



Message from George



Welcome to this latest edition of our NRS The Loop newsletter. Many of you, over the past two months, staff, supervisors and managers, will have had your first chance to participate in our NRS People Programme, meeting Directors and Senior Managers at your place of work. If that chance has not yet come to you it will not be far off. The first article below describes a 'back to the floor' day carried out by our Director of City Operations, Andy Waddell. We are listening and we are learning.

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.

Back to the Floor

As part of the **NRS Internal Communication Strategy**, back to the floor events have been organised, allowing our Leadership and Senior Management Team to spend time with colleagues from within the service and find out more about their role.

Andy Waddell, NRS Director of City Operations, spent a day engaging with colleagues from within our Community Safety and Community Services teams.



Andy commented, *"I had a jam-packed day. It was a real eye opener for me, finding out more about the many teams we have within these services. It was an opportunity to listen to feedback on our service and for colleagues to share best practice. I was filled with admiration and pride for the dedication and professionalism of our staff. On behalf of our leadership team, I'd like to thank our staffing teams for their contributions."*

The day included a visit to our Alarm Receiving Centre, Glasgow Operations CCTV Control, Traffcom and Security Services.

In the afternoon, Andy was able to visit our community facilities, receive updates on our Hate Crime work, listen to presentations from our Community Justice Service. He met staff involved in our Human Trafficking Service, Violence Against Women Service and ASSIST, our Domestic Abuse Court Advocacy Service.

Jamie Callaghan, one of the staff who met with Andy said, *"It was a great opportunity to highlight some of the work our teams carry out to Leadership. My team enjoyed the experience of having face to face discussions on our successes and challenges"*.

Back to the Floor events will continue to take place throughout the year. If you would like service Leadership to arrange a visit to your workplace, please email NRSAnnouncements@glasgow.gov.uk

Neighbourhood Liaison

NRS Neighbourhood Liaison is the first point of contact for Elected Members, community councils and resident groups. The teams work in partnership with colleagues across the council and external agencies to problem solve local issues, whilst keeping Elected Members and the community appraised and, where appropriate, involved in the process.

Supporting primary pupils' campaign for cleaner, greener community

The **NRS Neighbourhood Coordinator** responsible for Knightswood, **Martin Neill**, has been supporting a team of P4 pupils from **Bankhead Primary** who have launched a campaign for a cleaner, greener environment and to promote recycling.



The pupils designed banners to encourage people to keep local streets clean, recycle litter, and go green. The launch of the new banners coincided with a plastic water bottle campaign to help reduce plastic in the school. Pupils had a day of activities to raise awareness of how to look after their local community and environment. Shortly before breaking for the summer, they collected used batteries for recycling and encouraged their families and friends to do the same.

Pupils from Bankhead's Eco Committee are now calling on people across Glasgow to think about the harm litter can have: *"If we drop litter, it will go into the drains and then into the River Clyde. Then it can go into the ocean and harm animals, so we made the banners because we want everybody in Glasgow to put their litter in the bin. If we don't protect our city and planet, there will be no habitats for the animals, so we need to work together to protect the environment."*

Lanes and Streets Improvements

The Lanes and Streets Improvement Project has encouraged a group of local residents to come together to improve Clifford Lane in Kinning Park. With support from **Govan Neighbourhood Coordinator Jim Ellis** and the GCC Private Lane Strategy the group have met regularly to discuss ongoing improvements to the lane and surrounding area.



Clifford Lane has had a number of issues over the years and has fallen into a state of disrepair. At the end of May a group of twenty residents got together to clean up the lane. **NRS** helped by providing a skip, link-tip and litter picking equipment.

The event was the first stage in the transformation of the lane. Working together they are now looking to apply for funding between £1,000 - £20,000, through "The Support for Lanes Fund", to make long term improvements.

The event encouraged other neighbours to get involved in the clean-up and boost the organisation's numbers, and a week later, with similar NRS support, the Clifford Lane Clean Up Group held a day of action, cleaning another part of the lane. There are now four different lane groups in the Ibrox/ Cessnock area looking to work together to enhance their lane and the surrounding area.

Active Travel - Joining it Up

Development of **Active Travel** is at the heart of creating a Sustainable Glasgow and meeting the city's targets for reducing our carbon footprint.

It's therefore highly appropriate, and commendable, that **NRS Technical Services** have been shortlisted for three projects in this year's **Scottish Transport Awards** and **Association for Public Service Excellence (APSE) Awards**. Scottish Transport Awards has shortlisted two active travel projects. **Connecting Woodside** has been shortlisted for the 'Most Effective Road Safety, Traffic Management and Enforcement Project' as well as for 'Excellence in Walking, Public Realm & Cycling'. This project is an area-wide active travel project and is the first of its kind in Scotland, focusing on place enhancements, segregated cycle infrastructure and improved connectivity for pedestrians and cyclists.



Also shortlisted in the first category is our **Cycle Activated Signage** project - a first in the UK for a local authority, designed to reduce incidents of conflict between cyclists and vehicles, particularly where travel routes cross side roads or building entrances.

The success of our **Secure On-Street Parking** project has been recognised by APSE by inclusion in the shortlist for The Best Innovation or Demand Management category.

Christine Francis, Technical Services Manager, said: *"The active travel team bring energy, enthusiasm and professionalism to the development of active travel in Glasgow. I am very pleased and proud to see the quality of their work recognised nationally."*

In-House Design Continues to Deliver

Designed by **NRS in-house design team**, North Kelvinside Primary School was opened in May 2022 at a construction cost of £16.5m. The four storey, split level building will house up to 336 pupils across a variety of 'state of the art' spaces. The atrium at the heart of the school links the community-use block and the school wing on the upper level. The community have access to book a 4 court sports hall with associated changing rooms and lettable meeting spaces.



Within the upper school block, the classrooms bookend flexible breakout spaces which allow independent or focussed learning opportunities. The hub of the teaching block is a generous top-lit seating stair. At the foot of the stair is a multi-media space, whilst on the top floor a kitchen and seating area allows pupils to develop catering and enterprise skills. Externally the school has exciting playground spaces across the undulating site. This includes a school and community-use 11-a-side all weather pitch; a re-surfaced MUGA; traditional play spaces; a woodland learning area; and a shared garden with the adjacent nursery.

Group Manager **Lisa Le Grove** notes, *"the Council's in-house design and technical team have worked well together to deliver the 49th new primary school for the citizens of Glasgow since 2002"*.

Michael Buskie - Ironman

Ironman Lanzarote is multisport event, consisting of a 2.4 mile ocean swim, 112 mile hilly bike ride and, to finish, a 26.2 mile run. Yes, a full marathon to finish!

This May our colleague in **NRS Housing**, Michael competed and finished 9th overall in his age group, and 2nd overall from all 14 UK Competitors. An incredible achievement!



Silent Running in the Alarm Receiving Centre

Lorri Hales, a member of NRS staff at our **Alarm Receiving Centre** (ARC) at Blochairn, can lay claim to inspiring the recent release, by the Scottish singer and songwriter BA Robertson.

Lorri's partner had the unreleased track on his car playlist (he knows BA) and when it popped up on a journey she was moved to tears. She thought it was highly relevant to the situation in Ukraine, conjuring images of ordinary people whose lives were suddenly blown apart.

Lorri realised that it could be a great way to raise money to help people in Ukraine. She insisted her partner call BA immediately to ask if he would allow the song to be released as a fundraiser for Ukrainian people, for the children and refugees.

BA agreed, *"Steve told me how Lorri reacted to the song when she first heard it. She felt it had been written about the Ukraine conflict. I had forgotten about this performance, so it was easy to say, 'Let's do it'."*



Alloy Update - Domestic Waste and Streetscene

We've reported before on the introduction of the Alloy Asset Management system within **NRS Operations**. The rollout of the system to **Domestic Waste Services** will be completed in the next few months and a poster campaign is being launched in all Depots to update staff across the Services.

Making good progress the next phase moves to **Streetscene**, where engagement workshops are already underway. A Managers' Brief will be issued next week to give all Streetscene staff more information on what the rollout of Alloy means for them.

An **Alloy Support Webpage** has been developed by **NRS Promotions and Engagement** to support the Alloy Programme, with information including training videos and materials to support Domestic Waste staff. Support materials for other areas of NRS will be added as the project expands.

To quote **Andy Waddell**, NRS Director of Operations, in his introductory video: *"Alloy will make our service much more efficient and make the job easier for everyone."*

To find out more visit the web page: <https://www.glasgow.gov.uk/index.aspx?articleid=26619>.



The Glasgow City Centre Transformation Plan - Public Consultation

Glasgow City Council is in the process of producing the CCTP which will replace the current *City Centre Transport Strategy 2014 to 2024* and provide a clear framework for transport decision-making in Glasgow City Centre and make it a place where everyone can thrive.

There will now be a seven week public consultation on the draft CCTP. This will comprise a series of virtual workshops with stakeholders on several themes.

An online survey is live until noon on Monday 12 September 2022. It can be accessed at: <https://www.glasgow.gov.uk/city-centre-transformation-plan>. The draft CCTP and associated documents, including translated versions, can also be viewed here.

All internal GCC staff are invited to take part in the survey and provide feedback on the draft CCTP, with views sought on interventions that aim to make enhancements for commuters, residents and visitors in the City Centre.