



GETTING STARTED  
INFORMATION FOR  
VOLUNTEERS

A colorful illustration of a park cleanup. Several people are shown engaged in various activities: one person is walking with a box, another is sweeping, one is kneeling to pick up litter, and others are pushing a wheelbarrow or holding bags of trash. The background shows a park with trees, a bench, and a city skyline in the distance.

# PEOPLE MAKE GLASGOW GREENER

PLAY YOUR PART  
'SO LET'S BIN OUR  
LITTER OR TAKE  
IT HOME'

PEOPLE  
MAKE  
GLASGOW  
GREENER

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# Welcome and introduction

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Thank you for volunteering to clean up your community with us, we are delighted to have you on board! Taking time to look after your Neighbourhood benefits the whole community and helps to create a brighter, cleaner and greener environment for everyone to enjoy.

Launching the People Make Glasgow Greener campaign recently, Council Leader, Susan Aitken appealed to Glaswegian's sense of civic pride and social responsibility and pledged to work with communities to improve their neighbourhoods and the overall city environment. Glasgow is renowned and defined by its people. It is our Dear Green Place, Glaswegians are proud of their city and their communities. There are a small minority who litter, fly tip and graffiti however, by working together we can turn this around.

With a new tiered COVID protection level system introduced by the Scottish Government, we have updated our guidance so that you understand how to litter pick safely, but still have fun in line with current Scottish Government Guidance.

With your help supporting the People Make Glasgow Greener Campaign, we are all continuing to make Glasgow an even better place to live, work and play.

People Make Glasgow Greener



George Gillespie  
Executive Director  
Glasgow City Council  
Neighbourhoods, Regeneration and Sustainability



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# How do I get involved?

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Whether you have already been involved in lots of litter picking activity or are thinking about becoming a volunteer, here is what you need to know to get started.

It's up to you, litter picking can take place on an individual basis or as part of an organised group, business or school and here's how to go about it:

- If you want to volunteer on your own you can become a Neighbourhood Improvement Volunteer (NIV), by carrying out a regular number of litter picks each month we will give you your own litter picking kit.
- You can also organise your own group event, maybe with a group of friends by doing a one off litter pick. You can borrow a kit from one of our growing number of Community Hubs or the NIES team when you need one. Please see the advice below.
- Perhaps you'd prefer to join an established group - Contact us via [CommsafetyNIES@glasgow.gov.uk](mailto:CommsafetyNIES@glasgow.gov.uk) we can direct you to groups in your local area.
- You can also take part in a community event in your area by searching the KSB calendar via <https://www.keepsotlandbeautiful.org/community-and-place/clean-up-scotland/>.
- Think big, take part in a national campaign (KSB Summer Clean).

Here's how to sign up as a NIV: simply complete our online application form which can be found at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and search for Neighbourhood Improvement Volunteering.



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# Organising your group clean up

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All you have to do:

- Please ensure that you continue to follow all COVID 19 hygiene and social distancing measures as per the government guidelines.
- Choose an area in your neighbourhood that is in need of a clean-up. Please make sure that the land is council owned, otherwise permissions must be sought from landowner.
- Choose the best date and time for the clean up.
- Register your clean up with us by sending in a Service Request form and we will get in touch with you. You can find this online at [www.glasgow.gov.uk](http://www.glasgow.gov.uk) and type 'Neighbourhood Improvement' into the search bar on the website and follow the link to the 'Neighbourhood Improvement and Enforcement Service.
- Return the completed form to [CommsafetyNIES@glasgow.gov.uk](mailto:CommsafetyNIES@glasgow.gov.uk).
- Please try to give at least two weeks notice prior to your event, this gives us plenty of time to help you get organised. Remember to book early to avoid disappointment!



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# How we can help your group

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- Once you have booked your event, we will be in touch to confirm details
- We can organise the loan of litter picking equipment which will include; litter pickers, refuse bags, gloves and high visibility vests from one of our Community Hubs or Central Store.
- We will agree and arrange your black bag uplift locations.
- We can offer advice on risk assessments and you can get more information about keeping safe by visiting [www.hse.gov.uk](http://www.hse.gov.uk)

Important Note: Glasgow City Council will no longer provide Public Liability Insurance to volunteers and groups taking part in clean-up activities. If you have any concerns regarding public liability insurance cover, we can signpost you to established groups who already have their own public liability policy in place. As always the NIES Officers are here to register events, offer support and provide safety advice.



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# Keeping you safe

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It is helpful to think ahead and be prepared for potential dangers or hazards before you start your clean up, so that you know what to do in the case of an emergency. Here's how to be prepared so you can reduce the risks and keep everyone safe.

We recommend that you avoid:

- Steep gradients
- Land that has been fly tipped
- Derelict land
- Areas within 2 metres of a riverbank or waterway.
- Areas where road works / house developments are taking place
- Areas that contain broken glass or needles.

We work closely with our partners at Keep Scotland Beautiful (KSB), they have Clean up Guidance and resources to help you to plan and carry out litter picks.

Follow this link to their website <https://www.keepsotlandbeautiful.org/>



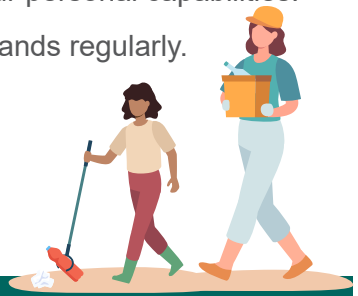
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# Keeping you safe

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Things to think about on the day:

- We would recommend that you notify a family member or next of kin of where you are going and when you will be back.
- Weather conditions should be considered on the day of the event and only proceed if safe to do so.
- Dress appropriately for the activity, wearing long sleeved tops and trousers and suitable footwear.
- Volunteers will be issued a litter picker, high visibility vest (must be worn), gloves and refuse bags in order to safely proceed with the activity.
- All participants must have a safety briefing prior to any litter picking activity commencing, which should be done by the responsible person organising the event.
- The agreed refuse bag uplift locations should be made known to the volunteers. Any additional refuse bag locations should be reported via the MyGlasgow app or via the council website.
- Under 16's should always be accompanied by a responsible adult.
- If you are participating in a group event, try to stay in sight and ear shot of other participants.
- Please attempt only what is within your personal capabilities.
- Carry hand sanitiser and wash your hands regularly.





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# Keeping you safe

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During the activity please follow these guidelines:

- High Visibility Vests and gloves should be worn at all times.
- Always use the litter picker.
- Always use the litter picker below waist height.
- Any sharp objects should be placed in a sealed container if safe to do so. Sharps should never be directly placed into the refuse bags.
- Avoid litter picking in long grassed areas, as there could be harmful or hidden objects underfoot.
- Areas that contain nettles or Giant Hogweed should be avoided. If your skin has come into contact with Giant Hogweed, you should seek immediate medical attention.
- Do not lift heavy objects or bulky items.
- Refuse bags must not be overfilled and should be easy to carry and kept away from the body while handling.
- Do not litter pick on a busy road or carriageway. Use caution at all times.
- If a needle is discovered, then this must be reported. Contact should be made to the council call centre on 0141 287 9700 and choose option 2. These issues can also be reported through the MyGlasgow app by choosing the 'More' option then 'Environmental Control'.
- Only litter that is within litter picking reach should be lifted.
- Volunteers must continuously assess the area they are litter picking in and proceed with caution.



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# Keeping you safe

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Things to do at the end of you event:

- Firstly, thank all the volunteers!
- Ensure everyone is accounted for.
- Return all equipment to the group organiser & report any damages.
- Refuse bags should be left at the agreed uplift points.
- Please ensure all the equipment is cleaned and sanitised prior to return, including high visibility vests.
- Tell us how well you have done by reporting your results to [CommsafetyNIES@glasgow.gov.uk](mailto:CommsafetyNIES@glasgow.gov.uk) and KSB.

We greatly value the help and support of groups and individuals who take pride in Glasgow, improving their communities. Thank you for all that you do, your efforts are very much appreciated.

Keep up the good work!



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# Other Useful Numbers

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Litter, Dog Fouling, Graffiti, Fly Tipping, Fly Posting and uplift of bags	0300 343 7027
Roads and lighting faults	0300 37 36 35
Water mains leakage or bursts	0800 077 8778
Police Scotland (non-emergencies)	101
Police Scotland (emergencies)	999
Abandoned cars	0141 276 0859
CCTV control centre	0141 287 9999
Crime stoppers	0800 555 111
Cleansing and bulk uplifts	0141 287 9700
Needle uplift	0141 287 9700

REPORTING HOTLINE  
**0300 343 7027**

MYGLASGOW  
MOBILE APP



Join the Facebook group just for NIVs  
[facebook.com/groups/GlasgowNIVs/](https://www.facebook.com/groups/GlasgowNIVs/)





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