

Message from George



Happy New Year! Although Hogmanay may seem a distant memory, this greeting is still appropriate for this first issue of our newsletter in 2022. Welcome to the Year of the Tiger!

The attribution of the Chinese New Year to this particular big cat seems very appropriate. This is the most optimistic point in time since the start of the pandemic two years ago. You have all put in a massive and impressive shift, delivering essential services to the people of Glasgow and we are now primed to spring forward and lead the City's recovery. We have an opportunity now to apply ourselves, through commitment, innovation and technology, to building a better, greener Glasgow. From what I have seen of you in adversity I am excited for what we can achieve in 2022.

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.

Connecting the Dots

Across our Service, **Neighbourhoods, Regeneration and Sustainability** is driving recovery through innovation and technology.

Our **Housing Services** have worked in partnership with Registered Social Landlords and other stakeholders to develop a **Digital Housing Strategy** for the city. Glasgow City Council is the first local authority in Scotland to develop a strategy that seeks to improve digital housing services, tackle digital exclusion, use technology, and enhance the collection, analysis and display of housing data.

The Digital Glasgow Strategy and Glasgow's Housing Strategy were both carefully considered during the development of the document to ensure policies aligned. A total of 10 actions are included in the strategy and NRS is already working with partners to expand the use of Internet of Things technology in the city's social housing stock, investigate the development of a digital common housing register, and improve online housing services for our citizens.

A copy of the Digital Housing Strategy can be accessed at www.glasgow.gov.uk/index.aspx?articleid=27544

Michelle Mundie, Head of Housing, said *"The development of a Digital Housing Strategy will assist in delivering service improvements across the city's housing sector using technology and innovation. The team will continue to work with our partners to enhance the quality of housing and the lives of our citizens through implementing the action plan."*



Scotland's 8th City

The 'Scotland's 8th City – the Smart City' ERDF programme involves all seven Scottish cities working collaboratively on a range of Smart City projects. There are over forty projects across the programme - for which **Glasgow City Council** is Lead Partner. The 8th City programme was recently short-listed as one of three finalists for the 'Governance and Economy' category of the annual **World Smart City Awards** - a prestigious international competition that seeks to recognize pioneering projects, ideas and strategies making cities around the world more liveable, sustainable, and economically viable.



Entries for the 2021 awards came from 46 countries worldwide and were noted as being “of an exceptionally high standard”. After a highly competitive selection process, winners were announced at the Smart City Expo World Congress which took place 16-18 November in Barcelona.

The 8th City ERDF programme was short-listed alongside Tehran's 'BAHAM Neighbourhoods Development and Citizen Engagement' project, and the World Economic Forum's G20 Global Smart Cities Alliance, with the latter project winning the award.

Recognition must be given to Scottish cities, the Scottish Cities Alliance, and to all the partners who committed to the ongoing vision and implementation of a collaborative programme of Smart City activity and engagement. The 8th City programme is scheduled to run until June 2023 and, ongoing, the 8th City PMO is looking at other opportunities for this work to be recognised nationally and globally.

For more information about the programme please contact 8th_city_pmo@glasgow.gov.uk

Recycling for Glasgow

Glasgow has invested heavily to recycle as much as possible of its 260,000 tonnes of waste a year. There is, though, still a way to go in persuading our residents to take an active role in the recycling process.

NRS Waste Management and Recycling has developed a campaign designed to raise awareness around the importance of recycling correctly and to encourage people to start talking and thinking more about wasting less.

To deliver the campaign an STV advert, supported by radio, social media, web and internal communications has been developed. The TV advert is iconic with a chatty voiceover giving a call to arms to encourage Glaswegians to make more of an effort when it comes to recycling. This is coupled with animations that will capture the attention and will conclude with 'Stop Talking Rubbish - Recycle for Glasgow.'

Key to the success of this campaign will be, in the first instance, engagement with our frontline staff. To achieve this NRS is installing TV screens in our major cleansing facilities, which will not only show this advert but also important GCC and NRS information on health and wellbeing, staff updates, and employee assistance.

Group Manager David McCulloch said “We are delighted with this new TV and radio advertising campaign, which will be the first of many different promotional campaigns to improve recycling among Glasgow citizens and our own staff.”



Community Hubs

We have previously reported on the Glasgow-wide network of **Community Hubs** based in community centres and other buildings, supporting local communities to tackle local litter issues. The hubs provide kits containing everything groups will need for a litter-picking event, litter-pickers, disposable gloves, high visibility vests, bag hoops, refuse bags, and disinfectant wipes. This will enable local businesses, groups and schools to easily access equipment and keep their neighbourhoods cleaner and safer.

Now, though, two neighbourhoods are piloting **bespoke storage units**. These are modified versions of street bins, which have been specifically designed to house a full litter clean-up kit. This unit is ideal for parks and open spaces where volunteers and businesses can have secure access to the contents quickly.

Local community groups will manage the storage unit and volunteers can request access to equipment by emailing groups at the following link [Community Hub Locations](#)

Contact us via CommsafetyNIES@glasgow.gov.uk and we will direct you to a group or hub in your area.



Greening Green Space

Timed to coincide with the re-opening of the refurbished Burrell Collection on 29 March this year, active travel improvements are being introduced across Pollok Country Park.

A free electric shuttle bus will run in the park from 28 February. This will serve the main park entrance at 2060 Pollokshaws Road and link to Pollok House and the newly refurbished Burrell Collection.

Other improvements across the park include prioritisation of pedestrians and cyclists, path improvements, new benches and signage, a new viewing platform on Pollok Avenue, as well as provision of bike racks and a NextBike hub.

We want to encourage visitors to travel by foot, bike, or public transport where possible as part of the City's efforts to promote a shift to sustainable travel and reduce carbon emissions.

EV chargers will also be available at the Burrell Collection car park, Riverside car park at Pollok House, and Nether Pollok pavilion car park. Parking charges will be in place from 7 March in all public car parks.



Commercial Waste Enforcement

The commercial waste enforcement team sits within **NRS Environmental Health** and is made up of five officers and a supervisor. The team make sure that businesses are complying with their waste disposal responsibilities under the Environmental Protection Act 1990. Non-compliance can result in an enforcement notice and/or a £200 fixed penalty notice being served.

The recent welcome addition of new officers to the team has allowed more proactive work to be undertaken. The hope is that, through education and enforcement, this will help prevent non-compliance. In 2021 the team carried out 1910 visits to businesses and found 210 were not complying with the relevant waste disposal rules.

Lindsey-Anne McNeil, Assistant Group Manager (Business Regulation) added “*Proactive joint working has proved to be a successful model in helping tackle some of the waste issues found on the streets and lanes within Glasgow. This was particularly evident when the team worked with NRS colleagues as part of the recent Environmental Crime Scene pilot, in a bid to tackle fly tipping across the city.*”

It is hoped that this increased, proactive intervention will ultimately help to make Glasgow a cleaner, greener city.

X Marks the Spot

Have you noticed trees marked with a big red X on your daily walk or commute to work or shops and wondered why? Well, these trees have been assessed and identified by the council's arborists as diseased or old and decaying and need to come down or be made safe, especially near footpaths and public roads.

It is not an easy decision to take down trees, so once assessed, the tree needs to be checked for wildlife that may be using one of the cavities, holes or cracks as a home, especially bats. Bats are completely protected under Schedule 5 of the Wildlife and Countryside Act 1981 so effectively any tree showing bat signs or activity needs to be explored further with mitigation options including:

- delaying work until a bat survey is done
- urgent felling with licensed bat officer on site
- some light tree work.

During Spring and Summer months, dusk and dawn surveys are the best time to observe bat activity. During Winter it's more difficult as bats hibernate, so looking for signs like staining on trunk can identify a possible roost.

Visual checks and surveys are done by the NRS's experienced **Conservation Team** or **Countryside Rangers** and further advice and licence sought from NatureScot, Bat Conservation Trust (Scotland) and local Bat Licensed Officer **Stuart Whittaker**.



Improving Private Lanes

In October 2020, the Private Lane Strategy was presented at the Environment, Sustainability and Carbon Reduction Committee. The strategy introduced the [private lane toolkit](#).

Within the toolkit, Neighbourhoods Regeneration and Sustainability are encouraging owners of shared lanes to get connected with their community and have provided up to date information and useful resources that can be printed at home to help improve the conditions of Glasgow's 931 private lanes.

In 2021 a fund of £700k was established to further support owners of private lanes to improve the overall environmental quality of these shared spaces.

The Support for Lanes Fund will allow constituted groups to apply for £1,000 to £20,000 for interventions which may address common issues identified in the private lane strategy such as:

- Fly tipping
- Trees, vegetation, lane surface/ drainage
- Antisocial behaviour
- Food Growing
- Enhanced Biodiversity
- Active travel

The self-help toolkit can be accessed at: <https://glasgowgis.maps.arcgis.com/apps/MapSeries/index.html?appid=8aeda0ac0e8f400385787c8948bdfac9>

