



Welcome to the 29 September 2023 edition of the Neighbourhoods, Regeneration and Sustainability Loop Newsletter. This fortnightly email will provide you with a range of updates all in one place! With a range of actions, responses required as well as workplace, service and corporate updates.

Scan the QR Code to download the PDF version of the Loop



For Action Important Messages that require Action



Bribery Awareness

Glasgow City Council's council taxpayers and other stakeholders have a right to expect that all practical measures will be undertaken to protect the public funds the Council has been entrusted with.

All frauds must be reported to internal audit.

If an officer becomes aware of, or suspects fraud within the organisation, this must be reported to their line manager straight away and it must be agreed who will report this to internal audit.



Brown Bin Permits for Glasgow residents

Members of the public can now submit their application for a permit for the uplift of garden waste.

The [online form](#) includes the application webform and further information on the new, chargeable service, including; How to Apply, Frequently Asked Questions, Terms and Conditions and Brown Bin Garden Waste DOs and DON'Ts.

The new permit scheme for the brown bin garden waste recycling service will commence on 1 October 2023, and will be valid until 30 September 2024. Residents who purchase a permit at the start of the initiative will still have their brown bin collected throughout October, while they are awaiting their permit to be delivered in the post.

The collection of garden waste is not a statutory service. Where councils choose to offer household collections, the law allows them to set a reasonable charge and this has been the approach taken by many councils in Scotland for some time.

Until now, Glasgow has chosen to offer a free service but this has been subsidised from Council Tax paid by all households, including those who do not use it and do not have gardens. Introducing a permit system for those who do wish to have a kerbside collection of garden waste will support and protect the delivery of other core services across the city.

Residents are under no obligation to use this service to dispose of garden waste. They can still take garden waste to one of our Household Waste Recycling Centres (HWRC) or may choose to compost garden waste in their own garden.

All residents who currently use the brown bin service will receive a letter informing them of the proposed service change and a form will be available on the Council website to apply for the permit. Residents who do not have access to the internet or have accessibility issues can contact the Customer Care Centre.

Qualifying residents that apply for a permit, will receive a permit sticker and instructional letter within 21 days of application.

The permit sticker, to be applied to the bin, will display the address and permit reference number for the registered property, as well as the expiry date of the permit. Collection crews will only empty bins containing

garden waste that are presented with this valid sticker clearly displayed, ensuring that the sticker details match the property address.

If a resident does not wish to purchase a permit, they can continue to use the brown bin for food waste only. Brown bins only used for food waste will continue to be collected and residents that continue to use the bin for food waste only are not required to undertake any action.

Only garden waste (including grass cuttings, leaves, bark, flowers/plants, hedge trimmings, weeds and twigs/small branches) will be accepted in household brown bins, along with food waste.

Contaminated bins, even those displaying a valid permit, will not be collected. e.g. bins containing non-target material such as general waste, plastic bags or any other materials which can be placed in one of the other recycling bins. Bins will continue to be collected every 2 weeks throughout the year.



NRS Staff Text Messaging Service

NRS has a staff [text messaging service](#) which we can use to push out key service information to a staff member's personal mobile phone via a text message. This service will specifically allow non pc facing staff to receive information regarding Health and Safety, job vacancies and key work related information. Although aimed at non pc facing staff, we would encourage all staff within Neighbourhoods, Regeneration and Sustainability to sign up, allowing urgent information to be issued, for example, a winter weather warning or temporary workplace closure.

Managers' Briefings



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

- Major Incident Response - 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



World Indoor Championships Volunteer Call

With the culmination of the World Athletics outdoor track and field season at the Wanda Diamond League Final last weekend, thoughts are now turning to the indoor format of the sport and preparations for next year's World Athletics Indoor Championships in Glasgow.

Now just over five months away, the city is on track to take centre stage once again, and today the event's official Ambassador, Eilidh Doyle, teamed up with Scotland, Great Britain and Northern Ireland 800m star, Jemma Reekie, to launch the volunteer recruitment campaign.

The World Athletics Indoor Championships Glasgow 24 will be the highest profile sports event to be staged in Scotland next year, attracting more than 650 athletes from 130 countries, as athletes build up to the 2024 Olympic Games in Paris.

The World Athletics Indoor Championships is held every two years and provides three action-packed days of intense competition in an intimate arena where fans can witness the raw athleticism and talent of many of the world's best athletes at close range. Tickets have already virtually sold out, such is the huge level of interest in this world-class event, coming to Glasgow.

Following the recent success of the 2023 UCI Cycling World Championships over the summer, this is the next exciting opportunity for Scotland's enthusiastic and committed volunteer community, and a chance also for people new to volunteering to get involved.

WICGlasgow24 is planning to recruit around 400 volunteers to support its delivery of the Championships across the areas of Event Operations, Sport Operations and Spectator Experience.

Volunteers will be located at Glasgow's Emirates Arena and other key training, spectator, and support locations around the city. They will largely be required between 23 February - 4 March 2024 (dates will vary according to roles) and must be available to undertake a minimum of four shifts during this period and attend a training day.

Applications are encouraged from a diverse range of participants and WICGlasgow24 is committed to making the volunteer programme as accessible as possible. We are also pleased to invite applications from across the UK and internationally, reflecting the global reach and appeal of World Athletics events.

Volunteer recruitment is open until 22 October, so on your marks and apply now at wicglasgow24.com

Council Offers Climate Ready Environmental Apprenticeships

Energetic environmentalists are being sought to help safeguard Glasgow from climate change.

The search is on for younger city residents with a passion for protecting the environment and promoting biodiversity to embark on a three year Climate Ready Environmental Apprenticeship.

Sixty apprentices will be employed by Glasgow City Council over three years and applications are currently being sought for this year's intake.



The council is looking to employ people who are keen to work outdoors on projects which will help prepare and protect the city from changes in our climate. Successful candidates will work on projects such as planting woodland to capture carbon, developing rain gardens to minimise flooding and creating wildflower meadows for pollinators. They will work with and learn from a range of professionals including landscape architects, planners and horticulturists while earning over £11,500 and working towards a qualification in Horticulture and Sustainable Resource Management.

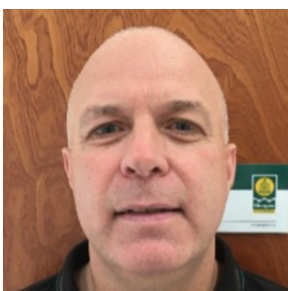
The Modern Apprenticeships are being offered via The Glasgow Guarantee. This is an employment programme which helps city residents, who are unemployed or under employed, or about to leave school or college to find work. Under employed is anyone working part-time or on a zero hours contract.

These full-time posts are open to people who live in Glasgow and are aged 16 to 19 years old or up to 29 years who have a disability or are care experienced. The first year of the apprenticeship will cover Horticulture Level 2, the second year will cover frontline Environmental Services and the third year will take in a specialism. The council is looking for hard working, team players who are willing to learn. Applicants must have National 4 Maths and National 4 English or equivalent.

Full details of the vacancies can be found at Glasgow Guarantee.

NRS People

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



Meet Your Colleagues

John Snell, Senior Community Payback Officer within Community Safety and Regulatory Services

How long have you worked for the council?

I've worked with the Council for around 16 years starting back in 2007. I started off within Graffiti Removal, then I moved into Community Payback in 2009, and into my current role within the service in 2014.

What do you do in your role?

I'm one of three Senior Officers in the service. My job is to oversee an area in the city, currently the East,

working from Boden Street. I organise client placements referred to us by Criminal Justice Social Work. This looks at placing clients onto nominated work sites considering possible restrictions such as offence type. Sites are nominated by local community groups, schools, nurseries and internal partners. This involves me meeting nominees who have requested work, risk assessing the sites and then setting out the work plans for the supervisors and clients when the work is scheduled in.

What is your favourite part of your role?

Being involved in enhancing neighbourhoods and seeing the benefit to the local communities that our work has is one of the most rewarding parts of my role. Alongside this I enjoy seeing the positive outcomes we can achieve by signposting clients onto other services to support with employment, addictions and motivating them to change their perceptions on life opportunities.

What are the biggest challenges within your role?

Given the nature of the service and my role as a line manager, people and attitudes can be challenging at times. Changing people's mindsets can be a big challenge of my job. Other than that, the main one would be balancing resource issues against work demands and managing expectations. My nomination lists have grown since coming back after the pandemic with waiting times now up to a year before we can get to jobs.



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 until 16.30 hours

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 until 16.30 hours

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 until 12.30 hours

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 until 16.30 hours

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](#)

Preventing Bullying, Harassment and Victimisation Workshops

Staff are invited to attend our Preventing Bullying, Harassment and Victimisation workshops delivered by the City of Glasgow College. The interactive sessions will bring colleagues together to:

- Identify behaviours associated with Bullying, Harassment and Victimisation
- Assess the impact that bullying and harassment have on the individual and others
- Review the anti bullying guiding principles, ACAS and EOC guidelines
- Agree on appropriate management behaviour
- Understand where to access support and guidance
- Learn how to produce an action plan

Workshop Information

The workshops will be held in person in the Learning Academy, 40 John Street, G1 1JL on:

Tuesday 31 October, 9.30 until 16.30 hours [SIGN UP HERE](#)

Thursday 9 November, 9.30 until 16.30 hours [SIGN UP HERE](#)

Who can attend?

These workshops are open to anyone who manages a team and wants to improve their knowledge of prevention, policy and process and anyone who is involved with the Bullying and Harassment framework.

For more information on the workshops go to Connect/ NRS People or email OrganisationalDevelopment@glasgow.gov.uk

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.

- GLA10902 - Planner
- GLA10913 - Project Assistant
- GLA10914 - Senior Parking Attendant
- GLA10933 - Technician (Parking)
- GLA10935 - Car Park Controller

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



myjobscotland

General Interest

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



Glasgow's Air Quality Annual Progress Report Published

Glasgow's Air Quality Annual Progress Report for 2023 [has been published](#).

The report which covers the previous calendar year (2022), provides an overview of data and trends across the city, highlighting a varied picture, reflective of the impact on pollution levels of fewer pandemic restrictions.

Air quality is regularly reviewed and assessed by the council so that current and future concentrations of air pollutants can be compared against legal requirements known as objectives.

While some monitoring showed a small reduction in nitrogen dioxide levels from 2021, monitoring by diffusion tube within the city centre showed an average 20% rise from the previous year - with exceedances of the annual mean objective for this pollutant recorded at four locations including Gordon Street and Hope Street.



The main source of air pollution comes from road traffic. Airborne particulate matter is more heavily influenced by non local effects; however, nitrogen dioxide is more directly attributable to local traffic volumes and engine type, particularly diesel engines.

Both short and long term exposure to air pollution can lead to a wide range of diseases, including asthma and respiratory infections, with evidence also now emerging of links to other conditions including type 2 diabetes and dementia.

The Air Quality Report considers monitoring data available since the last round of review and assessment, as well as evaluating the impact from various potential sources of pollution.

Previous rounds of review and assessment have seen Glasgow declare four Air Quality Management Areas (AQMAs), where statutory air quality objectives for nitrogen dioxide and particulate matter were not being met.

Two of these AQMAs have since been revoked, with a third revocation pending - highlighting that improvements in air quality continue to be achieved across the city. The AQMA declared for the city centre however remains in place.

Revocation of an AQMA is only possible where the annual mean objective for nitrogen dioxide is achieved for at least three consecutive years and where monitoring data demonstrates that further exceedances of the objectives are unlikely to occur.

The report illustrates that since 2020 when pandemic restrictions were at their height, overall monitoring shows a subsequent year on year increase in the number of locations where there were exceedances of the nitrogen dioxide objective. A rise in levels of this pollutant was recorded at all city centre locations monitored by diffusion tube between 2021 and 2022.

Climate Week 2023

We are now nearing the end of Climate Week 2023. This year, the focus has been on sharing actions which have a significant impact and on highlighting the actions that are good for the planet which can be good for us too.

Climate change is an urgent problem therefore we need to embed climate thinking in every action we take. Events such as Climate Week allow us to promote and celebrate achievements while highlighting the need for strong, urgent action at all levels. The Council's involvement in Climate Week is key to keep us moving towards our ambitious targets, including the goal for the city, to be Net Zero carbon by 2030.

Throughout this week, we have shared information and resources on social media focusing on different topics relating to climate action, including how to reduce our car use, active travel and energy efficiency in our homes. This created a link between national climate goals and the fantastic ongoing and upcoming work within the Council and the city such as the [Clyde Climate Forest](#) and Glasgow's [Active Travel Strategy](#). This work helps to support Glasgow's [Climate Plan](#) which outlines the actions needed to support transformative change across the city.

More information on Scotland's Climate Week 2023 can be [found here](#) and for more information on the Council's actions please take a look at our social media or visit the [Sustainability webpage](#).

We all need to take action to mitigate and adapt to climate change. What can you do?



Glasgow's Car Share Club Set To Double In Size

Glasgow's pay as you go car share club is set to double in size as part of a renewed deal with service provider Co Wheels.

With Co Wheels contracted to deliver the service over the next five years, the scheme is aiming to deliver a 100% increase in the availability of electric and hybrid cars for members to hire. An additional seventeen hire cars are due to be brought in over the course of 2023 alone to create a 71 strong pool of vehicles for more than 4200 members already signed up to the car club in Glasgow.



On average 1555 bookings are already made through the car club each month and plans are being put in place to extend further the number of locations across the city where car club vehicles can be collected from. It is hoped the growing availability of vehicles will attract increasing numbers of drivers looking for an alternative to car ownership that still offers readily accessible, low emission vehicles for personal trips.

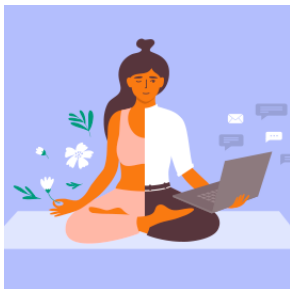
Car share club vehicles can currently be found at 47 designated on street parking bays across Glasgow. A total of 17 Zonal parking permits are also being introduced that will allow car share club vehicles to be parked in 12 zones across the city. Work is also underway to look at how car club vehicles can be provided near to new housing developments.

More information on how to join the car share club can be found at www.co-wheels.org.uk.

Mediation and Conflict Resolution

I recently attended the 5 day course Mediation and Conflict Resolution Training at University of St Andrews. The training program was sponsored by 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 endeavor 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.

I 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 (location to be confirmed). If interested, please [email to confirm your attendance](#)

John O'Neill Fundraising for Revive MS

I recently completed a skydive for Revive MS support on Saturday 23 September, a charity very close to my heart. My mum was diagnosed with MS over 40 years ago and has attended the MS Revive Centre in Govan for several years, receiving physio and using the bends tank. My sister was diagnosed a few months ago and has just started to receive support from the charity.



Both my cousin and I have completed several fundraising events in order to raise funds for Revive MS support, these included taking part in the kilt walk and a zip slide across the Clyde however this had to be our biggest challenge yet. In total 9 of us went up to do the skydive with only 3 of us managing to complete it on the day due to the weather. I'm over the moon to say myself and my cousin were two of the three that got to complete it. So far, I have raised just over £10,000 and the justgiving page will still be open until the end of February.

[Click here](#) to make a donation to John's fundraising campaign.

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](#)

