

For Action

Important Messages that require Action



Role of Promotional and Engagement Team within NRS



Within NRS, the Promotions and Engagement Team are responsible for all internal communication and marketing for the service. If you are planning to deliver a project or programme involving Advertising, Social Media, Design (Signage, posters etc...), Web, Filming or Photography, please contact the Promotions and Engagement team to ensure any work meets with council guidance and governance arrangements.

This team are also responsible for producing staff ID Badges, updating the connect intranet and NRS Website pages, this Loop Newsletter and the interactive screens in depots.

More information on the remit of the team can be found using the button below.

[Click here to view information about the team](#)

NRS Corporate Brand and Identity Guidance

Glasgow City Council has a standard signature approved format which all employees must use in their emails. This is set out in our corporate identity guidance.

Colleagues are reminded that an email signature, in the approved format detailed below must be attached to all emails, including replies and emails which are being forwarded. Please note that you should have an email signature set up on your council iPhone if applicable. To do this;

1. Open Outlook App on your iPhone
2. Click on "Settings". It's the "⚙" icon.
3. Scroll down to "Mail" and hit "Signature"
4. Write your signature in the text box
5. Exit "Settings". Your new signature will appear when you go to write a draft email in the "Outlook" app

To ensure consistency within the council, only the below format should be used which should be in black writing and no pictures / logos within your signature – this includes the NHS COVID 19 banner. The text size of the signature must be a minimum of 10pt and no smaller than the size of your email text.

Managers are asked to highlight this with their team and ensure compliance.

Email Signature Format:

Name

Job Title

Department / Service

Glasgow City Council

Street Address

Glasgow

Postcode

Phone

Email firstname.surname@glasgow.gov.uk

www.glasgow.gov.uk

social media @GlasgowCC

If your e-mail relates to a Freedom of Information request, please forward this to foi@glasgow.gov.uk

If you require any assistance, please contact the [Promotions and Engagement Team](#).

[NRS Templates](#)

[Marketing and Brand Guidance](#)

[Microsoft Teams Backgrounds](#)



Managers' Briefings



The undernoted Managers' Briefings have been issued in March and April for managers to cascade the information to staff within their area of responsibility.

- Major Incident Response - C3 Approach
- Driving Awareness
- Alloy Programme
- Introducing our new combined Occupational Health and Employee Assistance Provider

Please use the button below to view previous managers briefings.

[Click to view the briefings on the intranet](#)

For Information

Service News and Corporate Updates that might affect you



NRS Stands Down Winter Maintenance Operations

Winter Maintenance Operations stopped as of Friday 7 April 23. Duty controllers in NRS will continue to check the technical weather forecasts until the end of April 2023 and in the unlikely event that further gritting is required, reactive gritting resources will be arranged and deployed.

Jenny O'Hagan (NRS Divisional Director Operations) spoke to the Loop after the recent end of Winter Maintenance Operations:

'I would like to extend my thanks to all of the NRS drivers, operatives and staff whose hard work and professionalism ensured that the Glasgow's footway, cycle way and road networks were maintained safe and passable during the winter period supporting residents and businesses throughout the City. Although our winter was generally mild, Glasgow experienced its coldest temperatures in the last 10 years during December and in this period de-icing treatments continued 24/7. Between November and March, the NRS winter maintenance teams treated our footways and segregated cycle ways 41 times and roads 44 times, spreading 7,533 tonnes of rock salt and spraying 5000 litres of liquid brine.'

Do you remember what it's like to be young?

"A lot of people didn't realise why I wasn't interested in school. I wanted to become a footballer and that was it. My mentor helped me see why school was a good thing."

You could make a huge difference to a young person in Glasgow. Just an hour a week of your time can be transformational.

MCR Pathways is a national, award winning mentoring programme dedicated to supporting our most disadvantaged young people. They have every talent and potential but their circumstances means that they are unlikely to realise it.

Our volunteer mentors go into schools to spend an hour each week listening to and encouraging a young person, helping them to build their confidence and self esteem. Jack struggled with school until he met his mentor.

"My mentor is a great guy. Just talking to him has made me more confident. It's taught me how to talk to people too. MCR matched me with a mentor who I really get on with and who understands me."

Listen to Jack's story [on youtube here](#)

MCR needs more volunteers from all walks of life to share an hour a week and change a young person's life. We have over 1,000 mentors in Glasgow but there's another 500 young people who need your help. Currently MCR have an urgent need for more volunteer mentors in the East End of Glasgow. Can you help? Want to learn more? Join MCR for one of their upcoming information sessions. For the live information session on the 19 April please [contact the MCR pathways team](#) at least 2 days in advance to book your place.

- Virtual Information Session on Monday 17 April, 4.30pm
- Live Information Session on Wednesday 19 April, 9:30 am, City Chambers East, 40 John Street, G1 1JL

Share an hour and change a life today at www.mcrpathways.org



NRS People

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



NRS People – Have Your Say

Last year NRS adopted a new approach to our workforce engagement, named NRS People. We want NRS to be a great place to work. NRS People is focussed on communication and employee engagement, supporting your health and wellbeing at work as well as learning and career development opportunities.

Paul McGaulley, Strategic HR Manager for NRS said, "We know that the roles NRS deliver, play a vital part in keeping the city moving and thriving. We appreciate the effort and support of colleagues as well as the challenges that we continue to face and overcome. NRS People ensures we support the health and wellbeing of all our employees and look after one another in return."

Now is the opportunity once again, for all staff to have their say on everything that NRS People has delivered over the last year and how they want it to be delivered in the future.

Complete the survey now using the button below or visiting
<https://www.smartsurvey.co.uk/s/NRSPeople2023>

NRS People Survey 2023



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.

- GLA10203 - Engineering Officer - External
- GLA10202 - Graduate / Technician - External
- GLA10204 - Engineering Officer (Roads Maintenance) - External
- GLA10205 - Supervisor (Nightshift) (Temporary for 12 months) – Internal NRS
- GLA10206 - LES Driver 3 (Up to 16 posts) - External
- GLA10261 - Building Standards Surveyors (2 Posts) – External
- GLA10262 - Building Standards Team Manager - External
- GLA10266 - Group Manager (Domestic Waste Operations) – Internal GCC
- GLA10267 - Assistant Group Manager (Roads) - External
- GLA10268 - Technician (Traffcom) – External

[Click here to view all the vacancies on myjobscotland.gov.uk](https://www.myjobscotland.gov.uk)

myjobscotland

Meet Your Colleagues

Allison Scott, Communications and Marketing Officer within the Promotions and Engagement Team.

How long have you worked for the council?

Just over 38 years.

What do you do in your role?

My role is wide and varied. There are no two days the same. I can be involved in multi channel marketing campaigns worth tens of thousands of pounds liaising with radio and tv channels and media partners to working on low cost or no cost campaigns. The campaigns can be educational or raising awareness on specific subjects. I also deal with internal communications and how to reach target audiences within NRS using our available communication channels.

What is your favourite part of your role?

My favourite part of the role is dealing with my colleagues across the service and in other GCC services. I enjoy seeing a project through from start to finish, ensuring that it achieves the outcome it was supposed to.

What are the biggest challenges within your role?

The biggest challenges that myself and our team face is that NRS is a massive service covering many divisions and we are a small team with often very competing priorities.



General Interest

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

Ramadan 2023

During the month of Ramadan, Muslims won't eat or drink during the hours of daylight. This is called fasting.

Ramadan remembers the month the Qur'an (the Muslim holy book) was first revealed to the Prophet Muhammad. The actual night that the Qur'an was revealed is a night known as Lailat ul-Qadr ('The Night of Power').

When is Ramadan?

Ramadan is the ninth month of the Islamic calendar. The exact dates of Ramadan change every year. This is because Islam uses a calendar based on the cycles of the Moon.

In 2023 in the UK, Ramadan began in the evening of Wednesday 22 March and will end on Friday 21 April.

Ramadan starts when the new Moon first appears in the night sky. Full moon marks the middle of Ramadan. As the moon wanes to the other side, Ramadan finishes.

How is Ramadan celebrated?

Most Muslims fast between dawn and sunset. Fasting allows Muslims to devote themselves to their faith. It is thought to teach self-discipline and reminds them of the suffering of the poor. However, children, pregnant women, elderly people and those who are ill or travelling don't have to fast.

During Ramadan, it is common to have one meal (known as the suhoor), just before dawn and another (known as the iftar), directly after sunset.

Almost all Muslims try to give up bad habits during Ramadan. It is a time for prayer and good deeds. They will try to spend time with family and friends and help people in need.

Many Muslims will attempt to read the whole of the Qur'an at least once during Ramadan. They will also attend special services in Mosques during which the Qur'an is read.

Eid ul-Fitr

The end of Ramadan is marked by a big celebration called 'Eid ul-Fitr' (the Festival of the Breaking of the Fast).

Muslims are not only celebrating the end of fasting, but thanking Allah for the strength he gave them throughout the previous month.

Mosques hold special services and a special meal is eaten during daytime (the first daytime meal for a month).

During Eid ul-Fitr Muslims dress in their finest clothes, give gifts to children and spend time with their friends and family. Muslims will also give money to charity at Eid.



Graeme Carlin - Retiral

Colleagues within NRS would like to wish a long healthy and happy retirement to Graeme Carlin who has recently left the service after 36 years in local government. Graeme finished off his long career as an Assistant Group Manager (Roads) and his vast knowledge of the service will be greatly missed.

Fundraising

Lyndsay Clark from the Business Support team in NRS ran the London Half Marathon in April 2023 in memory of her Mum who passed away on 15 April 2022 after battling Myeloma blood cancer for 2 and half years.

Lyndsay's Mum had taken part in numerous 10ks and half marathons throughout her life in aid of different charities.

Lyndsay, with her sisters and their partnets, decided to run the half marathon to raise money and



awareness of Blood Cancer UK to continue her legacy.

Lyndsay would like to thank everyone who has already donated, if anyone would like to donate please use the button below.

[Click here to sponsor Lyndsay](#)

Get in Touch

If you have any information you would like to share through this fortnightly email, please get in touch with the NRS Promotions and Engagement Team.

[Click here to Send us an Email](#)