

MESSAGE FROM GEORGE



With the recent launch of NRS People, the leadership, senior management, and myself, are committed to engaging with colleagues, celebrating our successes and achievements whilst listening and learning on how we can strive to make improvements within the service. I would like to highlight the positive engagement taking place in our front-line operations, especially, the work of Jenny O'Hagan, our new Divisional Director for Operations who has been attending sessions in depots across the city, engaging with staff, supervisors and managers on the implementation of our NRS People Programme.

Thank you also to those staff who completed our NRS People survey. I am delighted that over 300 colleagues have taken the time to fill in this important survey. We will now analyse the results and share the findings and more importantly our action plan in the coming months.

Over the coming months, senior management will be undertaking a range of visits to thank staff for their contribution to the city as well as listening and learning on what we can improve on.

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

NOT NEUTRAL ON CARBON

The council's inaugural **Climate and Sustainability Board** was held in May. The board is chaired by **George Gillespie**, our Executive Director in NRS. It's made up of representatives from across the council, including NRS, finance, legal, corporate estates, economic development and procurement officers. They have come together to make sure that, as an organisation, we focus our efforts and work together effectively to reach our 2030 net zero carbon target.



The Board's focus is ensuring we move towards this goal at the required pace, primarily through climate mitigation action to cut, avoid or offset environmental consequences (like reducing carbon emissions and single-use plastic). Also, embedding climate adaptation action, to manage the city's response to the effects of climate change that are already having an impact, including flooding through extreme weather occurrences and temperatures.

It will look at a broad range of climate change interests, such as carbon reduction, sustainable development, air quality, transport, circular economy, and adaptation as part of NRS's Climate and Sustainability Programme.

George Gillespie said: *"The board will provide the oversight and leadership required to ensure that [The Glasgow Climate Plan](#), and therefore sustainability, is central to the Council's every action.*

"Becoming a sustainable, zero-carbon city, requires a stream of innovative and sometimes radical projects to transform our city and we will also be assessing partnerships and emerging projects, supporting the ones that will help Glasgow meet its ambitions."

George Gillespie was also invited to speak at the opening plenary session of the All-Energy Conference on 11 May at SEC Glasgow attended by, among others, COP26 President **Alok Sharma** and First Minister **Nicola Sturgeon**.

BEST BAR NONE

NRS staff recently launched the Best Bar None Glasgow Awards 2022 at the Grand Central Hotel.

The **Best Bar None (BBN)** initiative in Glasgow is designed to encourage licensees to develop best practice within the five licensing objectives: Preventing Crime and Disorder; Securing Public Safety; Preventing Public Nuisance; Protecting and Improving Public Health; and Protecting Children and Young Persons from Harm.

The scheme helps encourage responsible drinking and reduce anti-social behaviour across Glasgow.

Glasgow City Council has administered the BBN

Initiative since 2005 on behalf of The Alcohol and Drugs Partnership in Glasgow. BBN is a national initiative administered by the Scottish Business Resilience Centre (SBRC) and supported by a number of National Sponsors in the drinks industry.

Lisé Fisher, Neighbourhoods Liaison Manager (City Centre and ADP), welcomed licensees to the post-pandemic launch event which attracted interest from venues keen to get involved in the hotly contested awards which recognise the work licensed premises do to enhance public safety and customer care in the city.

Speakers on the day included **Graham Clarke** of Westbourne Park Solutions and **Nicola Walker**, Manager of Glasgow's Gold Award winning Driftwood Bar, and current Designated Premises Manager of the year.

The launch was organised by **Louise McMonagle**, **Campbell Bern** and **John McCullagh**.

Pictured at the event are Nicola and Lisé (front left to right) and Sergeant Keith Jack of the Scottish Business Resilience Centre; George Gillespie, Executive Director NRS; Andy Waddell, NRS Director of City Operations and Graham Clarke (back left to right).



GOOD FOOD FOR GLASGOW

NRS Sustainability is a partner in **Glasgow Food Policy Partnership**. They have recently launched the new **Good Food for Glasgow** campaign. The Campaign aims to increase engagement with the new and existing Good Food work in the city - Good Food meaning food which is accessible, affordable, healthy, tasty, good for workers, and good for the planet. The Campaign aims to engage people with the **Glasgow City Food Plan** and further the Plan's aim of making Good Food accessible for all.

After having launched at an event for the hospitality sector at City of Glasgow College, the Campaign's next in-person events will be running a creative workshop at the 3-day [Dandelion Festival](#) from the 17-19 June and at Glasgow Community Food Network's **Festival of Growing** Solstice Event on the 21 June.

You can keep up with the campaign on Facebook and Twitter @GlasgowFPP, or on Instagram at @goodfoodforglasgow.

*"The campaign aims to send out a strong and positive message to different organisations, businesses and individuals across Glasgow about the importance of Good Food and how they can get involved with the delivery of the Glasgow City Food Plan", says **Riikka Gonzalez** from Glasgow Food Policy Partnership.*



LIVEABLE NEIGHBOURHOODS AND ACTIVE TRAVEL

Liveable Neighbourhoods is Glasgow's approach to blending the 'place' principle and '20-minute neighbourhoods' concept. The **NRS Liveable Neighbourhoods and Active Travel team** is currently working on Liveable Neighbourhood Plans for Govan-Kingston, Langside-Toryglen, Ruchill-Cowlairs and Dennistoun-Cranhill, with all of the city's neighbourhoods to be developed in subsequent tranches. The project team works with local communities and stakeholders to identify and co-develop proposals based upon the themes of Active Travel, Everyday Journeys, Local Town Centres and Streets for People: <https://storymaps.arcgis.com/stories/5d034673c6a24faeab4596b92f01c07d>



The team undertook a site visit to Stirling at the end of March to observe and learn from similar activity being undertaken in neighbouring local authorities.

Part of the day was devoted to participating in the **Living Streets Scotland** summit. After a morning of plenary sessions, the team joined other officers to witness a trial school streets project being undertaken at Riverside Primary. The team spent the rest of the day walking between key sites for historic and planned urbanist and active travel improvements in Stirling.

The **Active Travel Strategy**, formally adopted by GCC, focuses on three policy and action areas: Connectivity, Unlocking Change and Thinking Differently. Work is now underway to develop the 270km City Network and Behaviour Change plan contained within the strategy: <https://www.glasgow.gov.uk/activetravel>

SAFETY IN WATER

Scotland features some of the most magnificent rivers, lochs, canals and reservoirs in the UK. On a warm, sunny day it may be tempting to go for a dip in a river or loch, but open water is dangerous. It can be very cold just a few feet under the surface. Cold water shock affects your ability to breath, overwhelms your ability to swim, and leads to drowning. It can affect even the strongest swimmers. Even in high summer, all waters around Scotland are cold enough to induce the cold-water shock. An average 10 people die in Scotland each year because they fell in water while out for a run or a walk.



NRS Neighbourhood Coordinator **Imran Masood** for Southside Central ward attended the Water Safety Event organised by Scottish Fire and Rescue Service, Police Scotland, HM Coastguard, Scottish Ambulance Service and Glasgow Humane Society. He says *"It is very important to spread the water safety message to local communities as summer is approaching and more people are planning outdoor water activities. This event was very informative as many people underestimate the dangers of open waters. I am keen to invite partner services to the local community council meetings to further spread the message of dangers in water"*.

ROYAL RECOGNITION

Denise Hamilton is set to receive the MBE medal for her services to local government and her role in the successful delivery of COP 26. This was one of the largest events ever staged in the UK and was delivered under very difficult circumstances.

Denise said *"I am delighted and surprised to receive an MBE for COP 26. I was lucky to be given the opportunity to lead the COP 26 team and would like to extend my thanks to them and to all the NRS and GCC teams and partners who supported delivery of the event"*.



BIN BUSY

The period 2020 to 2022 has been very active for NRS Waste Management in bin replacement and repair. So, what's bin done?

School Bins Project

Between August 2020 and April 2021, a project to replace old and damaged bins within all schools saw over 1,400 new 1,280L General Waste and Recycling Bins delivered, and damaged bins removed. This provided additional waste containment in all city schools. In some primary schools recycling initiatives were established.



The project also refurbished around a hundred School Bins giving Education reserve stock.

Park Bins Project

Between March 2021 and August 2021 a project to replace old, damaged and lower-capacity Park bins delivered 577 new large-capacity litter bins to parks through the city and removed 1,800 lower-capacity bins. All parks received at least an additional 60% capacity and all bins were strategically positioned at high footfall areas and entrances/exits to Parks.

Solar Bin Project

Following a successful trial in 2018, 26 x 360L bins were removed from Buchanan Street in April 2021 and 12 Solar Compacting bins (8 single units and 4 double units with Recycling bins) were installed. The installation of these solar compacting bins has seen a 77% reduction in number of collections on a weekly basis and on average a 73% collection efficiency.



QR Code Project

Between October 2021 and March 2022, QR codes were deployed to all Street bins (5,000), Park bins (577) and Public Recycling Point bins (1,700). The QR code enables members of the public to report an issue with the bin, for example bin overflowing, damaged or graffitied. Once the enquiry has been submitted via an online form, a call is raised in Remedy and is sent to the local depot or graffiti team to action. 60% of calls being raised are coming via the QR code process. <https://www.glasgow.gov.uk/index.aspx?articleid=20206>

Staff from **NRS transformation team**, **Blochairn Bin Delivery team**, **Blochairn site staff**, the **Bin Repair team**, **The Performance Team** and local **depot staff** were all involved in the successful delivery of this project.

John Hughes, NRS Project Manager said *"Without the collaboration, dedication, hard work and expertise of all staff these projects would not have been delivered as successfully and on time as they were. They were a credit to themselves and the service"*.

STAFF NOTES

Marie Fitzpatrick, NRS Asset Management Project Manager, is a joint winner of the Society of Chief Officers of Transportation in Scotland (SCOTS) Achievement Award 2022. Head of Technical Services **Christine Francis** says: *"Marie has worked tirelessly to drive the asset management project forward, bringing fresh insight to the project. Her dedication and enthusiasm have been invaluable"*.

George Gillespie, Executive Director of NRS was part of **Team McKeown** who, in four days at the end of April, walked the West Highland Way, raising over £34K for Macmillan Cancer Support.