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**Stepping forward: Jo Love, Scientific Services**

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## Messsage from George

In these unprecedented times, there is no doubt that each day brings with it different challenges and pressures on all of us. I continue to be extremely proud of those employees who have stepped forward to play their part in the delivery of essential services that our citizens rely on.

I want to continue to ensure that these efforts are recognised and have asked that this short newsletter is published fortnightly to give an insight into the range of essential work, often unseen, that is being carried out by our employees.

I'm sure that you will agree with me that the examples contained within this newsletter really demonstrate the difference our work is making to the lives of citizens across the city.

Please continue to protect yourself and others by practicing social distancing and washing your hands regularly.

Again, thank you to each and every one of you for your invaluable contributions at this challenging time.

George Gillespie, Executive Director



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8 year old Max left this lovely note on his waste bin in Mount Florida.

# Stepping Forward

It's at times like this that some of the services provided by Neighbourhoods and Sustainability, which normally work outwith the limelight, step forward. Such is the case with Scientific Services.

As soon as the severity of the current pandemic became evident, it was clear that the importance of the laboratory in supporting the food, water and emergency services delivery mechanisms would be crucial. However, there was a surprise in store regarding the nature of the support the laboratory would find itself providing to colleagues within Glasgow City Council.

When it became apparent that there was going to be a national shortage in sanitising and cleaning products, the ingenuity of the laboratory staff came to the fore. By using information available from the World Health Organisation (WHO) they set up a production line manufacturing a variety of hand sanitisers and general COVID-19 cleaning products from the raw materials they had within the laboratory. They are also supporting other external hand sanitiser manufacturers to ensure their products meet the requirements detailed by WHO. The laboratory is also looking at testing such products to ensure they are effective and have some sanitising effect but also advising the users on how best to decontaminate either themselves, surfaces or vehicles.

By ensuring sanitising products available to the public are fit for purpose, not only are they protecting the end user but also supporting legitimate manufacturers in these difficult days to get their products out there and available for the essential users like NHS, Cordia, delivery drivers and essential service providers.

Says Duncan Scott, Group Manager for Scientific Services, "This production line will continue for as long as required and for as long as we can source the raw materials. Although this production process is repetitive and can be tedious none of the staff have complained or baulked at the potential quantities we may be required to produce. The general sentiment is "anything we can do to help". It is times like this that we see the selflessness of such people."





# Frontline Training

**136** Neighbourhoods and Sustainability staff are stepping forward and volunteering to support their colleagues in providing frontline services to keep Glasgow running in the COVID-19 crisis. From Waste Collection to The Clyde Tunnel and Tidal Weir, and in Bereavement Services, volunteers are helping to fill staff shortages and extra pressures being experienced due to the pandemic.

Andy Waddell, Director of Operations for Neighbourhoods and Sustainability, welcomed the initiative: "At a time when our frontline staff are operating under increased pressure and with reduced numbers, our staff volunteers are invaluable. Thank you."

This draft of volunteers is great news and highlights the resilience and selflessness of our workforce. But it would not be possible without the Neighbourhoods and Sustainability Training Service who are providing instruction to give volunteers the additional skills required to carry out new activities.

For example, in the last edition we covered the story of Jim Flavell and Jim McKale who have transferred from driving minibuses, as part of the Council's Additional Support for Learning, to driving Refuse Collection Vehicles (RCVs) or, in common parlance, bin lorries.

Having the appropriate licence and experience, the two Jims were provided with instruction from the Neighbourhoods and Sustainability Training Section and assessed to ensure they are able to drive and operate an RCV. This involves driver safety checks, inspections, operational procedures and includes safe driving, reversing and movements within loft areas and on the roads where these vehicles operate.

The Training Section have also been delivering RCV training to Parks and Roads employees who have been asked to assist Cleansing operations to maintain bin collections. This involves the use of bin hoists and how to work safely in and around the vehicles and highlighting the hazards and control measures including PPE which are in place to protect those involved.



PEOPLE  
MAKE  
GLASGOW

WE'RE PROUD  
TO SUPPORT  
ESSENTIAL WORKERS  
IN GLASGOW

# Whatever Next

**H**ere's some great news for all Glasgow City Council staff who are classified as essential workers.

In the last issue we covered **nextbike's** scheme to provide free **nextbike** memberships to all NHS workers in Glasgow to help them get to and from work safely during the Covid-19 outbreak. Now this scheme has been extended to all designated key workers in Glasgow.

The scheme has been made possible thanks to a joint funding partnership between Glasgow City Council, Scottish Power and **nextbike**. Glasgow City Council has used funding from the Scottish Government, Smarter Choices Smarter Places programme to support this initiative.

If you are an essential worker, you can claim your free monthly membership by sending an email to [nextbike.essentialworkers@gmail.com](mailto:nextbike.essentialworkers@gmail.com). You will receive a voucher code which can be redeemed on the **nextbike** webpage.

Remember the words of Krysia Solheim, Managing Director of **nextbike**, "Cycling is the perfect self-distancing way of moving around our cities during the pandemic.

"We're encouraging all of our customers to take sensible and responsible measures when using the bikes, including following official handwashing and hygiene guidelines and not using our bikes if they are showing any Coronavirus symptoms". Hand gel and cleansing wipes should be an essential part of your cycling kit.

## Stephen Egan, Head of Neighbourhoods and Place, North West said:

Can I add my thanks to the administration teams at Customer Business Services, led by Lynn Scott who over the past few weeks have supported our frontline staff in Neighbourhoods and Sustainability? By relocating and retraining available staff around the city depots and utilising the skills of staff working at home, Lynn has been able to ensure all essential administrative tasks have been undertaken and delivered efficiently to our depots and Neighbourhoods and Sustainability Services including Roads, Cleansing, Street Scene, Parks and Bereavement, Transport and Scientific Services. Well done to all of the staff supporting us whilst adhering to government guidelines and social distancing.

The services Neighbourhoods and Sustainability continue to carry out during these unprecedented times have been recognised as the teams continue keeping the local community clean and well maintained for everyone.

THANK YOU



**Flora Christie**

April 13, 2020 - 5:43pm • View Post

Thank you to all the binmen who are risking their lives to keep our country clean

6 • Like as Glasgow City Council



**Helen Ross**

April 13, 2020 - 6:16pm • View Post

You are all doing a great job,thankyou all so much

1 • Like as Glasgow City Council



**Debbie Jackson**

April 13, 2020 - 9:30pm • View Post

Thank you for cleaning the pavements on Kenmure Street. They were in a state (looked like the wind had blown rubbish from open bins all along them). Was amazed to see the sweeper out over this Easter weekend. I think the cleaning staff and rubbish collectors do a great job.

2 • Like as Glasgow City Council



**Jacqui Kay**

April 13, 2020 - 1:55pm • View Post

Huge thanks to the guys for keeping the uplifts going despite the danger to them. Im sure most folk appreciate they can't do all they usually do just now but regular disposal of general waste keeps our homes safer.

3 • Like as Glasgow City Council



In reply to @GlasgowCC

**Peter Hannington** @MrPGFH

April 13, 2020 - 1:49pm • View Post

Collapse down boxes, crush cans, deflate plastic bottles, spread cut grass back over lawns and pitch fork it back in. Thank you so much to anyone still removing waste, genuinely appreciate all your hard work. 🙌

1 • Like as GlasgowCC



**Senga Devlin**

April 13, 2020 - 11:04pm • View Post

A Big Thank You to our bin men 🙌🙌🙌 I found out a few Months back that they were struggling with Staff issues etc., and the Parks guys were helping out 😊 but with this horrible Corona-Virus going on they are trying their very best like all the other key workers and are at risk of infection too 🙏 Good Luck and Good Health to all of you guys, we rely on you and thanks again for all you do 🙌🙌 now more than ever !!! 🙌



4 • Like as Glasgow City Council

"Big thanks from all of us to the teams in Cleansing and Parks, doing a cracking job under not so good circumstances. All credit to them, unsung heroes without a doubt." - Friends of Knightswood Park

# Cleaner Glasgow



One beneficial side-effect of the lockdown has been a large reduction in street litter. Who'd have thought it?!

Although Neighbourhoods and Sustainability have fewer staff out on the streets at the moment, the litter reduction has allowed them to concentrate on other work, such as:

- Removing stickers and graffiti from street litter bins;
- Power-washing areas like the Heilanman's Umbrella normally frequented by rough sleepers;
- Powerwash street litter bins;
- De-litter lanes;
- Weed removal;
- Cleaning under roadside barriers and traffic islands.

Unfortunately, there are still drug-related items being uplifted.

*Neighbourhoods and Sustainability Services work with a diverse staff group doing an amazing job during this pandemic. I am humbled at how our fantastic teams go above and beyond, keeping the city safe in so many different ways. Their skills, resilience and determination are visible every single day.*

*I would like to personally thank all of you during these difficult and challenging times. Our own council staff, the citizens and businesses of Glasgow are lucky to have you working tirelessly every single day! Stay safe and keep up the good work!*

**Gary Walker, Head of Community Safety and Regulatory Services**



# Union Statement

All Joint Trade Unions would like to say a big thank you to all working in those areas that are deemed as Essential Services, especially for those in the frontline.

Your trade union representative are having weekly tele-conferences with Senior Management highlighting any concerns that our members have brought to us.

As Public Service workers the work that you do is always important but none more so than at this worrying time.

If any member needs trade union assistance/advice then please feel free to contact us (see details below)

## UNISON

Tricia McLeish (Co Convenor Non Operations)

e: [patricia.mcleish@glasgow.gov.uk](mailto:patricia.mcleish@glasgow.gov.uk)

tel: 0141287 6581 or 07881282615

Gordon Gray (Co Convenor Operations)

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tel: 07868279385

Colin Hughes (Dep Convenor Non Operations)

e: [c.hughes@glasgowcityunison.co.uk](mailto:c.hughes@glasgowcityunison.co.uk)

Andy Meek (Dep Convenor Operations)

e: [Andrew.Meek@no-smtp.glasgow.gov.uk](mailto:Andrew.Meek@no-smtp.glasgow.gov.uk)

## GMB

Please contact your local steward in the first instance.

Email: [scotland@gmb.org.uk](mailto:scotland@gmb.org.uk)

tel: 0141 332 8641

## UNITE

Eddie Cassidy

e: [e.cassidy4@btinternet.com](mailto:e.cassidy4@btinternet.com)

tel: 07543280036

George Murdoch

e: [geocat141@aol.com](mailto:geocat141@aol.com)

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## LOOKING AFTER YOUR MENTAL HEALTH DURING THE CORONAVIRUS OUTBREAK

from [mentalhealth-org-uk](http://mentalhealth-org-uk)

Sketchnote by  
@Haypsych

### try to avoid speculation and only use reputable sources on the outbreak

good sources:

- Public Health England
- Public Health Wales
- Health Protection Scotland
- NHS
- Gov-UK
- World Health Organization



### try to anticipate distress

- acknowledge how you are feeling
- talk to someone you trust if you are feeling anxious
- reassure people you know who may be worried
- check in with people you know who are living alone



### try to stay connected

- Keep in touch with friends and family
- set up private chat groups on WhatsApp
- increase communication with colleagues working from home in isolation



### try to manage how you follow the outbreak in the media

- limit your consumption of the news and social media
- if the news starts to cause you stress and anxiety, take a break from it
- Don't avoid all news as it's important to keep informed and educated about the outbreak

### stick to a daily routine

- Keep active
- eat a balanced diet
- have a to-do list
- take a lunch break
- have a regular start and end to your working day



### if you are in self-isolation or quarantine

- acknowledge that it is a different rhythm of life
- Keep in touch with other people regularly on social media, email, phone, video calls
- create a new daily routine, such as reading more or learning something new
- be gentle with yourself, rest if you need to



# Recreating Structure

**W**hen you're providing a service to a vulnerable cohort, based largely on one-to-one support, how do you continue to provide that service during lockdown?

RECREATE is a Neighbourhood and Sustainability service that works with people who have a history of offending. It offers them a workplace volunteering opportunity and aims to assist and support them to make healthy choices in their life, that can lead to positive outcomes and stop the cycle of offending.

In these difficult times the RECREATE volunteers find themselves to be vulnerable in a variety of ways. They rely on consistency, structure and routine in order to achieve their desire to change and move on in life, but like the rest of us, that routine and structure has changed very dramatically. We have the knowledge, skills and resources to adapt, they don't. Even during normal times, knowing that there is someone there who's willing to listen to you and provide guidance when required with personal issues such as housing, welfare, health, and the like can make all the difference. How can that be maintained when working from home?

Home working initially presented the RECREATE team with some significant

challenges. The main question: how to maintain communication and continue to provide the volunteers with elements of consistency and structure?

Thankfully, we have been able to do this through regular welfare calls, community level network support and signposting, and it has proven to be vital. For one of his welfare calls, the Recreate Volunteer Coordinator, Johnny, called a Volunteer who has a brain injury and various other health conditions. It transpired that the volunteer had no food due to not receiving his benefits payment. He was panicked and anxious. He had no contact for the Job Centre and was unsure how to resolve the issue. Johnny was able to connect him in with a DWP Job Coach who was working remotely and arranged for a food parcel to be delivered to his home by a local community support group.

Johnny said, "It cannot be underestimated how significant a challenge this current situation is for our volunteers. Most of them have underlying health issues as well as mental health issues and the rules that we all must adhere to at present can create a perfect storm for some of them. It has been essential for us to maintain the link with them and continue to support them in whatever way we can."



# Public Space CCTV and Traffcom



## No escaping

Public Space CCTV continues to keep an eye on public spaces whilst we all stay indoors to save lives.

During a recent shift, PSCCTV observed a number of car break-ins and followed the individuals involved all the way back to their home, whilst at the same time coordinating with Police Scotland who arrived and arrested the individuals. The teams play an important role in keeping an eye on the city.

## Keeping our city moving

Traffcom also monitors CCTV, but their cameras cover the road network in the city.

Day to day challenges occur, from road traffic accidents to road closures, and the team work to ensure that we keep the city's traffic moving. Working with the Emergency Services and Traffic Management companies ensures that the team manage and control the traffic throughout the city.



# CATCH IT.



# BIN IT.



# KILL IT.

**Coronavirus  
Covid-19**



**Wash your  
hands.**



**Use a tissue  
for coughs and  
sneezes.**



**Avoid touching  
your face.**