

The Loop Newsletter

2 August 2024



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In the Loop this week

List of news and information in this week's edition of the Loop

In this edition



For Action

New way to log IT issues being introduced | Women's Network Survey | Loop Needs You | Managers' Briefings

For Information

COSLA Pay Offer for staff 2024 to 2025 | NRS joins with Police volunteers to clean up community | Join in and run the City Centre Mural Trail

NRS People

Meet Your Leadership Team | Meet Your Colleagues | Vacancies within NRS

General Interest

Married in an unusual space | Kalim and Tony's Path for Peace

For Action

Important messages that require action



New way to log IT issues being introduced

On Thursday 1 August 2024 CGI changed the self-service tool for how we log, manage and process IT issues, from 'My IT' to the industry leading 'Service Now' platform. Whilst the new portal retains some familiar functionality, you'll notice some cosmetic enhancements. Here's what you need to know:

What is ServiceNow?

ServiceNow is our new way to report service incidents/faults and request/purchase service catalogue items in the Council. It also makes it easier to track the progress of your incidents and service requests and you can access it online from your desktop or laptop.

Key Features of the ServiceNow Service Portal

Incident Reporting (Fault Investigation):

- Easily report minor incidents (faults) directly through the portal.
- Incidents are logged online with no need to pick up the phone or send emails.
- Instant reference numbers are generated upon submission.

Catalogue Requests (Standard Service/Hardware):

- Request standard services or hardware items.
- Standardised process for catalogue item requests.

Updated User Guides:

The User guide has been updated and is now accessible on [Connect](#).

Women's Network Survey

We want to find ways to support women to grow and thrive in Glasgow City Council. To achieve this, we need to ensure that our Women's Network is relevant to you and provides a forum for supporting each other, raising awareness around issues and ensuring that gender equality is embedded in our organisation.

In our [Equality Outcomes](#) the council has given a commitment to:

- create and celebrate a diverse and inclusive workforce and
- to reduce barriers faced by women in the workplace



Have your say and how to access the survey. Closing date Friday 30 August 2024

If you are a woman working in the Glasgow Family or want to have your say on the challenges affecting women in the council you can complete the survey by following the [link](#) or scanning the QR code. This short survey will shape the programme of work for the Women's Network over the next few years.

Get Involved

If you would like to get involved with the Women's Network you can sign up to the mailing list to hear about events or join the Steering Group by emailing WomensNetwork@glasgow.gov.uk.

More information

Find out more about the work of the Women's Network on [Connect](#) or contact your Service network reps:

- [Sarah Jones](#)
- [Danni Glover](#)
- [Manju Marwaha](#)
- [Mina Fair](#)

Loop Needs You

The Loop Needs you!

Do you have an exciting project coming up? Has your team recently won an award for their hard work? Are one of your colleagues retiring soon?

Whether you are looking to raise awareness for a campaign or recognise the hard work we all do the Loop is a great way to reach people across NRS.

Don't just limit it to work if you're involved in fundraising or volunteering we would love to hear about it and help spread the word!

If you have anything you would like to submit, please [email](#) the Promotions and Engagement Team.



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.

- Making Contact - Non Attendance at Work
- Your New IT Service Now Rolling Out July
- Temporary Change to Recruitment Process, Job Evaluation, New Pay and Grading Structure



[Click here to read more](#)

**For
Information**

**Service News and Corporate
Updates that might affect you**



COSLA Pay Offer for staff 2024 to 2025

COSLA (the umbrella body that represents Scottish councils and trades unions) made a new pay offer to the Scottish Joint Council trade unions for all council employees.

This new pay offer proposes a 3.2% increase across all grades and pay points and covers the current financial year from 1 April 2024 to 31 March 2025.

COSLA have indicated that this offer is:

- worth more than the first year of the Scottish Government's current Public Sector Pay Policy
- higher than current inflation (CPI)
- at the very limit of affordability for councils in the current challenging financial circumstances
- is a strong, fair and credible pay offer, reflecting the high value council Leaders place on the Local Government workforce and the invaluable work they do every day serving communities across Scotland.

COSLA has asked Trades Unions to consult their members on the new offer.

What would this offer mean for Glasgow City Council staff?

The table below shows the current rates of pay alongside the proposed rates as part of this pay offer.

Grade	Paypoint	2023/24 Pay	Proposed Pay for 2024/25 as per pay offer
1	P	£21,699.31	£22,393.69
2	P	£22,442.36	£23,160.52
	E	£22,961.65	£23,696.42
3	I	£23,791.24	£24,552.56
	P	£24,494.21	£25,278.02
	E	£25,362.38	£26,173.98
4	I	£26,370.34	£27,214.19
	P	£27,387.77	£28,264.18
	E	£28,529.79	£29,442.74
5	I1	£29,692.57	£30,642.73
	I2	£31,068.36	£32,062.55
	P	£32,363.72	£33,399.36
	E	£33,700.21	£34,778.62
6	I1	£35,612.42	£36,752.02
	I2	£37,709.68	£38,916.39
	P	£39,251.78	£40,507.84
	E	£40,797.53	£42,103.05
7	I1	£43,202.42	£44,584.90
	I2	£45,415.15	£46,868.43
	P	£47,477.60	£48,996.88
8	E	£49,668.77	£51,258.17
	I1	£52,719.39	£54,406.41

	I2	£55,082.53	£56,845.17
	P	£57,660.50	£59,505.64
	ACZ	£59,357.72	£61,257.17
9	E	£62,128.95	£64,117.08
	I1	£65,824.07	£67,930.44
	I2	£68,874.56	£71,078.55
	P	£72,032.60	£74,337.64
	ACZ	£74,223.90	£76,599.06
10	E	£77,596.77	£80,079.87
	I1	£82,344.47	£84,979.49
	I2	£86,147.01	£88,903.71
	P	£90,035.39	£92,916.52
	ACZ	£92,763.77	£95,732.21
11	E	£96,898.50	£99,999.25
	I1	£101,117.84	£104,353.61
	I2	£105,518.55	£108,895.14
	P	£110,116.12	£113,639.84
	ACZ	£111,494.28	£115,062.10
12	E	£111,494.28	£115,062.10
	I1	£116,359.35	£120,082.85
	I2	£119,722.96	£123,554.09
	P	£123,186.38	£127,128.34
13	E	£123,746.68	£127,706.57
	I1	£129,160.03	£133,293.15
	I2	£132,902.84	£137,155.73
	P	£136,756.66	£141,132.87
14	E	£149,016.26	£153,784.78
	I1	£155,560.44	£160,538.37
	I2	£160,085.29	£165,208.02
	P	£164,743.83	£170,015.63
15	E	£200,618.22	£207,038.00
	I	£205,217.18	£211,784.13
	P	£209,817.18	£216,531.25

NRS joins with Police volunteers to clean up community

A group of Police Scotland young volunteers recently joined with NRS teams to carry out a community clean up around St George's Cross. The eco minded young people, aged between 13 and 17, gave up their own time to work alongside staff from Neighbourhood Liaison and Neighbourhood Improvement and Enforcement.

The group collected just under 30 bags of rubbish from the area, with NRS teams also removing flyposting and reporting issues of commercial dumping.

This latest clean up follows a series of engagement works with local residents, community groups, and housing associations to discuss joint working to address long term environmental problems including fly tipping, graffiti and green spaces.

Commending the efforts of the young volunteers, Neighbourhood Coordinator for Hillhead, Martin Neill said: "Well done to the Police Scotland volunteers for coming out to make a difference and helping clear up a problem area in Hillhead. It is inspiring to see young people take an active interest in addressing environmental problems in the city. We have established a positive working relationship with the young volunteers and discussions are already underway looking at where next to target enhancement work."





Join in and run the City Centre Mural Trail

On Sunday 28 July, Arthur Duggan, Information Officer, took part in a run around the city visiting various murals while accompanied by a group of friends and other runners. Arthur has taken part in this run many times to date but the original 10k route on Sunday was altered as it was no longer viable. For this reason, Arthur created a new 10 mile route which was able to take in many more murals and he was even able to stop for many photos along the way.

These runs are primarily organised through Run Lanarkshire and there are participants involved from places such as Stirling, East Kilbride, Coatbridge, Airdrie, Cumbernauld, Edinburgh, Greenock and of course Glasgow.

Anyone is welcome to attend any of the future sessions which are run free of charge. There is no need to register, just turn up on the day and enjoy.

If you would like to find out more information about the City Centre Mural Trail then please contact [Arthur Duggan](#).

**NRS
People**

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



Meet Your Leadership

We are delighted to introduce a new feature to the LOOP; Meet your Leadership Team. We will be featuring profiles of members of the Leadership Team within NRS, finding out more about their role, what responsibilities they have and more about their career history.

Ben Wilson, Divisional Director Development and Regeneration

Tell us a bit about your Career Background:

I worked in City of Edinburgh Council's Planning service for almost 20 years, leading planning policy teams for much of that. Latterly I led the change and improvement programme for that service. I've just come from 2 years at Perth and Kinross Council, where I led a section of three strategy teams responsible for planning, transport and housing. I've always been interested in a wide range of things, and I learned a lot there.

Your role within NRS:

I'm Divisional Director for Development and Regeneration, working with the Planning, Building Standards, City Deal and Infrastructure Planning services to help achieve sustainable and inclusive places across Glasgow.

What makes you proud to have a leadership position within the service:

Glasgow is where I first became interested in cities and urbanism when I was an undergraduate here (doing something else altogether – physics and music). 30 years on it is a tremendous privilege to be working for the city I was first inspired by.

What are the biggest challenges within your role?

Glasgow currently has significant development interest looking to invest in the city, which is a fantastic opportunity to help achieve the Council's vision. It brings with it the challenges of aligning our (many) activities on that vision, and of supporting one another as we work on the complex, fast-moving change that involves. Thriving places are made by thriving people, so it's important to support ourselves and our wellbeing.

Interesting fact about you:

I've lived and worked in Toronto (selling T shirts) and Barcelona and Berlin (teaching English). Returning to those cities in recent years as an urbanist I've been impressed by the ambition and appetite for positive change they've shown. I see the same ambition and energy here in Glasgow, and I'm delighted to be a part of it.



Meet Your Colleagues

Paul Stewart, Senior Licensing Standards Officer

How long have you worked for the council?

I've worked for the council for 29 years.

What do you do in your role?

I lead a team of Licensing Standards Officers who are responsible for reporting on licensing applications, providing guidance to licence holders, partner agencies and members of the public and enforcing Licensing Legislation relating to a wide range of areas including Alcohol, Public Entertainment, Late Hours Catering, Markets, Second Hand Dealers and Street Traders.

What is your favourite part of your role?

The favourite part of my role is getting to participate in the planning and delivery of many events within the city from concerts at football stadia and parks to major events such as the Commonwealth Games, 2018 European Championships and UCI Cycling Championships.

What are the biggest challenges within your role?

The biggest challenges within my role are managing the time and resources available. In an ever changing landscape, it is vital to deliver for both licence holders and the public on licensing issues and for the city and its citizens on major events.



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.

MJS Ref	Job Title	Posts Available	Grade
GLA12263	Group Manager (Specialist Services)	1	9
GLA12253	Project Officer (Technical)	1	7
GLA12254	Hate Crime Policy Officer	1	CSG 6
GLA12265	Project Support Officer (VDL)	1	6
GLA12264	Supervisor (Parks)	2	6
GLA12262	Front Loader Operative Labourer	1	3
GLA12256	LES Operative 3	16	3
GLA12257	Pest Control Operative (Re-ad)	1	3
GLA12290	Assistant Group Manager (Street Lighting)	1	8
GLA12302	Assistant Group Manager (Structural Engineering)	1	8
GLA12277	Assistant Project Manager (Recycling)	1	7
GLA12278	Technical Manager (Re-advertisement)	1	CSG 7
GLA12281	Project Officer (Recycling)	2	6
GLA12283	Project Support Officer	1	6
GLA12303	Assistant Supervisor (Business Operations)	1	5

myjobscotland

Click here to read more

General Interest

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

Married in an unusual space

Sweethearts, Laura Shaw and Craig Sanders, love their Glasgow allotment so much they got married there!

Laura and Craig of Glasgow's Mansewood area have been together since they were in their teens.

When they decided to tie the knot after many years together, the couple wanted a wedding with a relaxed, outdoor vibe.

Laura, who works for Quarriers, and Craig, a chef, were originally planning to tie the knot at Doune the Rabbit Hole in Stirlingshire in 2023. When the festival was cancelled, they decided on a more homegrown approach in an unusual venue.

They literally looked out of their flat window at Mansewood Allotments a Glasgow City Council site where they lease a vegetable plot.

When they proposed the idea of a wedding at the allotments to the council, they were delighted their request was accepted.

Produce grown on the plots played a big part in their wedding. Laura's bouquet was made up of flowers grown onsite and the guests enjoyed rhubarb and elderflower cordial and cocktails containing mint and rosemary grown by plot holders.

Wedding guests were also advised not to wear heels and to consider wearing wellies and the bride wore white Doc Martins instead of stilettos with her dress.

Laura, who is the allotment committee's Events Organiser, said: "We wanted our wedding to be eco-friendly and chilled. I've had my allotment about four years and love it, so when our original venue fell through, I jokingly suggested to another committee member that we could hold it at the allotments.

"We approached the council to ask if it was possible and were thrilled when they said 'yes'.

"There's a real community at the allotments and we have a lot of events, so this was just like a big open day. People told me to pick flowers from their plots for my bouquet and the allotment's pizza oven was also put to good use feeding the guests after the Humanist ceremony. It was perfect!"

Councillor Angus Millar congratulated the happy couple on their big day.

He said: "Huge congratulations to Laura and Craig on their wedding. I know people really cherish their allotments and the friends they make there, so it is wonderful that they were able to hold their wedding in this unusual and special location."



Kalim and Tony's Path for Peace

On 16 August 2024, Kalim Uddin, Operations Manager and former colleague Tony Connelly will embark on a journey along the West Highland Way to raise funds for those devastated by the war in Palestine for the families and children who have lost everything. Over 34,000 innocent civilians, mainly women and children, have lost their lives, and over 1.5 million people have been displaced.

Commenting on their fundraising efforts they said "we see it on the news every day, and the scenes are truly heartbreaking. We will want to do something, anything, to make even a small difference".

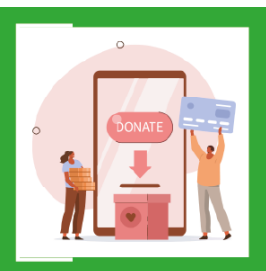
They continued "we will be supporting the World Care Foundation, a grassroots volunteer led humanitarian UK registered charity (SC046662). The World Care Foundation was founded to encourage humanitarian efforts to help those in need anywhere in the world, regardless of their faith, colour, gender, or ethnicity. They operate a 100% donation policy, so everything we raise will go directly to those who need it most.

For those who don't know, the West Highland Way (WHW) is a long distance hiking route in Scotland. It is one of Scotland's great trails, winding through some of the most scenic parts of the country, from the outskirts of Glasgow to Fort William in the Highlands. Over five days, we will walk around 20 miles daily, facing steep hills, mountains, and unpredictable Scottish weather".

Please, dig deep every penny makes a difference. From as little as £5 to whatever you can donate, together we can make a difference. Inshallah, let's bring hope and support to those who need it most.

- £40: Will provide a family food pack
- £200: Will provide 5 families with food packs
- £400: Will provide a water truck with 10,000 litres
- £700: Will provide a shelter for a homeless family
- £1,000: Family shelter plus personal items of need

Donations to Kalim and Tony's charity walk can be made [here](#).



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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