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For Action Important Messages that require Action



Bribery Awareness

The Bribery Act 2010 creates four categories of offences:

- Offering, promising or giving a bribe to another person
- Requesting, agreeing to receive or accepting a bribe from another person
- Bribing a foreign public official
- The corporate offence of failing to prevent bribery



Penalties under the Act may include unlimited fines and/or imprisonment for a maximum of ten years, depending on the circumstances of each individual case.

This is why it is vital that all NRS employees understand both their individual and our collective obligations under the Act. It is also important for staff to be aware of the correct procedures for accepting, or declining, gifts and hospitality, as well as their duty to declare potential conflicts between any external interests and council business.

The guidance document [Bribery, Gifts and Hospitality and Conflicts of Interest](#) been developed to cover all three areas. Staff are requested to read through this brief document to remind themselves of the correct procedures.

PC facing staff will be advised when the refreshed GOLD course is available.



#Safe Glasgow – current phishing threat using Teams targeting the public sector: be extra vigilant

The council has been notified of a current phishing threat that is targeting public sector organisations.

This highly sophisticated attack involves the creation of an external Microsoft Teams account, that looks like a legitimate business contact, which then sends Teams chat or email messages containing a malicious '.zip' attachment to victims.

You can read more details about this [on the Microsoft website](#).

This attack is cleverly designed to be hard for organisations to detect. It is intended to deceive the recipient into downloading the zip file attachment - believing it has been sent from a trusted and reliable business source.

Whilst the council has several information security measures in place we need all staff to be extra vigilant when using Teams at this time.

Please make sure that you:

- Verify any external users and meetings that you are invited to – before you join the meeting

- Do not click on any links, files or messages from someone who you have not verified first as being the trusted sender – including within the Teams chat function
- Do not share your council account login details and password with anyone
- Do not request any zip files to be released from Microsoft quarantine unless you are certain that they are genuine and you have verified the sender first and know what is being sent to you
- If you notice any suspicious activity on Teams please report this to CGI immediately by phone on 0141 287 4000, or by email at GCCServiceDesk@CGI.com
- Continue to report any suspicious emails to integrity@glasgow.gov.uk

Visit #SafeGlasgow for top tips on how to prevent a cyber-attack and keep our information safe at Glasgow Intranet - Keeping our information safe

Free Flu Vaccination For Staff - Reminder

As part of Glasgow City Council's Staff Health and Wellbeing Strategy, employees are being offered the opportunity to receive the flu vaccination for free. The vaccination is available at selected Boots pharmacies with the cost being paid by the Council. Staff wishing to receive the vaccination will be provided with a voucher to be redeemed at one of the Boots participating pharmacies.



Employees who normally receive the vaccination from the NHS should continue with this arrangement. In addition, staff aged 50 and over will also be eligible to receive the vaccination from the NHS.

Due to different strains of vaccines being available for certain ages and medical conditions you should consult your GP to get the correct seasonal flu jab (free of charge) if you are:

- 65 years old or over
- pregnant
- have certain medical conditions

Should you wish to take advantage of this opportunity, please contact your line manager in the first instance and no later than noon, Wednesday 20 September to ensure the deadline for submission to HR is met.

Managers' Briefings



The undernoted Managers' Briefing has been issued in September for managers to cascade the information staff within their area of responsibility.

- Major Incident Reponse - C3 Approach

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



2023 Survey key highlights

426 of you took part in this year's survey and in comparison, to previous years the majority of participants worked in Frontline/Service Delivery roles. For example, 72% in 2022 and rising to 75% in 2023.

Overall, our results showed a small but valuable positive shift in perceptions of working in NRS. Outlined below is some of the feedback from our 2023 survey and the results in comparison to the previous year.

You told us:

Valued at work

Improvement in feeling valued at work increased from 29% to 36%

Communication/engagement

- Improvement in being kept up to date with service communications increased to 41% from 28%
- More staff are having conversations with their managers directly, increased to 42% from 35%
- 'I can have a say at work' has increased to 37% from 32% with a drop of strongly disagree from 45% to 35%
- Noted improvement on management engagement of staff being able to talk to a manager about personal and wellness matters, increased to 63% from 54%
- A notable increase of 50% from 39% of staff having conversations with their managers regarding training suitable to their jobs

Training/jobs

- An increase to 61% from 55% in managers allowing operational release for training
- An increase in accessing vacancies for career development has risen to 79% from 75%
- Core Health and Safety, skills learning, development courses and behavioural training all saw a gain, averaging 10% improvement in access and attendance
- Strong improvement in dedicated 'time to talk' to managers about work performance has grown to 41% from 27% with a 10% improvement in being able to talk to their manager about learning

Health and wellbeing awareness

- 62% of you are aware of our Employee Assistance Provider
- 66% of you are aware of Occupational Health
- An increase to 54% from 45% of you being aware of Able Futures following local promotion

More information

If you require more information or have any ideas for our NRS People Programme, please email NRSPeople@glasgow.gov.uk or william.holms@glasgow.gov.uk directly.

Glasgow City Council Now Accredited As A Living Wage Employer

Glasgow City Council is now accredited as a Living Wage employer. The Council's Living Wage commitment will see everyone, including regular workers employed through third party suppliers, receive a minimum hourly wage of at least £10.90 per hour. This rate is higher than the UK Government minimum for over 23s, which currently stands at £10.42 per hour.

Members will be aware that the Council is the largest local authority in Scotland serving a population of around 636,000 and has over 28,000 employees. As key employers, councils can have a significant impact in their local area by becoming accredited, encouraging suppliers, partners and local businesses to pay the real Living Wage, bringing extra income to low paid workers.

In Scotland 91% of all jobs pay at least the real Living Wage, this is higher than any other UK nation. However nearly 1 in 10 jobs still pay less than the real Living Wage which equates to 221,000 jobs.

The real Living Wage is the only UK wage rate calculated according to the costs of living. Employers choose to pay the real Living Wage on a voluntary basis, recognising the value of their workers and ensuring that a hard day's work receives a fair day's pay.

Since 2011 the Living Wage movement has delivered a pay rise to over 60,000 people in Scotland and put over £370 million extra into the pockets of low paid Scottish workers.

Accredited Living Wage employers report a range of business benefits including a happier, healthier and more productive workforce and improvements in staff retention. Increasing wages to at least the real Living Wage boosts spending power for workers, which can help relieve financial worry and can increase sales of essential goods and services in the local economy.

Local authorities are large employers with significant spending power and have an important leadership role in the growth of the Living Wage employer movement. Glasgow City Council becoming an accredited Living Wage employer is a fantastic example of action that all employers can consider, for the benefit of their workforce, their organisation and for society.



Reinforced Autoclaved Aerated Concrete In The School Estate

Staff will be aware of nationwide concerns in the media relating to the use of Reinforced Autoclaved Aerated Concrete (RAAC) in the school estate.

In Glasgow, we currently have one school, Whitehill Secondary, where RAAC is confirmed to be in use, which has been robustly mitigated, managed and monitored since its discovery in 2021.

The local school community is aware of this situation and advised that there is no suggestion or assessment from relevant officers or other professionals involved that the RAAC presents any danger to the structure of the building.

Officers will be commencing discussions with appropriate partners to develop a project around the phased, controlled removal of the RAAC in the building and its replacement with a more suitable roof material.

The Council have received sufficient comfort that the robust measures in place at Whitehill are in accordance with the guidance issued by the Institution of Structural Engineers ([found here](#)) for the management of RAAC

Regarding the wider school estate, a 4 stage process is underway to investigate the presence of RAAC in other buildings:

Stage 1: Using known criteria for RAAC buildings, property records and knowledge of the estate officers have identified buildings that are known NOT to contain RAAC. This stage was concluded last week.

Stage 2: Schools unable to be eliminated following Stage 1 are examined in greater detail using design and construction information to determine if these can be eliminated. This is expected to be completed this week.

Stage 3: Any remaining buildings will undergo Visual Inspection by an appropriately qualified surveyor or engineer to determine whether RAAC can be positively identified from a visual inspection.

Stage 4: Buildings not able to be eliminated after stages 1, 2 and 3, may require to have more intrusive testing/investigation/sampling undertaken.

Staff were advised that all searches and investigations to date have not identified any further buildings in the school estate that have used RAAC and that further updates will be provided if this other relevant information is discovered.



Local Heat and Energy Efficiency Strategy and Survey

You are invited to take part in the Public Consultation of Glasgow's first Local Heat and Energy Efficiency Strategy (LHEES).

The strategy is a key part of the work to reduce CO2 emissions and our dependency on fossil fuels.

It details what we have been doing to identify areas across Glasgow that are potentially suitable for district heating and those areas that require building fabric improvements, such as insulation. The consultation begins on 18 August and closes on 25 September and responses to this will help us finalise the strategy.

The strategy is available to download via [this link](#).

To gather comments on the draft strategy we have placed a number of questions on our consultation page. These can be accessed via [this link](#).

Should you have any issues downloading the draft strategy accessing the consultation page or any questions that you cannot submit via the consultation, please contact the [team by email](#).





Bereavement Awareness Training

A Guide for Managers

Thursday 28 September

10am – 4pm

City Chambers

Delivered by Cruse Scotland, this course is for employees with an interest in supporting their colleagues:

- Awareness of the Impact of loss and grief on individuals
- Learn about the process of grief and how to communicate with compassion to those who are grieving
- How we can support others whilst recognising our own wellbeing needs
- How and when to refer or signpost individuals for relevant support, within the boundaries of our roles

To register, scan the first QR code



Introduction to Grief and Loss

Friday 29 September

10am – 4pm

City Chambers

Delivered by Cruse Scotland, this course is tailored for managers/ supervisors and includes:

- Introduction to bereavement
- How to create a bereavement compassionate workplace
- How to develop a bereavement compassionate workforce
- Employers' legal duties and responsibilities
- Managing bereavement at work
- Having compassionate conversations around death and dying

To register, scan the second QR code



NRS People

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



Meet Your Colleagues

Megan Cairns Data Officer (Waste Management and Recycling)

How long have you worked for the council?

9 months

What do you do in your role?

I am one of two waste management data officers, my role mainly involves collating and reporting on waste managed by GCC particularly in relation to key performance indicators, reporting on the performance of the Glasgow Recycling and Renewable Energy Centre (GRREC) and completing statutory returns to the Scottish Environment Protection Agency (SEPA). I also help identify any problem areas which is fed back to the relevant depot(s) for action.

What is your favourite part of your role?

I enjoy being able to report on areas where GCC are performing well, for example a reduction in landfill or increased household recycling figures.

What are the biggest challenges within your role?

There is a relatively large workload, and we are often working to strict deadlines and relying on the correct information being recorded/sent to us.



Sign up now for new Glasgow People Manager workshops

All managers, supervisors and aspiring managers are invited to attend the next set of Glasgow People Manager workshops, run by Organisational Development in partnership with the City of Glasgow College, in October.

Challenging Conversations

Monday 9 October

9.30 – 16.30

This workshop will help participants navigate the landscape of tackling challenging conversations in the workplace by helping them to:

- Identify what makes challenging conversations difficult
- Learn how your behaviour can impact on other people
- Manage challenging conversations confidently
- Deliver constructive feedback
- Prepare for a challenging conversation
- Explore how to overcome conflict

Motivating Your Team

Tuesday 24 October

9.30 – 16.30

This course will help managers to motivate their teams to deliver for Glasgow by exploring:

- Understanding Motivation
- What motivates people and why
- Tools and techniques to motivate your team
- Spotting the signs of demotivation

Managing with Compassion

Thursday 26 October

9.30 – 12.30

More now than ever we need to manage with a greater level of compassion to support our staff. This short workshop, delivered by Organisational Development, will cover the principles of what it means to show compassion in the workplace and explore practical tools and tips for the behaviours our managers should display for supporting our staff while working in a high pressured environment. It will also give managers and supervisors the opportunity to come together and discuss real life scenarios, the challenges we face when managing front line staff and learn from each other's experiences.

Career Conversations

Wednesday 1 November

9.30 – 16.30

This course will equip supervisors and managers with the skill they need to carry out effective conversations with their staff during reviews and appraisals. Managers will be better able to structure the conversations to help their staff develop in the future, which will help with succession planning.

This course will look at the following areas:

- How to prepare for career conversations
- Questioning techniques
- How to use the nine box grid effectively
- Dealing with conflict using the nine box grid
- Providing constructive feedback
- Having positive outcomes and actions

Sign Up Now

To book a place at any of the workshops scan the QR code or visit [NRS People on Connect](#)

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.

- GLA10854 - LES Operative 3 (Winter Gritting) (4 posts)
- GLA10857 - Clerical Assistant
- GLA10859 - Environmental Health Officer (5 Posts)
- GLA10865 - Administration Assistant



myjobscotland

- GLA10866 - Security Officer (re-ad)
- GLA10878 - Group Manager (Business Management)

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

General Interest

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



Climate Week 2023

Scotland's Climate week is an annual event which falls between 25 September to the 1 October this year. It encourages businesses, communities and individuals to come together and focus on the climate emergency, provides space for discussions, encourages action, and is an opportunity to celebrate success stories from the past year.

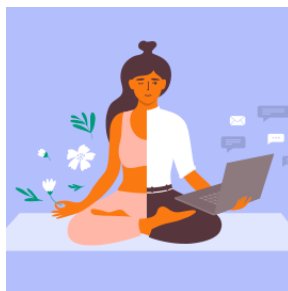
Climate change is happening now with the impacts being felt globally, across Scotland and at home in Glasgow. In 2019 the Scottish Government and Glasgow City Council declared a climate and ecological emergency acknowledging the need for action. We are experiencing warmer wetter winters and hotter drier summers, with an increased likelihood of extreme weather events being experienced. As a globally connected city, impacts happening across the world have an impact on our City.

Glasgow's Climate Plan outlines the steps that will be taken to address the climate emergency by reducing emissions, increasing resilience to existing risks, and reversing biodiversity decline. Within the plan, the Council commits to Net Zero carbon emissions for the city by 2030, which will help ensure Glasgow becomes one of the most sustainable cities in Europe. This is an ambitious goal, but fantastic work is already ongoing to across all areas of the city. If you want to find out any information about strategy, policy or projects you can [find it here](#), or alternatively get in touch with the [Sustainability Team](#) with any questions.

The actions within the Climate Plan will enable the people of Glasgow to take advantage of co-benefits such as emerging skills opportunities, and aim to create a vibrant, safe, future proof and healthier city in the process.

Climate week is key in raising awareness of climate change and sparking motivation and creativity to help everyone on this journey to a better future.

Glasgow City Council is going to link to the Scottish Climate Week to promote projects happening across the City. So look out for our social media posts throughout climate week which will encourage you to take small actions and provide direction to further information. You can also find out more about [Climate Week here](#).



Mediation and Conflict Resolution

Paola Pasino, Principle Officer for City Centre Regeneration, recently attended the 5 day course Mediation and Conflict Resolution Training at University of St Andrews. The training program was sponsored by the Scottish Government and aimed to equip participants with the necessary skills and knowledge to become effective mediators, particularly in climate mediation conflicts.

Mediation is an alternative conflict resolution process that helps participants reach mutually agreeable solutions through the assistance of a neutral third party, known as a mediator. The objective of the course was to provide participants with a clear theoretical and practical training course in mediation skills identified in the Scottish Mediation's Guidance on Mediator Competency. Training methods included workshop exercises, home study, recommended reading lists, role play, and skills practice, written and reflective exercises, trainer input and use of technology to enhance learning.

The mediation training program offered several benefits:

- Enhanced communication and negotiation skills
- Increased knowledge of conflict resolution techniques
- Improved understanding of ethical considerations
- Greater confidence in facilitating mediation sessions

Mediation training is a valuable endeavour for individuals interested in enhancing their skills in conflict resolution. I really enjoyed the training which provided me with an insight on how to approach conflict and

support participants in developing mutually agreeable solutions.

Paola will deliver two lunch time talks to provide an overview of mediation as a conflict resolution technique for interested colleagues on Thursday 2 November and Thursday 23 November at 1pm in room G12 at Eastgate. If interested, please [email to confirm your attendance](#)



Fundraising

If you are currently fundraising for any charity or would like to report back on fundraising activities please get in touch with the NRS Promotions and Engagement team using the button below.

[Click here to get in touch](#)

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](#)

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