

Message from George



Welcome to this latest edition of our service newsletter. We seem to have been talking for some time about “the light at the end of the tunnel”. With the latest lifting of restrictions, we can now see what is beyond the light. The pandemic is not over. We must continue with caution. Many of you will be presented with the new challenge of ‘hybrid working’. I know that, as with every other challenge you have faced over the last year and a half, you will rise to it and take it in your stride.

I would like to extend a special welcome to City Parking staff who, on 1 August, transferred to Glasgow City Council under Neighbourhoods, Regeneration and Sustainability. We hope to share some stories of your work in future newsletters. In this edition we are highlighting initiatives being delivered in City Development.

As always, if you would like to make a suggestion directly to me, this can be done by e-mailing; AskGeorge.NRS@glasgow.gov.uk. I welcome any suggestions or comments from you.

Planning Performance Framework 2020-21

This is Glasgow City Council’s Annual Report to the Scottish Government and describes the performance and successes of the **NRS Planning Service** over the year. The PPF has been compiled by colleagues from across the Planning Service and their experience and knowledge, of processes, policies, customer access and engagement activities, has shaped the content and ensured all aspects of the Service are covered. This year the PPF captures the many ways we’ve responded to COVID-19. It highlights the central role of planning in supporting communities through a period of unprecedented risk and in re-imagining the city as part of our post-pandemic recovery.

Accessing key electronic systems, that allow us to process and determine planning applications remotely, has been a significant challenge during this year and has impacted on our timescales for determination. However, the commitment of staff has ensured the Service has continued to function, and the changes accelerated during this time place us in a strong position to recover our performance in future years and continue our trajectory as an improving Planning Authority.

This year’s Planning Performance Framework was prepared as a Storymap and can be viewed at the following link:

<https://storymaps.arcgis.com/collections/d917561eae5e453dba22abc74a7a9056>

Please note that the Storymap format will not work properly on Internet Explorer. Firefox or an alternative browser such as Chrome is best suited to viewing the PPF.

Liveable Neighbourhoods

The Liveable Neighbourhoods Plan (LNP) is a new and innovative piece of work which has emerged from the recent **Connecting Communities Public Conversation**. We must build climate resilience into our city to face the Climate Emergency and we have to respond to the rapid changes we're experiencing in the way we live and work in the wake of the pandemic. The LNP has a role to play in both of these.

Alex Robb, LNP Project officer, says *"The LNP will empower communities to collaborate with the council in taking a place-based approach to reallocating space to people, and make it easier for people to make their everyday journeys through walking, wheeling and cycling."*



This work will be undertaken throughout Glasgow in five tranches.

Work recently commenced with two site visits: the **LN Officers** and **PMD team** joined **Cllr Richardson** for a cycle tour of Langside, Mount Florida and Toryglen (pictured); this was followed by a cycle tour of the Ruchill & Possilpark LN area. These visits were invaluable to understand the challenges and opportunities of delivering the LNP in these neighbourhoods.

Derek Dunsire, Group Manager **NRS Liveable Neighbourhoods**, commented *"It's brilliant for the team to be out on site for the first time as we get underway on this exciting development for the city."*

For more info: <https://arcg.is/0L8Gmf>

Cycle Activated Electronic Signage

Glasgow City Council's commitment to active travel has helped boost cycling as a mode of transport by 102% since 2009.

NRS Technical Services have pioneered installation of high-quality segregated cycle infrastructure, which has contributed to this increase, alongside an approach that provides inventive solutions to overcome common road design problems - particularly, where safety can be enhanced.

To improve safety for all road users and reduce the occurrences of conflict, the Council has invested in electronic LED road signage which only activates when a cyclist is approaching. The sign flashes to alert vehicles to the presence of cyclists who may not yet be visible due to obstructions such as buildings or bus shelters.

This style of sign lessens the impact of signage fatigue and the sign and associated telemetry are solar powered which reduces the environmental impact and lowers running costs.

In a trial at the junction of Berkeley Street/Claremont Street in 2020, this type of sign saw a reduction in vehicle/cycle conflict from 17% to 8%.

The success of this environmentally friendly solution has resulted in a further 16 installations around the city as we continue to encourage active travel by investing in cycling infrastructure.

Litter-Picking Goes Local

One of the actions attributed to the **NRS Neighbourhood Improvement and Enforcement Team** in the Clean Glasgow 2021 Litter Prevention Action Plan is the launch of a number of Community Hubs. Here groups or individuals can borrow litter-picking equipment, which will enable them to tackle local litter issues in their own communities. Storing and distributing the equipment in community buildings located throughout the city will enable volunteers to access the resources more flexibly without having to get them delivered or collecting them from a city centre location.

We are delighted that already so many groups and venues have stepped forward and agreed to become a Clean Glasgow Hub, including Townhead Friendship Group, Garnethill Community Council, Queen's Cross Housing Association, The Zero Waste Market and Castlemilk Community Centre to name just a few.

"Thank you to Glasgow City Council for the Clean-Up Kit, it is going to make a big difference"
Acre Community Hall

The clean-up kits have been funded from a variety of sources including Local Area Partnerships and McDonalds. This programme will empower communities to care for their local environments, tackling the litter blight which spoils our beautiful city.

For more information contact - CommsafetyNIES@glasgow.gov.uk



First Class

Huge congratulations are due to **Emma O'Halloran**, a Technician with **NRS Scientific Services**, on being awarded a First Class honours degree in Biological Sciences and being offered the opportunity to study for a PhD.

Emma is not new to success. She started working with Glasgow City Council straight from school (St Andrew's, Carntyne) as a modern apprentice in life sciences and at the end of her first year was First Year Apprentice of the Year. She went on to win Trade House Apprentice of the Year in 2019 and was a finalist in the SDS Apprentice Ambassador of the Year in 2020.

Congratulations Emma, The Loop looks forward to hearing of your future achievements.



...And Excellent

Neil Coltart, Group Manager **NRS Trading Standards**, recently received a Local Delivery Recognition Excellence Award in the area of Vehicles Sales Primary Authority, hosted by the **Office for Product Safety and Standards** (OPSS).

The OPSS recognised the work done by Neil for his contribution to the local regulatory landscape, particularly during COVID-19. Neil stepped forward as a leader in his profession to support regulatory networks, working with a number of different government departments to provide real insight into the reality of enforcing COVID restrictions and help drive policy decisions that have a real benefit for people and businesses across the country. The award is not just for Neil's work during the pandemic. Neil provides leadership on regulatory matters and his dedication and enthusiasm has contributed to a very successful Primary Authority process.

New Horizons for Scotstoun

In October 2019, construction began at Scotstoun Primary School to replace the annexe building destroyed by fire in 2017.

Designed by the in-house team at **NRS Project Management & Design** and constructed by City Building, the extension sits adjacent to the existing Victorian parish school. The campus is within Scotstoun Conservation Area so the team had extensive consultations with the parent and community council groups and **NRS Planners** to develop a proposal appropriate in form and materiality while equally importantly meeting the needs of the school.

Works were halted by the lockdown in March 2020 and the team faced new challenges. After an initial site closure of 14 weeks, it re-opened with a reduced construction team due to distancing measures.

In addition, the design team were now working from home with limited access to council servers, IT equipment and software. The team rose to the challenge, developing new ways of working to continue to deliver information to site and finding further savings to the project to offset the Covid-19 related costs.

Lisa Le Grove, Group Manager **NRS Architecture**, noted *“Although COVID brought about many challenges, the team were proactive and worked collaboratively to find solutions ensuring the project was delivered to a high standard”*

The project was completed and handed over to Education Services in May 2021.



Ice Box Challenge

The Ice Box Challenge is a scientific demonstration, visually highlighting the benefits of energy-efficient buildings. It was run by **NRS Housing and Regeneration Services** from 23 July to 6 August. After a successful student competition to select the winning design, the ice boxes were fabricated and erected in St Enoch Square.

One box is built to the **Scottish Building Standard** and the other to what is known as the **Passive House Standard**. The boxes are filled with an equal amount of ice and displayed in St Enoch Square for two weeks. The amount of ice left in each box at the end of this period was measured, to demonstrate how effectively each building standard insulates against heat and energy loss.



The results were staggering. All the ice had melted in the Scottish code box after just 11 days, while 121kg of ice remained in the Passive House box at the final weigh in on August 6.

Better building design can help us reduce our carbon pollution without changing our behaviour. Buildings that prioritise efficiency first are comfortable and healthy.