



Glasgow Community and Safety Services

Neighbourhood Improvement Volunteers **GETTING STARTED**

cleanglasgow

it's our city - play your part



www.cleanglasgow.com

Getting started as a NIV

contents...

2 - Contents

3 - Welcome and Introduction

4 - Neighbourhood Improvement & Enforcement Service (NIES)

5 - Neighbourhood Improvement & Enforcement Service (NIES)

6 - Getting started

7 - Getting started, additional support

8 - Case Study - NIV016

9 - Additional resources

10 - Health and Safety

11 - As a NIV you get a priority service

Getting started as a NIV

Welcome and introduction

I would like to take this opportunity on behalf of Glasgow Community and Safety Services to thank you for becoming a Neighbourhood Improvement Volunteer. Since 2007, the Clean Glasgow campaign has proven to be pivotal in bringing services and communities closer together, making our city Cleaner, Safer and Better.

The aim of the Neighbourhood Improvement Volunteer (NIV) scheme is to encourage and support residents who are interested in playing an active role in tackling environmental problems within their communities.

NIVs are engaged in a range of activities such as; monitoring the cleanliness of their local streets, reporting grime crime issues such as fly-tipping, graffiti and dog fouling, organising litter clean up events and promoting the Clean Glasgow agenda to their friends and neighbours.

The NIV scheme is a flexible programme that can be tailored to fit around your existing interests and time commitments. With your help we can make Glasgow a better place to live, work and play.



Phil Walker
Managing Director
Glasgow Community and Safety Services

Getting started as a NIV

Neighbourhood Improvement & Enforcement Service (NIES)

The NIES plays a pivotal role in the Clean Glasgow campaign. We engage with communities from across the city and make it possible for everyone to play their part. We work with local groups, schools, businesses and individuals to provide a community led response to grime crime issues such as litter, fly-tipping, graffiti and dog-fouling.

The service is responsible for implementing the Neighbourhood Improvement Volunteer (NIV) scheme and provides training and support to over 300 active volunteers across the city.

2011 proved to be a very successful year for the Clean Glasgow campaign as the city was awarded its highest ever cleanliness score from Beautiful Scotland. It is no surprise that this result coincided with the highest number of volunteer hours committed in any calendar year since the launch of the Clean Glasgow campaign. More than **40,000** hours were committed throughout the year.

The equivalent of 769 hours per week!



Getting started as a NIV

Neighbourhood Improvement & Enforcement Service (NIES)

Neighbourhood Improvement Volunteers

NIVs are individuals who play an ongoing role in the Clean Glasgow campaign by adopting a zone in their local neighbourhood and taking action to improve its cleanliness.

The programme is designed to be fluid and adaptable so that everyone, regardless of time commitments, physical capabilities, specific interests or location can play a part in enhancing their neighbourhood. NIVs are provided with equipment such as a litter-picker and gloves so they can clean their own zone and are encouraged to report other grime crime issues such as graffiti, fly-tipping and dog fouling. As a NIV you will be able to access an enhanced response from whichever service provider is responsible.



Getting started as a NIV

Getting started...

The aim of the Neighbourhood Improvement Volunteer scheme is to provide a straight forward way for people to take direct action against environmental incivilities such as litter, fly tipping and graffiti. The Scheme is designed to be flexible, although we find that the following framework helps volunteers maximize their efforts:

- **Zone**

Choose an area that you want to look after, this will be referred to as your Clean Glasgow Zone. It might be the streets around your house, the perimeter of your local school or the local park; basically any public place that you want to keep tidy.

- **Survey**

Take a walk around your zone and determine what environmental issues affect it. Is there a problem with litter? Fly tipping? Dog fouling?

- **Action**

A NIES Development Officer will assist you to create a simple action plan based on the findings of your survey. For example, if litter is a significant problem perhaps organising and promoting a community clean up with your neighbours might help. Calling the council to report fly tipping and graffiti is another possibility.

- **Survey**

After a few months conduct another survey. Have conditions improved?

- **Action**

Is it time for another clean up?

Getting started as a NIV

Supporting your activities...

Additional Support

Every action you take will help improve your zone.

As it improves, the zone will become less likely to attract vandalism, graffiti and associated antisocial behaviour. The NIES can help with identifying additional ways to improve your zone.

We regularly liaise with other service providers such as Land and Environmental Services and the GCSS Community Reparation Service. This service specialises in clearing publicly owned land of litter, fly tipping and overgrown vegetation.

They also construct planters, picnic tables and wooden benches. If any of these would enhance your zone, we can assist in arranging a site visit to determine your requirements.

We will also introduce you to others in the NIV Network so that you can share ideas and compare successes.



Getting started as a NIV

Case Study - NIV016

Barrie has been involved in the Clean Glasgow campaign since 2007 and has made significant improvements to a number of sites in Garrowhill and Ballieston in the East End of the city.

Not only does he contribute a vast amount of his own time to tackling issues such as litter and fly posting, he has helped recruit and support a number of other volunteers in his neighbourhood. Barrie has a keen interest in gardening, and along with other volunteers in The Garrowhill Garden Estate Community Group, has transformed a number of neglected sites into vibrant, community greenspaces to the benefit of the local population.

Barrie and the group have worked with schools, nurseries and local businesses to clean up and improve various locations throughout his neighbourhood and his efforts have been recognised at a local and national level. Barrie won a Clean Glasgow award in 2010 and the group have won various Beautiful Scotland awards and been recognised by the Royal Horticultural Society.

His commitment to the Clean Glasgow agenda is a demonstration of what can be achieved by committed individuals involved in community-led, environmental action.



Getting started as a NIV

Additional resources

Clean Glasgow encourages residents to report environmental issues in their local neighbourhood. A freephone number and online form was set up to make it as easy as possible for people to report issues such as littering, fly tipping, graffiti and dog fouling.

As a Neighbourhood Improvement Volunteer, you will receive an **enhanced service** when reporting environmental problems in your neighbourhood. If you quote your NIV number, (supplied by your NIES officer) when reporting such issues, you will receive a priority service from the team dealing with your request.

If you see something, say something:

Report Dog Fouling -	0800 027 7027
Graffiti removal -	0800 027 7027
Report Fly Tipping -	0800 027 7027
Report Fly Posting -	0800 027 7027
Crimestoppers -	0800 555 111
Strathclyde Police -	0141 532 3000
Roads and lighting faults -	0800 37 36 35
Water mains burst -	0845 600 8855
Bulk refuse uplift -	0141 287 9700
Needle uplift -	0141 287 9700
CCTV control centre -	0141 287 9999
Abandoned cars -	0141 276 0859

Getting started as a NIV

Health and Safety

YOUR SAFETY IS OUR PRIMARY CONCERN.

Although being a Neighbourhood Improvement Volunteer is not inherently risky, you should be aware that hazards may exist. Before you begin volunteering a Development Officer will come to meet with you, have a walk through your zone and conduct a thorough risk assessment. By following the recommendations of the assessment, the chance of any harm will be minimized. To further ensure volunteer safety, we have established a lone worker Control Centre.

Control Centre -

The control centre will establish that you have arrived home from your activities or send assistance should you fail to do so. In order to be covered by GCSS insurance, NIVs should notify the Control Centre before undertaking any volunteer activities.

1. Logging On

Contact the Control Centre **0141 276 7695** and provide:

- Name
- NIV Number
- Contact Telephone Number
- Area of Deployment
- Purpose of activity i.e. Litter Pick
- Details of other volunteers involved
- Intended Times of Activity

2. Logging Off

Contact Control Centre **0141 276 7695** and inform the controller that activities have been completed.

3. Response

If a volunteer logs on but does not log off, the Control Centre will attempt to contact the volunteer to make sure they are ok. If the volunteer can not be reached, their emergency contact will be notified. In the event of the emergency contact not knowing the volunteer's whereabouts, emergency services will be called.

4. Reporting an Incident

Contact the Control Centre 0141 276 7695 if any incident occurs which results in experiencing injury or personal distress.

Note: The Purpose of NIV contact with control room is purely for Lone Working. In an emergency 999 should always be the first course of action.

As a NIV you get a priority service

Call 0800 027 7027 Quote Your NIV PIN _____

Glasgow Community and Safety Services NIES

Service Manager

Fionna McClory 0141 276 7502
fionna.mcclory@glasgow.gov.uk

North & East

Senior Development Officer
Gabe Wortman 0141 276 7434 e: gabe.wortman@glasgow.gov.uk
North Development Officer
Carol Lang 0141 276 7428 e: carol.lang@glasgow.gov.uk
East Development Officer
Sandy Johnston 0141 276 7532 e: sandy.johnston@glasgow.gov.uk

South East

Senior Development Officer
Faisal Yusuf 0141 276 7555 e: faisal.yusuf@glasgow.gov.uk
South East Development Officer
Ryan Noble 0141 276 7539 e: ryan.noble@glasgow.gov.uk

South West

Senior Development Officer
Gabe Wortman 0141 276 7434 e: gabe.wortman@glasgow.gov.uk
South West Development Officer
Sarah Robinson 0141 276 7727 e: sarah.robinson@glasgow.gov.uk

Centre & West

Senior Development Officer
Faisal Yusuf 0141 276 7555 e: faisal.yusuf@glasgow.gov.uk
Centre and West Development Officer
David Walker 0141 276 7624 e: david.walker@glasgow.gov.uk

Glasgow Community and Safety Services Tel: 0141 276 7400 www.saferglasgow.com

cleanglasgow

it's our city - play your part



www.cleanglasgow.com



www.saferglasgow.com

Glasgow Community and Safety Services,
Eastgate, 727 London Road, Glasgow, G40 3AQ

t: 0141 276 7400

e: gcsenquiries@glasgow.gov.uk



EUROPE & SCOTLAND
European Social Fund
Investing in your Future

Glasgow Community and Safety Services is a limited company incorporated in Scotland (No. 130604) and a registered charity (SC017889). Managing Director: Phil Walker