



Welcome to the 13 October 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



National Hate Crime Awareness Week

National Hate Crime Awareness Week takes place from 14 until 21 October 2023. You can get involved by responding to our Staff [Hate Crime Survey](#), and telling us what you think. This survey will help us understand what council staff think about hate crime, so whether you've had personal experience with hate crime or not we'd like to hear your views.

Hate Crime Policy Officer Danni Glover says "According to the Crown Office and Procurator Fiscal Service (COPFS), 29% of all hate crime in Scotland was reported in Glasgow last year, with the largest categories being race and sexual orientation hate crime. That's only part of the picture and according to Stonewall, only one out of every eight hate crimes are reported to the police.

"This year, Glasgow's campaign is focused on making sure the public can identify a hate crime, and that they are aware of their options to report if they experience or witness one."

Look out for daily posts on our council social media profiles drawing attention to each of the protected characteristics in multiple languages as well as British Sign Language (BSL), and a new video produced in collaboration with LEAP Sports highlighting LGBTQ+ inclusion and how reporting hate crime can help the LGBTQ+ community. You'll also see our awareness campaign on the SPT Subway, in the Metro, on BT Hubs all over the city, and hear about it on GO Radio. You can follow the social media campaign on the hashtag #NationalHCAW

We're also taking our campaign to the community. You can find us answering questions at the Riverside Museum on Tuesday 17 October, at the Burrell Collection on Thursday 19 October, and at the Mitchell Library on Friday 20 October. We also know that education about hate crime should start young so we will be speaking to the city's children and young people through Glasgow Life football camps, and in Glasgow schools' zone.

More information

- Find out more about hate crime and how to report it at www.hatecrimeglasgow.org
- Find out more about National Hate Crime Awareness Week at www.nationalhcaaw.uk
- For any queries about Glasgow's Hate Crime Awareness Week, [get in touch by email](#)

Please use the button below to complete the Hate Crime Awareness Gold course.

[Click to view the Hate Crime Awareness Course](#)



Templates

Colleagues are reminded to use the approved PowerPoint and letterhead templates from the document store on connect. Both documents have recently been updated and colleagues are asked to ensure they are using the correct version.

[Click to view NRS Templates on the intranet](#)

Email Signature and Out of Office

Is your email signature and out of office compliant?

It is important that all staff use the approved email signature on all new emails and replies. This protects the corporate identity of Glasgow City Council and ensures your colleagues have your up to date contact details. Your signature should be in font Ariel, black text and the size at least 10pt. Your email signature should be at least the size of your email text.

If you are unable to respond to emails for a period of time, it is important that the Out of Office tool is utilised on Outlook. All colleagues must include information about who to contact if the request requires urgent attention and include the following text regarding how to forward a Freedom of Information Request:

If you have a Freedom of Information enquiry, please email foi@glasgow.gov.uk. You can also use an online form at www.glasgow.gov.uk/foi



Managers' Briefings

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

- National Qualification Training (limited distribution)

Please use the button below to view previous managers briefings.

For Information

Service News and Corporate Updates that might affect you



£1million of Community ideas spent on Neighbourhood Improvements

Hundreds of local people and community groups in Pollok and Calton have submitted ideas on how to make a £1million pounds worth of improvements in their areas and helping to influence the decisions that will transform their communities. Residents now can vote for their favourite options as part of a voting process.

The residents in the two city wards have put forward their ideas on how to spend £1million in their community as part of the council's neighbourhood infrastructure improvement fund and a new citizen's engagement process that will help transform the way communities influence local decisions.

The final ideas, based around eight key themes including improving open spaces, road safety, street lighting, street furniture, pavements, traffic signals, road conditions and drainage systems and agreed by the area partnerships and costed out by officers in the council's Neighbourhood Regeneration and Sustainability Services (NRS).

Your Citizen Voice has seen engagement sessions being held online and in venues in Pollok and Calton to enable as many local voices as possible to be heard and to make sure a variety of ideas and opinions across a range of different generations were submitted on what changes the money could make in their area and a real difference to their everyday lives.

This next phase, which is live now, is a published list of final options for the local community to vote on and then the improvements conducted to transform the communities.

Voting on the final options in the Calton and Pollok ward opened on Saturday 16 September and runs until Friday 13 October.

There is the chance to vote online and in person as community venues in both areas.

To find out more about the voting visit [Your Citizen Voice Greater Pollok](#) and [Your Citizen Voice Calton](#).



FEEDBACK



Santa Dash is Set to 'Sleigh'

Ho, Ho, Ho! Registration is open for this year's iconic Glasgow Santa Dash.

Get your festive celebrations underway in style by raising money for your chosen charity while having fun with friends, family or colleagues.

Individuals, clubs and charities are invited to register for the much loved fundraising event which will return to the city on Sunday 10 December at 10am.

Last year, there was a carnival atmosphere when almost 4000 runners young and old dressed as Santa, elves and even a dinosaur took to the new 5K route some with prams and dogs in tow! The frosty weather and Christmas tunes added to the festive fun as participants celebrated the return of the first live Santa Dash since the Covid 19 pandemic.

Participants raised money for a range of charities and organisations and volunteers helped make the event a huge success. This year's event, which will be started by Glasgow's Lord Provost, Jacqueline McLaren, is expected to be a real Christmas cracker!

The route will be around Glasgow Green and the Gorbals again this year and there will be a fun, instructor led warm up to festive tunes.

Any profits from the Glasgow City Council event, will be split between the Lord Provost's Charity Fund which helps children and vulnerable citizens across the city and Beatson Charity.

Anyone keen to raise sponsorship for the Lord Provost's Charity Fund can do so via [the Just Giving page](#).

Glasgow's Lord Provost, Councillor Jacqueline McLaren, said: "Glasgow's Santa Dash is a wonderful, uplifting family event which gets children and adults into the festive spirit. It is a great morning with plenty of fun and laughter and the sea of Santas running the route is a truly impressive sight.

As well as being a lovely Christmas event, the Santa Dash helps people raise funds for a whole range of charities which help those in need in Glasgow and further afield.

I'd encourage anyone interested to register as soon as possible and join the fun while doing their bit for charity."

Donations can also be made via [the Beatson Cancer Charity's Just Giving page](#).

Maisie McCormick, community fundraising manager at Beatson Cancer Charity, said: "We are so excited for the Santa Dash to take place again this year.

"Last year's event was a great success and we loved seeing everyone in their festive tshirts and outfits at Glasgow Green.

Santa Dash participants have helped raise over £400,000 for our charity since 2016, which is absolutely incredible.

Everyone who signs up to take part this year will be continuing to support cancer patients and their families across Scotland."

Participants will be able to enjoy free bus travel to and from the event courtesy of First Bus again this year. Registered runners can download the First Bus app and enter a code which will be included in their entry

pack to receive free bus travel on the day.

Glasgow's first Santa Dash took place in 2006 and quickly became a firm favourite in the city's events calendar.

Entry costs £16 per adult and £6 per child under the age of 16 years.

Registration will close on Friday 8 December at 4pm. Families can bring babies in prams to take part in the run as well as dogs but will be in the last group to set off for safety reasons. Run numbers and t-shirts will be available for collection from a store in St Enoch's Shopping Centre, Glasgow, ahead of the event. Further details will be included in registration packs.

[Click to Register for the Santa Dash](#)

Council Approves Disposal of Site and Compulsory Purchase Order (CPO) of Flats to Bring New Homes



Glasgow City Council has approved the disposal of a site in Laurieston and the compulsory purchase of three flats in Easterhouse, paving the way for the availability of more social homes in the city, after a committee decision.

The Laurieston site at Bedford Street / Eglinton Street owned by the council contains a derelict former local repair team depot and surrounding land.

The site will be sold off market to New Gorbals Housing Association, who will build social housing there and on an adjacent site that they already own.

The three Easterhouse flats at G/02 and 1/02, 102 Lochdochart Road and 1/01, 3 Dunphail Drive have been identified as long term empty homes and will be brought back to productive use by Lochfield Park Housing Association.

The compulsory purchase of these flats will allow the housing association to acquire them and offer as socially rented homes.

Glasgow Wildflower Planting to Help Nature Recover

Millions of bulbs and wildflowers are being planted across Glasgow to create valuable wildlife habitats for birds and pollinators.

Glasgow City Council has teamed up with the Royal Society for the Protection of Birds (RSPB) to grow flowers which will provide a rich food source for birds, bees, butterflies and moths.



It comes as the RSPB's State of Nature 2023 report found that 11% of Scottish species are threatened with extinction and Scottish wildlife has decreased on average by 15% since 1994.

Glasgow's new Green Connectors planting will provide nectar and seeds to sustain species that have suffered due to habitat loss and to provide homes for insects.

Trees and hedgerows will also be planted and more grassland areas will be cut less often to reduce the amount of diesel used in mowers and the number of insects and small mammals killed or maimed by the blades. This Green Connectors work will help create a network of routes linking existing locations which are rich in biodiversity and enabling insects to feed while travelling between sites such as parks and other greenspaces. The council has also pledged to create more wetland areas to help reduce surface water flooding and provide habitat for amphibians like frogs and toads.

A 3.3km stretch of central reservation on Great Western Road from Duntreath Avenue in Drumchapel to Anniesland Cross is being transformed as part of the citywide project which will receive £1.5million in funding. Nectar rich spring / summer flowering bulbs and 10,000m² of wildflowers are being planted which will look attractive as well as nurturing wildlife. The bulbs are being planted now and the flowers will be planted next spring. The plants will include cowslips, grape hyacinth, narcissus, ox eye daisies, snakes head fritillary and crocus.

Legal Graffiti Walls to be trialed in Glasgow

Glasgow is set to trial legal graffiti walls. Two council owned properties in the city centre have been identified for use during the six month trial, which will be led by two community arts organisations.

It is hoped the legal walls will provide an outlet for street artists while also eventually encouraging residents, businesses and organisations to explore the possibility of developing legal graffiti walls in other areas of the city.



The council's graffiti removal service continues to target the removal of sectarian, homophobic, offensive, racist and explicit graffiti. Following the success of the council's city centre mural trail, it is also hoped that a managed approach to street art can help revitalise urban spaces and create visually appealing areas for residents and visitors.

As part of the pilot programme, a working group is to be established that includes representation from the council, Glasgow Life and community art groups, Colourways and SWG3. The working group will develop it's own terms of reference, which will guide how the pilot programme operates in practice.

Two community organisations have already approached the council about the possibility of being involved in the two trial walls one at Custom House Quay by the Clyde Walkway and at Concert Square Car Park but details have still to be confirmed.

During the pilot, the lead organisation will be responsible for maintaining the space they have been allocated and will make any decisions in relation to the art on display. Lead organisations will also be responsible for reporting graffiti outwith the designated space.

NRS People

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



Meet Your Colleagues

Lisa Burke, Anderston Depot

How long have you worked for the council?

I have 21 years' service.

What do you do in your role?

Shift Supervisor, Streetscene.

What is your favourite part of your role?

I enjoy working with my colleagues at Anderston Depot. Every day is different and I enjoy the various challenges within Street Cleansing. Having years of experience I fully understand what the employees' job entails. Since commencing my role I have also completed several training courses to improve my future development. In addition to this we are a great team at Anderston and everyone is eager to help one another to deliver results.

What are the biggest challenges within your role?

Resources are an issue however I know that this is soon to be rectified with new fleet and additional employees for the City Centre. Every day is different so being able to adapt and change plans to address issues as well as maintaining our core business can at times be challenging. My personal challenges just now are learning all of the systems and getting used to the PC as I have been a manual worker for several years.



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.

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 managers and supervisors with the skills they need to carry out effective conversations with their staff during reviews and appraisals. Managers/supervisors 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



NRS Health and Wellbeing Roadshows September and October 2023

Employees at Victoria Park and Polmadie Cleansing enjoyed a visit from the NRS People, Health and Wellbeing Team during September and October.

Interactive fun activities based on Road Safety were delivered by Road Safety colleagues. Free back, neck and shoulder massages were provided on the day and also by using the smoothie bike the staff had the opportunity to make their own fruit smoothies.

External partners were also on site providing information on Health and the benefits available to staff if they join the Hospital Saturday Fund (HSF). Cost of living information was provided by Glasgow Credit Union including the benefits of joining a credit union explained. "We are with you" Drugs and Alcohol advice, Home Energy Scotland, Gamblers Anonymous and also free literature on all things Health and Wellbeing was available to staff during the visits.

The Health and Wellbeing team will next be visiting Gartcraig Roads Depot on 17 and 18 October next.



Environmental Health Graduates

Our graduate trainees Lewis Smith and Nicole McCabe recently sat the Royal Environmental Health Institute of Scotland's Professional Exams and we are happy to announce they passed and have attained the Diploma in Environmental Health which now allows them to work as Environmental Health Officers.

This is the culmination of a four year BSc (Hons) Degree in Environmental Health that incorporated a third year placement within Environmental Health and the post graduate professional training that required the submission of a portfolio.

Lewis and Nicole are our first graduates to progress through this new qualification route. Beginning their placement during the pandemic they had to deal with numerous issues to make sure they completed all parts of their qualification and training. It is to their immense credit that the hard work they put in resulted in them successfully qualifying.

Everyone in the service is proud of their achievement and look forward to working with them as officers. Lewis and Nicole would like to thank all colleagues who contributed to their training experience and shared their knowledge and time to assist them on their journey.



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](#)

- GLA10954 - Livestock Assistant
- GLA10957 - Assistant Supervisor (Livestock)
- GLA10950 - Data Support Officer - GIS
- GLA10962 - LES Operative 4 (Roads) (Re-ad)
- GLA10996 - Assistant Group Manager (2 posts)

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

General Interest

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



Connecting communities with the council

Keeping your community clean was the key message during a recent engagement event in Yorkhill. NRS staff from the Neighbourhood Liaison Team and NIES joined local residents and service providers alike to share tips and practical advice on what they can do to share responsibility for a better community.

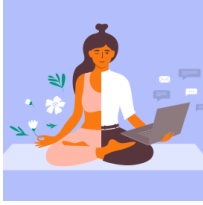
The event provided an opportunity for Council staff to engage directly with key partners to discuss issues such as litter, fly tipping, and recycling. In addition, a number of residents signed up to become Neighbourhood Improvement Volunteers taking away with them litter pick equipment and a commitment to take personal action to make their community a better place to live.

Neighbourhood Coordinator Martin Neill said: "Giving residents the information and tools required to tackle environmental issues helps address some of the larger issues our services deal with daily. It is very rewarding to see how active and eager some groups are to play their part. Hopefully as we move forward and continue to engage in a meaningful way with local communities we will see greater buy in and more collaborative working between citizens and the council."



Mediation and Conflict Resolution

Paola Pasino 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. Paola said "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 (location to be confirmed). If interested, please [email Paola Pasino to confirm your attendance](#)

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](#)