.

Messages are focussed on specific work locations to ensure text messages are relevant across the service.

This tool can benefit all colleagues, especially non PC facing staff. Click the link or use the button on the left to sign up.

## For Information

## Service News and Corporate Updates that might affect you



### Beatson Christmas Tree Donation 2024

NRS were pleased again to donate a Christmas tree to the Beatson Hospital to brighten up the main entrance to the facility over the festive period. NRS Queens Park Nursery staff were on hand to install and decorate the tree that will also form part of the [Beaton's Cancer Charity Bauble Appeal](#).

Seamus Connolly, Group Manager for Greenspace and Biodiversity, said:

"The Beatson holds a special place in many of our hearts and the team were delighted to play their part in the fundraising campaign and work with the Beatson staff on the tree installation." Further details on the Bauble Appeal and ways to donate can be found [here](#).



### NRS Delivers Rejuvenated Linn Crematorium

Following the completion of improvement works at Daldowie, Linn Crematorium has now been brought up to standard following extensive works to improve its functionality, appearance and sustainability. Led by our multi-disciplinary design team in NRS Property and Consultancy Services, working with Bereavement Services and City Building, the completion of phase 1 of this project delivers on a key commitment by NRS to upgrade the city's crematoria.

Opened in 1962, this category B listed Modernist building sits on an expansive hillside near the edge of Glasgow, bordered by a park and woodlands. With long winding driveways up either side, stained glass and screening in its two chapels and beautiful gardens of remembrance, this beautifully imposing building is one of Glasgow's most unique assets.

At its core this is an environmental project, which has addressed historic issues with the building while ensuring it can operate as a quality and sustainable facility for generations to come. The building received a

full electrical upgrade while extensive work was carried out on the interior and exterior, ensuring the building is structurally sound and watertight while refurbishing the main chamber and waiting rooms, helping to bring out the beauty of its ambitious design. Primarily, a state-of-the-art heat recovery system has been installed with new radiators throughout the building. This recovery system will not only drastically reduce Council costs to heat the building but will also ensure that the facility can sustainably operate long into the future.

CBC Project Manager Martin Bredin had the following to say on the project:

“City Building took great pride in being part of the refurbishment works at Linn Crematorium. The project had many challenges as is often the case with old historical buildings but to give it the upgrade it required and to see it again functioning and providing a service to the people of Glasgow is the most pleasing feeling. It was a tight timescale to have the phase 1 works complete and a real joint effort from all involved was required to make sure it was handed back to the client’s satisfaction.”

The next phase of work will include the completion of refurbishment works to the smaller of the two chapels. The building’s audio and visual capabilities will also be improved, allowing the chapels to stream services in higher quality, further enhancing the appeal of this great facility. The phased approach enables work on the back of house to continue behind the scenes while allowing bereavement services to open again to the public in time for Christmas, giving back an upgraded asset in a timely manner.

Already making an impact, an open day was held on Monday 25 November which saw many of the city’s funeral directors invited for a tour. The response and feedback from attendees was incredibly positive and will contribute to the improvement of the image and reputation of the building. It has been a very successful project which has once again made Linn Crematorium a special building with great appeal.

## Best Bar None Host Record Event

On 13 November, The NRS City Centre Team hosted the annual Best Bar None Glasgow Awards which was a record breaking year for participation.

Taking place in the Grand Central Hotel, entries soared to record numbers this year and 106 venues were given awards.

Each pub, club and bar is inspected ahead of the awards by four independent assessors. They were judged on their efforts in Prevention of Crime & Disorder, Securing Public Safety, Prevention of Public Nuisance, Promotion of Public Health and the Protection of Children from Harm.

Speaking to the Glasgow Evening Times, Lise Fisher of NRS said:

“It is great to see so many city venues striving to achieve excellence in customer safety and providing an enjoyable experience for customers. The results are a true testament to the ongoing hard work and dedication of licensees and their staff across the city.”

“Glasgow’s licensees are currently preparing for the festive season, and customers should look out for the distinctive BBN Glasgow awards on display in winning venues.”



## Special Mentions and Thanks for 2024!



### Special Mentions and Thanks for 2024!

I would really like the opportunity to thank my group of staff, the City Centre Regeneration Group, which is comprised of the City Centre Avenues team and the City Centre Strategy team. They both work in the city centre (surprise!) which is both an opportunity and a pressure in terms of expectation and activity. The Avenues team are delivering one of the largest public realm schemes in Europe and have been faced with endless external pressures since 2020 which have impacted on almost every aspect of delivery. The City Centre Strategy team are delivering the new strategy which is the “plan of plans” for the city centre, and brings with it a broad range of projects including the flagship District Regeneration Frameworks and a whole suite of physical, social and business-focused activity.

Every day the individual members of this group of staff come to work with a positive can-do attitude that is an absolute pleasure to be part of. There are constant demands on the team to produce more, faster and better and they all do their best every day for the lovely people of Glasgow. I can’t single anyone out in particular – they are ALL fantastic and I’m very lucky to have a team like this. Big thanks to them all.

**From Jane Lailo, City Centre Regeneration**

A big THANKS to the hard-working Public Health and Pest Control Teams during 2024. They work tirelessly under great pressure, doing a really important job which directly improves the health and living conditions of the residents of Glasgow City every day!

**From Moira Cartwright, Public Health**

A festive shout out in appreciation of the Glasgow Roads and Transport teams. 2024 has been a challenging year but your efforts and commitment have not gone unnoticed by colleagues and customers! 2025 promises to present just as many challenges and no doubt, by working together, we will rise to meet and overcome them. To all those working to keep our roads safe and operational, from the sterling work by the Jessie Street transport and fleet team under Alex and our frontline workforce led by Douglas up at Gartcraig to the technical teams at Eastgate and Exchange House, as well as those to whom we’ve bid a sad farewell to this year, a very happy Christmas and New Year. Seasonal best wishes to you all!

**From Martin Heath, Roads and Transport**

Please can I give a huge shout out and thank you to the teams in the Planning Service. They do a great job dealing with members of the public, developers, elected Members and others to enable investment to be delivered in the city while making sure it remains a great place for people to live and work. They are moving on a massive project, the new City Development Plan, and working across NRS and other services within and outwith the Council, and communities, to help deliver housing, infrastructure, green networks and make sure the City is climate adapted. It's a pressurised job and I really appreciate the dedication of the teams and the hard work they put in every day.

**From Sarah Shaw, Head of Planning**

I would like to give a shout out and thanks to our Engineering team at Traffcom for their work behind the scenes keeping our traffic signals in tip top order. The Control Room would struggle without your assistance. In addition, I would like to mention Ben Peebles (Engineering Officer) for going above and beyond, for example, working late recently sorting out an issue that if left unresolved would have made a negative impact on our road network. Cheers Ben!

**From John Gallagher, Duty Network Controller**

A big shout out goes to David Garner in the Biodiversity Team for his commitment and enthusiasm working with colleagues, partner organisations and community groups having designated an additional 10 Local Nature Reserves in the past two years. A very special milestone has been achieved for biodiversity in Glasgow with the declaration of Castlemilk Park as Scotland's 100th Local Nature Reserve, which protects and enhances this great space for people and nature.

**From Rachel Smith Assistant Group Manager (Greenspace and Biodiversity)**

I would like to give a massive shoutout to all my amazing team members (they are basically my friends/family), the Glasgow Avenues Team & City Centre Regeneration. I truly value each and every one of them for their patience, time and kindness and for being there for me during a difficult personal time in my life. I want them to know they are appreciated more than they know and I am grateful to call them my friends/family and work in such a wonderful team. Thank you to each and every one of you from the bottom of my heart. Love & hugs.

**From Jennifer Callaghan, Project Assistant, City Centre Regeneration**

A big shout out to all the staff within the NRS Community Justice, Community Resources, and Promotions and Engagement Teams. Our colleagues in NRS Community Justice go above and beyond every day to support vulnerable individuals who have been in conflict with the law, helping them change their lives and enter into Education, Employment, and Training. Our EEI Service supports children and young people who have been in conflict with the law, signposting and providing support to them and their families. Every day, this team is changing lives.

Our Community Resources Team is providing much-needed community facilities in the North West of Glasgow, supporting and building communities, and offering opportunities, events, and programmes. The connection the staff forms to support local people is evident!

A big shout out to the NRS Promotions and Engagement Team; the work they do, often at the last minute, to support individuals and teams within the service is amazing! Their ability to problem-solve and juggle many plates is a testament to their professionalism and commitment.

**From Sean Hanlon, Operations Manager**

Festive time is for families and a time that we all enjoy gifts and Christmas fayre all of which causes increased pressures on waste and recycling collections. Unfortunately, we don't have the support of Santa's elves to assist, this mammoth task lies with our frontline teams who work incredibly hard through often very difficult conditions to get everyone's collections back to schedule. It's a very emotive time and delayed collections can cause frustrations for residents who don't understand the magnitude of the task and often these frustrations are directed at frontline staff. It is not lost on management the increased effort and tolerance required to deliver this essential frontline services.

My Christmas wish is that whenever Glasgow's had its full of Christmas cheer, and the ne'rday bells are drawing near, when their bellies are bursting and the bins are too, spare a thought for oor clenny crews, remember what you should do: Recycle your wrapping cards n aw, reuse if you can don't throw it aw, or visit our centres they're not far at aw. Help where you can is all we ask and help complete this mammoth task and just remember what we all should do, is spare a thought for our clenny crews. For our roads and our parkies its not all tinsel and glitter spare a though for them too, as at this time of year they all become gritters. Merry Christmas to all frontline staff and thank you for all of your hard work during the year and your particular efforts during festive period!

**From Eddie Scanlon, Refuse Manager South East**

**NRS  
People**

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



## Retirement Spotlight for Colin Houston

Retiring on Christmas eve, Colin Houston will leave the Planning and Building Standards team after several years of positively influencing developments across Glasgow. We caught up with Colin on his time in the Council, his plans for retirement and a recently awarded Badge of Honour.

### When did you start in the Council and what has been a highlight in that time?

I started working for Glasgow city Council in May 2018. Before this, I had always worked in private practice; initially starting my career as an architect before going to work for a series of housing developers. When I joined the City Design team and started looking after residential projects my new approach to work made me take the view that I was a poacher turned game keeper. I found this to be very beneficial as I could understand the approach taken by my developers and use this knowledge to better influence positive change.



My role within City Design requires me to vet the design aspects of building projects, including assessing any environmental impacts, how the project fits within its surroundings and even looking to the detail where left unconsidered. If something within the design can be improved we will make these recommendations and ask the applicant to consider an alternative approach. It's all about fine tuning projects to make them as good as can be. It's always easy to choose a big project as a career highlight, but for me the enjoyment has always been from walking away from a project and seeing that it has been improved. Weather a small house extension or a 20 storey city block, if City Design can get the applicant to take on board improvements that is the satisfaction. Secondly, knowing that an application not only develops to an approval, but is a viable solution that turns into bricks and mortar.

**At the recent Scottish Cycling Conference and Awards you received the highest available accolade, the Badge of Honour, for your contribution to downhill mountain biking. Can you tell us about your work and what attracts you to the hobby?**

I was setup by someone on my committee! I got involved in downhill racing 20 years ago because my son wanted to try it out. At my sons first race I got chatting to the organisers and they invited me to have a shot with the timing. After two races they asked me to join the committee and I've been there ever since. I have been the chairman of the Scottish Downhill Association for 15 years and help organise 6 races a year and running our own Scottish Series. This year we are also hosting the British Cycling National Championships and a UCI round both on the World Cup track at Fort William.

I have always liked to go away for weekends be involved in different projects and activities. I got involved in the outdoors cause my father was the manager of the outdoors shop Blacks of Greenock and it has always stuck with me. So much so that when we got married my wife asked if we could try going on holiday without a tent.

I don't just volunteer my time in downhill racing, I'm also a National Grade ski patroller at Glencoe for the past 40 years and volunteer on the board of the British Association of Ski Patrollers.

**What are your plans for retirement?**

I'll be returning to Glen Coe soon to carry out ski patrol over the weekends. My wife and two sons are also involved so during winter we are all up there together. We have a hut in Rannoch Moor which only recently got lighting and electricity. It's a stark contrast from living life in the city during the week, but being outdoors has always been a big part of our family makeup growing up, and its great to continue that together to this day. Aside from continuing with the biking I will be more than busy Looking after my grandkids and possibly even doing some sailing with the addition of a family boat.

**Any words of advice for someone just starting their career in the Council?**

I think anyone coming in should make the most of what the council offer as a career opportunity and the potential training. Theres a tendency for people to come in and do their job and not be aware of what's available to them. There are loads of things the council can offer, explore it as much as you can and take advantage of it!

## The NRS People Health and Wellbeing Roadshow



In the closing months of 2024, NRS People have delivered over 130 PAM Nurse health checkups and 100 seated massages at our Health and Wellbeing Roadshows across our frontline services.

Rolling into 2025, our roadshows will be visiting Eastgate on Wednesday 15 January and 231 George Street on 22 January.

Correspondence will be issued in the New Year for staff to sign up for a health check and/or free incorporate massage.

Also available on the day will be information stalls from Strathclyde Pension fund, the Hospital Saturday Fund, Glasgow Credit Union and Scottish Action for Mental Health.

## Vacancies within NRS

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

myjobscotland

Click here to read more

MJS Ref	Job Title	Posts Available	Grade
GLA12941	Assistant Supervisor (Nightshift)	1	5
GLA12943	General Labourer/Driver	1	3
GLA12944	Lead Advocate (Re-ad)	1	CSG 6
GLA12946	Technical Officer (Energy Management)	1	6
GLA12956	Fleet Workshop Supervisor (3 shifts)	1	6
GLA12958	Principal Officer (Housing Emergency Response Lead)	1	8
GLA12959	Graduate Electrical Engineer	1	5
GLA12965	Assistant Group Manager (LUF/Project Development)	1	8
GLA12968	Taxi Enforcement Officer	1	6
GLA12970	Senior Clerical Assistant (Pound)	1	4
GLA12971	Pound Supervisor	1	5
GLA12972	Clerk Of Works (Electrical)	1	6

GLA12977	Community Resources Assistant	1	CSG 2
GLA12978	Community Resources Assistant (Part Time)	1	CSG 2
GLA12984	Graduate Technician (Traffcom)	1	6

## General Interest

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

### Sinclair Campbell raises money for Glasgow Gladiators Powerchair Football

Sinclair Campbell, the Works Controller based at Gartcraig Depot, is raising money for Gladiators Powerchair Football. Please read his appeal message below and consider giving if you can:



Some of you may be aware that I help at a wheelchair football club, which is based at Hutchesons' gym in Hags Road. Unfortunately, since COVID the club has experienced a drop off in membership and consequently we find ourselves in financial dire straits, therefore we are reaching out to fantastic folk like yourselves to contribute to our GoFundMe page using the link below. Any, and I mean any, donation would be gratefully received.

Unlike similar clubs we do not play competitively. Although we welcome all wheelchair users, this decision allows us to cater for folk that would find it difficult to participate with a competitive club. This makes our club unique, and I believe essential for the most disadvantaged wheelchair users. However, this does mean that we can't attract conventional sponsorship and makes any contributions so crucial.

If you know of anyone who could benefit from coming to the club, please don't hesitate in sharing my contact details. I'll arrange a visit to the club where they can have a look at us and what we have to offer.

Please share this message to anyone in your team that you feel may also be interested in contributing.

Thanks everyone, it's really appreciated! <https://gofund.me/9d6f4670>



### Find out whats happening in Glasgow This Christmas

Pop over to [GlasgowLife](https://glasgowlife.com) to see what's happening in and around Glasgow over the festive period, including events in the Royal Concert Hall and a full list of Christmas Markets around the city.

### Win tickets to the Celtic Connections Opening Concert!

We are delighted to announce that we have two pairs of tickets to give away in a prize draw to staff to attend this epic opening concert on 16 January 2025 at 7.30pm at the Glasgow Royal Concert Hall.

#### To enter

All you need to do is answer the following question and email your answer, along with your name and a contact email address to [staffnews@glasgow.gov.uk](mailto:staffnews@glasgow.gov.uk) before the closing date of Friday 20 December 2024. The two lucky winners will be contacted by email with details of how to collect their prize.

#### Question

In what year was the first Celtic Connections festival held in Glasgow?

- General tickets on sale at [www.celticconnections.com](http://www.celticconnections.com)
- Get involved at Glasgow 850 - Glasgow 850



### Children's Clothing Donations at City Chambers

Our No Wrong Door Partner, ApparelXchange, are looking for donations of preloved children's clothes to help other children across the city this winter.

Donations of clothes, jackets, shoes and accessories for children up to age 18 years will be gratefully accepted

Donors are asked to please make sure all items are clean and folded where possible, however, they are also able to accept clothing that might be damaged or stained - as they will repair and clean them if they can.

Donations can be made in one of the pods located at across the City Chambers Complex at: City

Chambers West, Main Entrance, City Chambers East, 40 John Stret Reception, Exchange House, 231 George Street Reception until the 23 of December.

ApparelXchange is committed to providing affordable, sustainable fashion for all children across the city. They offer clothing packages (accessible through referrals) in their Southside shop or also online.



**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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