

# Insider

A world class city with a thriving and inclusive economy where everyone can flourish and benefit from the city's success



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## KEEPING YOU INFORMED



If you work in any of our city centre offices, or even just often visit, it won't have escaped your attention that Hollywood has returned to the streets of Glasgow in recent weeks.

From major movies to a diverse and dynamic independent production sector, film and television play a really significant role in the city's creative economy.

That is just one of the reasons why the announcement that Channel 4 plans to establish a new 'creative hub' in the city is so exciting.

As you may know, Glasgow bid earlier this year to host a new National HQ for the broadcaster and our pitch, chaired by broadcaster Stuart Cosgrove was shortlisted along with cities like Manchester, Birmingham and Leeds.

While we ultimately lost out to Leeds on that occasion, the board at Channel 4 were excited enough by what they saw in Glasgow to select it as the location for one of two hubs from where they will commission programmes and content, with another in Bristol.

The benefits for production companies already working in the city are huge – but the potential to drive new opportunities for future generations studying and looking to work in these industries is arguably even greater.

A small group of your colleagues, from across various parts of the council family, worked on the bid over a really short and intense period and I'm very proud of what they've been able to deliver.

You should already know that, since the last edition of Insider, the council has chosen a new pay and grading structure.

That change is necessary as part of the process of dealing with outstanding equal pay issues and most of you will be aware that many of your colleagues took part in two days of industrial action during October. I was very disappointed that we reached a point where the strike went ahead – partly due to the inevitable impact on services, but also because of what it meant for the staff involved.

We all need to understand the strength and depth of feeling that exists about equal pay; in our workforce and in the community. We also need to remember that, while the current negotiations are still relatively new, for many of our colleagues this issue is more than a decade old.

However, I am also mindful of the very significant personal commitment the leader of the council has made to resolve these claims - a commitment I share – and that is why I believe the strike was not necessary.

During the industrial action, I heard it suggested in one radio interview that the strike had been called because the council was planning to make a low, take-it-or-leave-it cash offer to claimants, right before Christmas.

That's rubbish. The way the negotiations are structured wouldn't allow it and, more importantly, it's just not what the council leader and our other elected members have asked us to do.

We want to make an offer in December, yes - but the whole point of the negotiations is to make sure that the substance behind any offer; the nuts and bolts, and the methodology have already been agreed. I can't be clearer. We have to meet our obligations on equal pay and we will negotiate to settle these claims.

As always, I would like to hear from you if you have any comments or ideas. You can contact me by [email](#).

### ON THE COVER

Some members of the DRS Business Glasgow team.



### SOMETHING TO SAY

If you have a news story, feature idea or anything else you feel is interesting contact your service representative, email your ideas to Insider or phone **287 0924**.

**Don't miss the next issue of Insider out on 3 December 2018.**



## TWO TEAMS SCOOP COSLA EXCELLENCE AWARDS



One Glasgow Reducing Offending Partnership Team receiving their special award for 'Best Team'.

Congratulations to two council teams who made it through to become silver award winners at the 2018 COSLA Excellence Awards on 11 October at the Fairmont Hotel in St Andrews.

### GDPR team

Our council GDPR implementation team were shortlisted in the category of 'Service Innovation and Improvement'. Consisting of a team of 40 in-house specialists from across the council family, the project successfully rolled out the change in data protection law across all areas of the business, following the introduction of the General Data Protection Regulation (GDPR).

**Kenny Meechan**, Data Protection Officer and Project Lead said: *"This was the biggest change in the legal landscape in recent decades. With over 30,000 staff to keep informed of how this would change our ways of working – the scale of the project was immense.*

*"The success of the project saw the recent European Championships delivered in a GDPR compliant manner, over 200 new privacy statements developed and more than 250 data processing agreements updated. And for the first time we shared all our project plans, knowledge and engagement material with*

*other Scottish local authorities and other public sector organisations such as Police Scotland and NHS Scotland. The Digital Partnership have estimated that this support and guidance has saved well in excess of £1m of duplicated work across the public sector. The project has placed the council at the forefront of GDPR compliance in Scotland.*

*"Data protection is at the heart of everything we do at the council due to the large number of people we interact with on a daily basis. Making sure that our future processes for collecting, sharing and processing personal data were GDPR compliant took a large project team, over a year to carry out over 300 individual tasks."*

### One Glasgow Reducing Offending Partnership Team

A cross partnership team, which includes Police Scotland, Glasgow City Health and Social Care Partnership and Community Safety Glasgow, was shortlisted in the 'Achieving Better Outcomes in Partnership' category. They also won a special award on the night for 'Best Team.'

The Programme, developed in 2011, was created as a model of best practice for key city partners to work better together - by reviewing, demonstrating

and recommending how public sector service outcomes could be improved. A key priority was to reduce offending amongst young people in the city aged between 12 and 25 years by referring them early on to the various support agencies.

**Tom Jackson**, Head of Community Justice said: *"The Partnership works with young people to find early intervention and alternative interests for individuals who are offending or are at risk of offending. Our collaborative approach, sees key partners come together to make early contact with young people in the criminal justice system, including prison and care leavers, to reduce pathways into offending.*

*"We recognise that no single organisation, or service, can reduce offending in isolation so our approach demonstrates that by working closely together we can benefit the lives of young people, improve services and keep our citizens safe."*

This city-wide partnership has supported positive outcomes across Glasgow over the first four years of its operation and has seen a noted reduction in recorded crime and reconviction rates for under 25 year olds.

## ROOM FOR ONE MORE – CAN YOU GET INVOLVED?

Last month saw the launch of Families for Children Short Breaks campaign 'Room for one more?'

That's the question we are asking the people of Glasgow.

You too could help families in Glasgow by inviting a child to your home for one or two evenings a month.

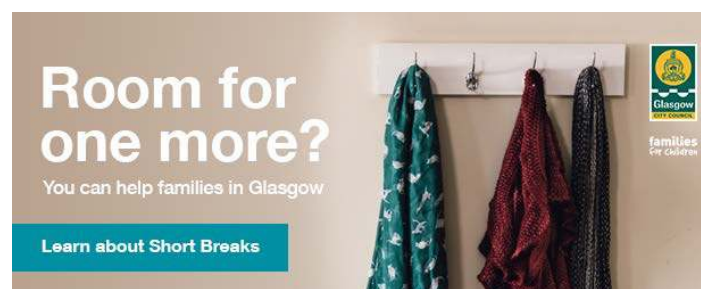
Aileen Shaw, Service Manager at FFC said: "Many of our respite carers work full time and really enjoy providing short breaks for a weekend or a few nights a month knowing that they are making a real difference."

If you have a spare bedroom and want to help children and young people then we would love to hear from you."

The new campaign for short breaks will be seen on TV, radio, digital and social media. The creative shows someone's house with one space always free. A seat at the table, empty hanger on a coat rack or a space at a board game.

We are focussing on the little moments and places at someone's home which could include an extra person.

We need to raise awareness and encourage more people to consider short breaks. Please raise awareness and encourage your friends and family to find out more at [fosterglasgow.org](http://fosterglasgow.org)



### More information

You can view the campaign video at <https://www.youtube.com/watch?v=564zSeJBAlM&feature=youtu.be>

To find out more please visit [www.fosterglasgow.org](http://www.fosterglasgow.org)

Want to chat about fostering or adopting?

Phone **0345 276 5555**

or email [families.children@sw.glasgow.gov.uk](mailto:families.children@sw.glasgow.gov.uk)

[www.facebook.com/glasgowfamiliesforchildren](https://www.facebook.com/glasgowfamiliesforchildren)

@fosterglasgow

#opentoshortbreaks

## ENCOURAGING MORE YOUNG PEOPLE TO ACCESS HIGHER EDUCATION

Every year the council produces a special publication that outlines services across the city to help and encourage young people into positive destinations and higher education from school.

Glasgow's figures for young people going to higher education has risen for the 10th year in a row and at 36% in 2017, this is the highest proportion of Glasgow's young people progressing into higher education from school ever and encouragingly, from some of the city's most deprived areas. In 2000, only 16.7% of school leavers in the city went to university. The increase compared to the previous years is really good news and a testament to the hard work, determination and commitment of pupils and their teachers across the city.

However, access to higher education can still be a daunting prospect for many young people in Glasgow. A few years ago the council produced a special widening access document for schools to access a number of initiatives across the city tasked with improving social mobility.

This has now been updated and published online to reflect and include new initiatives and projects with our stakeholders and partners.

Find out more about what's available to young people and schools across the city and contributing to raising the aspirations of Glasgow's pupils and more information on Developing the Young Workforce, Employability and Enterprise Programmes in Schools

You can read the full Social Mobility Document 2018 [here](#)



# DATA DESIGN AND INNOVATION MAKING IT REAL

The Data Centre of Excellence (DCOE), an inter-departmental collaboration on data-driven decision-making was established in 2016

*Jenny O'Hagan at one of the visualisation walls*

The team's vision is 'to embed a culture of data-driven decision-making using a design-led approach resulting in resource optimisation and better outcomes for our citizens.'

By making better use of data, the team contains several skillsets across departments to enable the council and its partners (including public and private organisations) make better-informed decisions and improved outcomes for everyone in the city.

## The team includes:

- Data Scientists – who analyse different city-wide data sets to make more informed decisions
- Design, Visualisation and Innovation Officers – making the captured data visually engaging as well as implementing new ways to empower businesses, citizens and communities using Design Thinking and other techniques
- Implementation teams – who put it all into practice
- ERDF-funded officers on 'Scotland's 8th City – the Smart City' programme.

## Show and Tell event

Having worked on several data-driven projects, the team felt it was now ready to showcase its work in its first major Show and Tell event.

On 28 September the team hosted guests from across the council family, other Scottish councils, including Edinburgh, Perth and Kinross, and Dundee. Other guests included Stirling University, Scottish Enterprise, Community Safety Glasgow and a representative of the Scottish Government. Held in the impressive Tontine building, the occasion provided everyone with an open space to create freely and openly engage.

The event included real data-driven demonstrations of live city-wide projects aimed to help make Glasgow

a world class city, particularly how best to align our scarce resources. It was all about demonstrating how data can be put into action. Examples included the use of a 3D Scanner that builds up 3D models of Glasgow's iconic buildings, and how data can be used to influence decisions on future public transport solutions

Guests were invited to take a walk-through of Zone E of the Tontine space which is perfect for showcasing the visual displays showing the history and current work undertaken by the DCOE. Afterwards, delegates free-roamed around the room, taking notes on the information displayed visuals on Visualisation Walls, giving the event an exhibition feel.

An afternoon session showcased twenty live demonstrations from a range of different innovative projects. These featured real time data, giving guests a great opportunity to interact across a number of themes including: people, place, neighbourhood and process.

DRS Head of Service Development (a leading member in the DCOE) **Jenny O'Hagan** said: *"The aim of the event was to raise awareness across the council family as well our external partners of what we do, how everything comes together and the benefits this brings across Glasgow."*

## What's Next?

The DCOE will follow up on new contacts to allow further development of projects. They are also developing a website which will also link to their social media – allowing regular updates on activities.

You can follow the team on **Twitter and Instagram @GCC\_D4D**

Get Involved – share your data

If you think your team would like to know more about this new data-driven approach to decision-making, please contact the [team](#).

# EUROPEAN INDOOR ATHLETICS RETURN TO GLASGOW



BELGRADE, SERBIA - MARCH 05: Selina Buchel of Switzerland wins the gold medal ahead of Shelayna Oskan-Clarke of Great Britain in the Women's 800 metres final on day three of the 2017 European Athletics Indoor Championships at the Kombank Arena on March 5, 2017 in Belgrade, Serbia. Belgrade 2017 Indoor Championships (Photo by Michael Steele/Getty Images)

Glasgow Life are working hard to prepare the city for its next big athletics sporting event - the European Athletics Indoor championship Glasgow 2019, from **1 to 3 March**.

Glasgow - and Scotland - will once again find itself at the forefront of the athletics world when the competition comes to The Emirates Arena – one of the largest indoor sporting venues in Europe.

**Billy Garrett**, Director of Sport and Events at Glasgow Life and Co-Chair of the Glasgow 2019 Steering Committee, said: *"We've enjoyed a fantastic run of international sporting events over the past five years in the city and the European Athletics Indoor Championships is another that we are hugely excited about."*

*"Glasgow will once again play host to some of the world's top athletes, where they will get to perform at a world class venue in front of packed and enthusiastic crowds."*

*"On the back of a wonderful first European Championships in August, the focus is now very much on preparing for another exciting event for the city. It's been 29 years since we last had the Championships here, which makes the countdown even more special."*

Over 600 athletes are expected to attend from over 45 countries – watched by an anticipated spectator audience of around 19,000. The television audience for the 2017 European Athletics Indoor Championships in Belgrade enjoyed 511 hours of competition that were broadcast by 28 national European broadcasters and Glasgow 2019 hopes to increase on those figures.

Six sessions will be competed across three action-packed days of competition, with qualifiers and finals

contested every day. Events include: the Women's 3000m and Men's Shot Put on day one; the Men's Pole Vault and Women's 400m on day two; and the Men and Women's Long Jump, 4x400m Relay, and 1500m all featuring on an exciting final day.

**Billy** added: *"This will be another spectacular event for the city - guaranteed to give the Scottish crowd unmissable entertainment."*



Laura Muir, 2019 European Athletics Indoor Championships Ambassador. Holds gold medal for the 1500m and 3000m at the Belgrade 2017 Indoor Championships

## More information

The full competition schedule is now live on  
[www.glasgow2019athletics.com](http://www.glasgow2019athletics.com)

Tickets are now available for all events – get your tickets today to be part of the action.



# Our Corporate Management Team

Our Corporate Management Team (CMT) has recently undergone some changes to reflect our council family review and encourage better ways of **thematic working**.

## Format and structure

Led by the Chief Executive, Annemarie O'Donnell, the CMT now consists of fourteen members made up of Executive Directors, Chief Executives of Arm's Length External Organisations (ALEOs) and Senior Strategic Advisers from across the full council family.


Meeting monthly, our CMT has a key leadership role to shape and steer the council on key strategic and statutory duties - to make Glasgow a world class city with a thriving and inclusive economy where everyone can flourish and benefit from the city's success.

**Anne Connolly**, Strategic Adviser to the Chief Executive said: *"We are continually looking at how the council family can work better together. One approach to this was to reform our CMT – and focus on strengthening our thematic ways of working. To do this we have created one single strategic leadership team which will be supported by regular Chief Executive briefing sessions with our Executive Directors.*

*"Our ALEOs will now be aligned to work more closely with core Service Executive Directors' Senior Management Teams (SMTs). This will allow them to focus on key themes to improve and streamline decision making and actions whilst delivering our **strategic plan**. The extended CMT meetings will no longer take place and some of the smaller operational ALEOs, who were previously members of this group, will now work directly with key SMTs to better align objectives. For example, City Parking will attend the Neighbourhoods and Sustainability SMT and Jobs and Business Glasgow will attend the Regeneration and the Economy SMT."*

**The reformed CMT will meet monthly and discuss key corporate management issues which includes:**

- current priorities within our strategic themes
- emerging issues
- our financial position
- staff issues such as equal pay and work force pay and benefits review.

 <b>Robert Anderson</b> Head of Human Resources	 <b>Pauline Barclay</b> Managing Director of City Property	 <b>Martin Booth</b> Executive Director of Finance	 <b>Richard Brown</b> Executive Director of Regeneration and the Economy
 <b>Anne Connolly</b> Strategic Adviser to the Chief Executive	 <b>Colin Edgar</b> Head of Communication and Strategic Partnership	 <b>Carole Forrest</b> Director of Governance and Solicitor to the Council	 <b>George Gillespie</b> Executive Director of Neighbourhoods and Sustainability
 <b>Ian Manson</b> Chief Executive of Clyde Gateway	 <b>Dr Bridget McConnell CBE</b> Chief Executive Glasgow Life	 <b>Maureen McKenna</b> Executive Director Education Services	 <b>Annemarie O'Donnell</b> Chief Executive
 <b>Graham Paterson</b> Managing Director of City Building	 <b>David Williams</b> Chief Officer Glasgow City Health and Social Care Partnership		

# CARE SERVICES WIN CAPA AWARD

Care Services won a 'Team and Culture' award at the 2018 Care Inspectorate conference. The award recognised work undertaken to encourage service users to increase their daily activity levels. The service supports over 6,000 elderly people across Glasgow to live independently in the community. For the past 18 months it has been participating in the Care Inspectorate's Care About Physical Activity (CAPA) programme.

Ten Reablement teams participated in the scheme. Staff worked closely with a specialist advisor and attended regular learning events to find creative ways to increase the everyday exercise tasks built into the reablement goals set for service users.

CAPA is based on research funded by the British Heart Foundation; it aims to prove the link between regular exercise and good mental and physical health for those receiving care.

**Frances McMeeking**, Head of Care Services at GCHSCP said *"We've achieved fantastic results by working with service users to implement simple changes to their daily routines."*



*Jill Scoular, Project Manager (left) and Julia Donaldson, Assessment Service Manager.*

*"Often, these changes are as simple as encouraging service users to walk to their front door to let in carers rather than waiting for them to use their key. But the lasting benefits to both physical and mental health has been amazing to see."*

**Frances** added: *"Working to the CAPA programme has enabled us to keep more service users living independently rather than being admitted to residential care. We look forward to continuing this important work."*

# MITCHELL LIBRARY WINS AWARD

An innovative project, involving staff from The Mitchell Library working in partnership with Glasgow Central Citizens Advice Bureau (CAB), has been recognised with a national 'Libraries Changes Lives' Award. The awards, run by the Chartered Institute of Libraries and Information Professionals (CILIP), champion excellence and innovation in UK libraries.

The Mitchell was recognised for the 'In-Reach' project, developed to provide counselling, support and advice to people affected by homelessness in the city's busiest library.

**Karen Donnelly**, Business Information and Mitchell Library Operations Manager, said: *"Through the In-Reach project, Mitchell Library staff and staff from*

*the Citizens Advice Bureau discovered we were in a unique position to be able to engage with a section of society who are very difficult to reach. These are people who might have thought that there was nothing in the library for them.*

*"The project has taken people off the streets, in some cases found them permanent homes, provided access to benefits they didn't know they were entitled to, supported them with financial, legal and medical advice, and offered people a warmth, kindness and a safe place to be."*

Glasgow Libraries received a £4,000 investment from CILIP to continue their innovative work.

## More information

To find out more about the In-Reach project, please contact [Karen.Donnelly@glasgowlife.org.uk](mailto:Karen.Donnelly@glasgowlife.org.uk)

To find out more about Glasgow Libraries, [visit](#)



# JACQUELINE IS A VOLUNTEER SUPREME

Jacqueline Murphy, Customer Business Services employee is a volunteering enthusiast.

Jacqueline works part time in the Customer Care Team in City Chambers. In her own time, she has a number of volunteering interests.

**Jacqueline** said: *"I like to keep busy and enjoy doing things that help others. I'm in my second year as a mentor for MCR Pathways mentoring programme, helping and encouraging my young person to develop and grow in confidence and ensure she has the opportunities to reach her full potential."*

*"I volunteer for Macmillan Cancer Support in various roles including Lead volunteer for macmillan@glasgow libraries information and support, and communications and media for Scottish Region. Giving some of my time helps to make sure no one faces cancer alone."*

Jacqueline added: *"In September I volunteered at the Lord Provost Macmillan coffee morning, giving out information and support chatting about the service we provide."*

*"I was a volunteer recently at the Civic Canteen for Glasgow 2018 European Championships Festival. It hosted a series of special workshops, exploring Scottish, European and International cuisine as the vehicle to promote cultural integration."*

*"I also volunteered at the Commonwealth Games 2014 opening ceremony as part of the staging team and the closing ceremony I was a performer and flag bearer representing Tuvalu."*

Jacqueline concluded: *"Volunteering is a great way to help others. It's also fun and sociable, facing new*



Jacqueline at the Lord Provost's Macmillan Coffee morning in September.

*challenges and developing your skills. I've met a lot of lovely people through my involvement in these initiatives. I'd definitely recommend it to others."*

## Would you like to volunteer

The council is committed to providing staff with opportunities to volunteer that allow you to develop yourself and learn more about the city we all work for.

Find out more on [Connect](#)

If you would like to know more about how we support staff who wish to become an MCR Pathways Mentor, visit [Connect](#)



# Calling all Santas!

**Sign up for this year's  
Glasgow Santa Dash**

SUNDAY DECEMBER 9, 2018 - 9.30AM ENTER ONLINE AT: [www.glasgow.gov.uk/santadash](http://www.glasgow.gov.uk/santadash)

Join thousands of children, adults and families taking part to raise money for great causes!



ST ENOCH

[glasgowlive.co.uk](http://glasgowlive.co.uk)



# CBS STAFF LEARN SIGN LANGUAGE



Christine (front) with her colleagues: Susan Brady, Sandra McNamee, Gillian Stewart, Linda Fergus, Caroline Cairns, Ramzana Aslam, Nicola Rae

**Christine Glass**, who works in the Customer and Business Services' Accounts Payable Team, is profoundly deaf – and is also a British Sign Language (BSL) teacher.

Christine, and her colleagues, wanted to be able to communicate and engage with one another better – both about work-related information and for general conversation. So, Christine – with the support of her manager, Susan Brady – offered to teach her colleagues how to communicate using BSL.

**Christine** said: *“We thought it would be helpful if everyone learned some everyday language and some essential workplace phrases. Over six weeks, I delivered a short weekly training session to nine team supervisors.”*

*“I really enjoyed doing the training. And my colleagues have really benefitted from learning some sign language. It’s also made me happier at work now that I am able to communicate better with my colleagues.”*

**Susan Brady**, Accounts Payable Team Supervisor, said: *“Christine was an excellent teacher. We all enjoyed the sessions and learning new skills which have brought us together more as a team.”*

*“Participating in the training has given us all a sense of pride from learning something that is so worthwhile. And we can all see how it is benefitting Christine to really feel part of the team.”*

There are more than 11 million people in the UK with some form of hearing loss and more than 900,000 are severely or profoundly deaf. British Sign Language (BSL) is the first or preferred language of an estimated 70,000 Deaf people in the UK. BSL is a visual-gestural language, with its own grammar and principles.

## More information

To find out more about BSL [visit](#)

In conjunction with Deaf Connections, we have translated some key employment information into British Sign language. Find out more on [Connect](#)



## SUPPORTING BUSINESSES IN THE CITY

DRS (Economic Development) staff involved (left to right): Dominic Dowling, Economic Development Manager, Early Stage Growth Team; Jane Morrison, Economic Development Manager, Business Growth Team; Graham Smith, Group Manager, Business Growth.

The Business Glasgow team in the Economic Development section of Development and Regeneration Services is helping to make businesses in Glasgow – large and small – get all the support they need.

Business Glasgow, through delivery of the Business Gateway Service, and a team of dedicated, skilled, advisers, can help companies grow regardless of whatever stage they are at on the business life-cycle and assist with making their vision and aspirations a reality.

The team consists of 15 Business Advisers and four Business Support Officers. Their work supports the commitments of the council's Economic Strategy 2016 to 2023 which aims to make Glasgow the most productive major city in Europe.

### Supporting Business Growth

**Graham Smith**, Group Manager (Business Growth), said: *“Small and medium-sized enterprises (SMEs) are the lifeblood of the city's economy, and supporting them is our number one priority in business support.*

*“We're committed to fostering an innovative and resilient environment that supports SMEs and entrepreneurs - from start-up, through growth to sustainable consolidation, supporting local communities and making sure jobs are created and safeguarded.*

*“The success of our strategy was recognised in 2016 when we won the European Entrepreneurial Region Award.”*

### Two teams make a difference

The Early Stage Growth (ESG) team, managed by **Dominic Dowling**, Economic Development Manager, has seven business advisers. Its focus is to support businesses with a projected turnover growth of up to £250,000.

**Dominic** said: *“We offer valuable support to SMEs across the city. Whether you're a budding entrepreneur with ambition and a grand idea, an SME looking to expand, or anything in between, we can offer practical support and guidance which can turn a vision into a viable business.*

*“We work with hundreds of Glaswegians every year and it's really rewarding to see so many of them go on to be successful businesses.”*

The Growth, Consolidation and Sustainability (GCS) team is managed by **Jane Morrison**, Economic Development Manager. It has nine business advisers who aim to support businesses with a projected turnover of more than £250,000.

**Jane** said: *“We're committed to helping businesses in Glasgow grow and flourish locally, nationally and internationally. We support hundreds of high-growth businesses every year.*

*“In the last year, our Business Advisers have worked with companies to access over £50,000 worth of training through the Economic Regional Development Fund (ERDF), over £120,000 in loans through Business Loans Scotland, and over £2million in support such as Grant Funding, Training and Development.”*

### A co-ordinated approach

Together these teams work with city businesses to offer advice and guidance, including access to a range of support service including:

- Business Gateway Glasgow – a publicly funded service, providing access to free business support services. Delivered by the council’s Business Glasgow team; it provides advice and support to people who want to start a business in Glasgow - and helps existing businesses grow and be more successful.
- Business Loans Scotland – a consortium of Scotland’s local authorities, providing loan finance up to £100,000 to new and growing small and medium-sized businesses (SMEs).
- Community Business Boost – a fund that supports new and expanding local businesses to relocate into one of four areas in the city: Calton, Canal, East Centre or North East, by offering part funding towards premises costs over a two year period.
- European Regional Development Fund (ERDF) – aims to strengthen economic and social cohesion in the European Union by correcting imbalances between its regions. Managed in Scotland by The Scottish Government.
- Glasgow Business Transfer Loan Fund – loans of up to £100,000 to support the transfer of a viable business from one owner to another are available. The fund can also support entrepreneurs looking to acquire a business and ensure sustainable economic growth in Glasgow.
- Glasgow Guarantee - for SMEs within the council boundary, looking to recruit staff. Help is provided with the costs of recruiting a young unemployed person under the age of 20 to gain a job with training or a Modern Apprenticeship. It can also help businesses to recruit workless adults aged 20 to 29; 50 and over; Armed Forces Veterans and unemployed graduates.
- In-work progression in the care sector – pilot delivered by the Business Glasgow team. Through a

dedicated Business Advisor, businesses can access advice and a range of interventions to facilitate the development and growth of their business.

- Links - to other organisations supporting business growth such as Scottish Enterprise, Glasgow Chamber of Commerce, Federation of Small Business (FSB), and Scottish Development International (SDI).
- Tontine - provides high quality, flexible work spaces; focussing on businesses working within enabling technologies, advanced design and manufacturing and the creative economy.

### Promoting Inclusive Growth

**Graham** added: *“Tackling poverty and inequalities is at the heart of the council’s strategy for economic growth.”*

*“Our aim is to build an economy which works for all of our citizens, supporting fair pay, workers’ rights and shared prosperity.”*

*“We will actively involve the people of Glasgow in the design and delivery of our services, working with communities rather than implementing policies on people.”*

### Looking to the future

**Graham** concluded: *“Glasgow is a remarkable city. It is the economic powerhouse of Scotland, generating £19.3billion GVA per annum – by far the largest of any Scottish city. It is the fastest growing major city economy in the UK with growth significantly outperforming all other core cities in recent years. We have a diverse business and industry base as well as a highly skilled population.”*

*Glasgow is also an ambitious city – we aim to have the most productive city economy in the UK by 2023. To achieve this, our business support offer must be aligned with key sectors as well as developing and supporting innovation districts in the city, providing the space and conditions for businesses to grow and prosper.”*

### More information

Find out more about Business Glasgow and the business support it can provide [here](#).

View Glasgow’s Economic Strategy 2016 to 2023 [here](#). View the council’s Strategic Plan, 2017 to 2022 [here](#)

## SUPPORT FOR BUSINESSES IN DIFFICULT TIMES

In recent months the Business Glasgow team has been working closely with businesses around the city affected by the devastating fires at both ends of Sauchiehall Street.

The team were provided with space in Clockwise, at the Savoy Tower – for use as an information point for businesses to come and speak to someone face-to-face.

Many of the businesses were signposted to Business Gateway's Digital Boost programme to help them improve their digital marketing skills and sell products online in order to boost sales following the reduced footfall. Digital Boost provides free support to businesses to help them become digital; there are local workshops; one-to-one support; online guides and tutorials; digital health checks and more available through the programme.

Some businesses were introduced to WorkingRite - a Youth Employment charity that matches up keen local young people with local SME employers. Following a successful work placement, the business would potentially be eligible for support through the Glasgow Guarantee.



*Two of the Business Advisors from the Business Growth Team, who have been working at Clockwise to support businesses affected by the recent fires: Jim Mirren, and Karen Fotheringham.*

**Dominic** concluded: *“This year has been extremely challenging for businesses on Sauchiehall Street. Immediately following the fires, we made a decision to focus significant resources to offer practical guidance and support to affected businesses. Our advisers will continue to offer this service as the regeneration of Sauchiehall Street gathers pace.”*

## FAST FACTS

### Key objectives of the Glasgow Economic Strategy include:

- Building the business base by integrating support with other agencies, focusing more on sustainability than start-up and using initiatives such as the Glasgow Guarantee to help keep talent in the city.
- Linking the education system with the local economy and providing our residents with the skills to take advantage of the growth sectors.
- Utilising community benefit clauses, delivering the Glasgow Guarantee and Co-Operative Glasgow
- Encouraging employers to sign up to the Glasgow Living Wage, which helps work towards a fairer Glasgow
- Introducing the Fairer Glasgow Employer Award, recognising commitment from employers to the city's social policies.
- The “In Work Progression in the Care Sector” pilot which is testing an integrated and sustainable model of employee progression which improves the skills and increases the earning potential of people working in the care sector, particularly those affected by in work poverty.
- Glasgow's ESF Employability Pipeline which aims to deliver a comprehensive employability pipeline and engage with and supporting Glasgow residents furthest removed from the labour market.
- Placing inclusive growth at the heart of City Deal projects.

# CLYDE GATEWAY CELEBRATE 10 YEARS

Highlights of the first decade of activity within Clyde Gateway have been captured in a newly published 48-page booklet.

The regeneration agency, which is a partnership between Glasgow City Council, South Lanarkshire Council and Scottish Enterprise with direct funding from the Scottish Government, is now at the midway point of a 20-year programme to transform the look and feel of east end communities such as Bridgeton and Dalmarnock, together with Rutherglen on the south side of the river.

**Ian Manson**, the Chief Executive at Clyde Gateway said: *“Our annual reports have been key in providing everyone with a snapshot of progress, always incorporating examples of the projects and activities which are delivering a highly successful and effective regeneration programme.”*

*“Local residents have been increasingly supportive of our work and efforts, and it was their idea to pull together a one-off booklet to recall and reflect on the extent of the physical, social and economic changes that have been enjoyed throughout our communities in the east end of the city and in neighbouring Rutherglen.”*

*“The examples highlighted go from our efforts to provide six school-leavers with apprenticeship opportunities back in September 2008 through to the announcement by the First Minister, in May 2018, of continued government backing and financial support for our activities over at least the term of this Parliament. Key milestones, such as the opening of new offices, factories and community facilities are recalled in words and pictures, as too is the memorable period when the 2014 Commonwealth Games brought a great vibrancy to the area and provided an incredible platform for much of what was happened since or is currently in the pipeline.”*

*‘10 Years of Clyde Gateway’ which also incorporates the 2017/18 Annual Report, Key Performance Indicators and Accounts, is available in print and digital format, from the Clyde Gateway offices and website.*

## More information

You can download the document [here](#)  
It is also available on request by email to [gatewayenquiries@clydegateway.com](mailto:gatewayenquiries@clydegateway.com) or phone **0141 276 1573**.



**Clyde Gateway Olympia** landmark building at Bridgeton Cross, which served as a theatre and cinema hall for more than 50 years before falling into ruin. Purchased by Clyde Gateway in 2010 and following an £8m investment, was rebuilt to accommodate a public library, café, boxing training centre and two floors of accommodation supporting almost 150 jobs.



Built on 15ha of previously vacant and derelict land on the banks of the Clyde, directly opposite the Athletes' Village, Cuningar Loop Woodland Park, a joint project between Clyde Gateway and Forestry Commission Scotlan, has already attracted 175,000 visitors since its opening in March 2016'. The park offers a range of free attractions including bike trails, play areas and Scotland's first-ever bouldering park.



## MENTORING MATTERS TO THE COUNCIL FAMILY

Just over a year ago, the council family and MCR Pathways reached an important milestone in our shared effort to improve outcomes for our city's care-experienced young people.

The programme was rolled out to all 30 Glasgow secondary schools – and the number of young people supported more than doubling in 2018, rising from 600 to 1452.

**Iain MacRitchie**, Founder, MCR Pathways said: *“This would not have been possible without the amazing efforts of so many council family staff who have given their time each week to mentor a young person.”*

*“There’s evidence to show that mentoring benefits both the young person and the mentor. Staff have told us that they find mentoring very rewarding. It’s also an opportunity for staff to develop range of skills including active listening, effective communication, relationship building and coaching.”*

### Mentoring Matters – watch the new video

MCR Pathways’ newest film and campaign is all about how much Mentoring Matters 2 young people. You can view the video on [Connect](#) or on you tube [www.youtube.com/watch?v=umHMZmPwVoE&t=38s](http://www.youtube.com/watch?v=umHMZmPwVoE&t=38s)

### Mentoring Matters to Confidence

So many young people start the MCR programme feeling shy and unsure of their future. But over the weeks of mentoring, young people find their voice and blossom. In our annual survey, mentored leavers report on average a 25% increase in confidence.

**Evelyn MacKinnon**, Principal Officer, Business Development, Glasgow City Health and Social Care Partnership, has seen first hand how mentoring helps grow confidence.

**Evelyn** said: *“My young person has changed hugely*

*in the last year. Partly from growing up and maturing naturally, but also because her studies matter to her now - she wants to do her best. Her confidence is up, even if wobbly, and she is more integrated with her peers.”*

### Mentoring Matters to Education

MCR’s goal is to empower young people to leave school to a positive destination by helping them find, grow and use their talents. Volunteer mentors across the council family are directly helping our young people reach their dreams.

**Chloe**, a mentored young person, is now at university and credits her mentor with giving her the confidence to get there. Chloe said: *“He really helped me to get into university. I don’t think I would be going to university if it wasn’t for him, so that’s like the biggest thing. On a personal level, I think the main thing is he made me believe in myself when I didn’t.”*

### More mentors needed – could it be you?

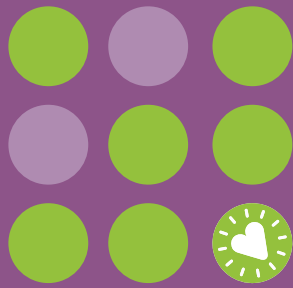
MCR Pathways need more mentors across all 30 Glasgow Schools – could you get involved?

MCR staff will host a ‘Mentoring for Personal Development’ workshop at the next Careers Development Fair on 8 November. Come along and find out how becoming a mentor can help your career and personal development – as well as helping a young person to fulfil their potential.

### More information

There is a range of support available to council staff who become an MCR mentor. Find out more on [Connect](#)





# YOUR HEALTH AND WELLBEING

get active | health support | smoking | mental health |  
alcohol and drugs | cancer | healthy eating and  
weight management



Get tips and advice to support your health and wellbeing.

## Yoga and Pilates Class

We recently introduced short blocks of Yoga and Pilates classes – offering staff something new to try.

Yoga helps with physical strength and flexibility as well as mental wellbeing. Pilates focuses on strengthening your core muscles, helping increase bone density, posture and protecting joints and spine.

**Karen Strachan**, Senior HR Officer said: *“The classes were provided and we hope that staff who enjoyed them will consider taking more classes as a means of improving their health and wellbeing.”*

*“Feedback has been amazing with a number of staff telling us that they have registered for classes at a venue convenient for them. Interest in the classes has been huge with each block oversubscribed. As a result we will be running additional blocks over the coming months.”*

### What staff said

**Tracey Parr**, Financial Services (CBS) said *“I attended the lunchtime Yoga classes. It was my first time trying Yoga, and I absolutely loved it. The teacher was fabulous and was aware of everyone’s capabilities. I loved it so much that I’ve started an evening class closer to home.”*

**Karen Latta**, Chief Executives Department said: *“I did the Pilates class and I really enjoyed it, the instructor was fantastic.”*

**Anita Smith**, City Deal team said: *“This was my first ever experience of Yoga and I was very pleasantly surprised by how much I enjoyed the session itself and the immediate benefits I felt in terms of alleviating the stiffness I experience in my back. I also felt relaxed and in a good mood following the half hour session.”*





## David's story



**David Townsley, Administrative Assistant, Financial Services (CBS) took up the challenge of improving his health and fitness – losing over 3 stones in the process. David's story:**

Over the last thirteen months I've made a number of lifestyle changes.

Wanting to lose weight and get fit, I joined my local slimming group who provided me with a weight management programme. I altered my gym work out and joined Kilmarnock Harriers Running Club and at work I joined one of the lunch time jogging groups. With support from my family, friends and colleagues I've now lost 3st 11lbs.

One of the goals that I set myself was to run the Great Scottish Run half marathon in under 2 hours 10 minutes. I beat my goal – finishing in 1 hr 50 mins 54 seconds, raising £728 for the British Heart Foundation.

My ambitions are to keep enjoying life, eating well and continuing with my exercise. I intend to do a couple more half marathons and hopefully next year will beat my Great Scottish Run time. The rewards for me are simple I feel better, fitter and now get to wear clothes that I like.

My advice to others thinking about making changes to their lifestyle is just go for it, if I can do it anyone can. Join a group be it running, slimming or gym, you will get advice, encouragement and help and most importantly you will enjoy it.

### Walk and jog Groups

Inspired by David's success? Walking and jogging are great ways to maintain your fitness, and it's something that's easy to fit into your daily routine. Our workplace walking and jogging groups have a weekly programme, find out more on [Connect](#).



## Prism LGBTI+ Network - World AIDS Day Fundraising – Saturday 1 December

Over 101,000 people are living with HIV in the UK. Globally, there are an estimated 36.7 million people who have the virus. Despite the virus only being identified in 1984, more than 35 million people have died of HIV or AIDS, making it one of the most destructive pandemics in history.

World AIDS Day is important because it reminds the public and governments that HIV has not gone away, there is still a vital need to raise money, increase awareness, fight prejudice and improve education.

You can support World Aids day by wearing an HIV awareness red ribbon. The Prism Network have arranged for the ribbons to be available from 19 November onwards.

You can pick up your ribbon for £1 from reception at:

- City Chambers West Building
- City Chambers East
- 45 John Street Service Desk
- Exchange House, 231 George Street
- 220 High Street

All proceeds will go to the National Aids Trust – [www.nat.org.uk](http://www.nat.org.uk)

## Vegetable Boxes



With autumn well and truly on its way we start to crave 'comfort food' and what better than a bowl of homemade soup. Did you know that City Markets LLP can deliver boxes of fresh vegetables to your office - anywhere within the city boundary?

One box of vegetables costs £10 to order, or make an enquiry, email [info@citymarketsglasgow.co.uk](mailto:info@citymarketsglasgow.co.uk).

Your box will be delivered to your office – with payment made on delivery.

## Webinar

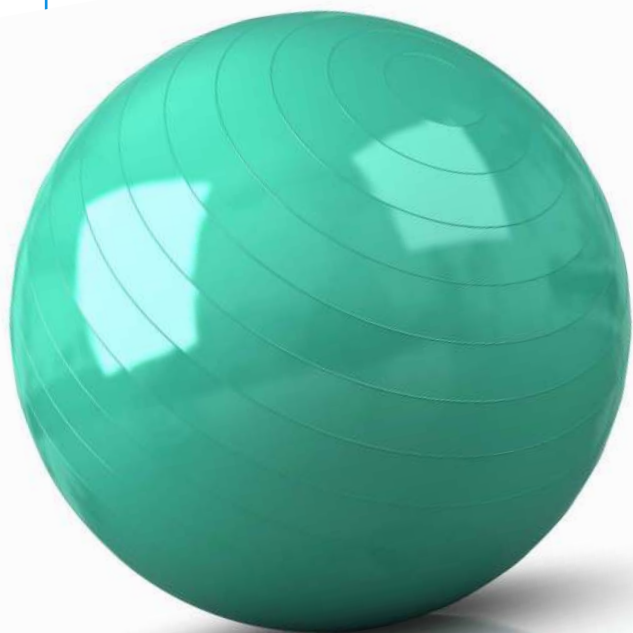
The November webinar is 'Caring for Ageing Relatives' which gives tips on how to determine the level and kind of care needed for older relatives.

**It will be screened live on 20 November 2018, from 12 noon until 1pm.**

If you miss the webinar, you can view a recording at a date and time that suits you. Find out how on [Connect here](#)



## Competition - Win a Swiss Ball with pump and exercise DVD



This month we are giving you a chance to win a Swiss Ball with pump and exercise DVD

**Q. What time did David Townsley complete the Great Scottish Run half marathon in?**

**Email** your answer, with your name, service and workplace phone number, to [YourHealthandWellbeing@Glasgow.Gov.uk](mailto:YourHealthandWellbeing@Glasgow.Gov.uk) or send by internal mail, to **Your Health and Wellbeing**, Corporate HR, Room 10, City Chambers East Building, 40 John Street, Glasgow, G2 1DU.

**Deadline for entries is Friday 30 November 2018**

Congratulations to Kathleen Sinclair, Clerical Officer at the GCHSCP who won a Tennis Racket and Balls in our July/August competition.

**Thursday 1 to Saturday 3 November**

**SCOTTISH BALLET: WEE HANSEL AND GRETEL**

**Theatre Royal**

**Tickets £16**

A wee version of a big ballet. This specially adapted hour-long show is the perfect way for young children and their families to discover the magic of ballet. Join Hansel and Gretel on their journey to a fabulous gingerbread house, where they cross paths with bewitching ballerinas, dancing sweet treats and life-like toys.



**Monday 5 November**

**GLASGOW GREEN FIREWORKS**

**Glasgow Green.**

**Free**

The biggest fireworks event in the city is back and it's free. Fun for all the family, with funfairs, stalls and much more. All this ahead of the main event itself – the spectacular fireworks. The display starts at 7.30pm, lighting up the sky, with the beautiful backdrop of the People's Palace and Winter Gardens.



**Saturday 10 to Sunday 11 November**

**GLASGOW VEGAN FESTIVAL**

**Trades Hall**

**Ticket prices: from £3 per day (under 16's free), or £15 for VIP tickets**

50 fantastic stalls each day offering a variety of goods, all with something in common - they will all be vegan. Caterers, cooking demos, talks and workshops daily, as well as yoga and children's activities. For inspiration on vegan cooking to tips on how to make the steps to becoming vegan - head on down.



**Thursday 15 to Sunday 18 November**

**COUNTRY LIVING MAGAZINE CHRISTMAS FAIR**

**SEC**

**Tickets: adult, £12.50; child (age 5 to 16), £7**

Over 300 of the UK's finest craftsmen and women will gather together under one roof to offer unique gifts, decorations, crafts, food and inspired interior ideas. From beautiful decorations to gorgeous garlands, the fair will be a winter wonderland for those looking to buy ready-made gifts and décor and for those looking to create home-made wares themselves. There will be plenty of foodie temptations too!



**Until Sunday 6 January**

**BRUSHES WITH WAR**

**Kelvingrove Art Gallery and Museum**

**Tickets from £5 to £7**

Offering a powerful and emotive insight into the experience of soldiers from World War I through the drawings and paintings they created. This truly impactful exhibition marks the 100th anniversary of the end of WW1. Featuring original artworks by soldier-artists of multiple nationalities, the exhibition provides an authentic account of the experience of ordinary soldiers. It offers clear glimpses into World War I through the eyes of the men who actually fought.



Email your answer by **Wednesday 14 November, 2018** to **Insider Competitions**, or mail to **Insider, Room 10, City Chambers, George Square, G2 1DU**.

**WIN A FAMILY TICKET  
(for four) TO SEE  
CINDERELLA  
AT THE SEC ARMADILLO ON  
WEDNESDAY  
12 DECEMBER, 7PM**



The Fairy Godmother of all pantomimes, Cinderella returns to the SEC Armadillo from **12 to 30 December** starring pantomime favourites The Krankies. The much loved duo will star alongside Glasgow funny men Gavin Mitchell and Jonathan Watson as the Ugly Sisters, with actress and vocal talent Frances Thorburn as the Fairy Godmother and Any Dream Will Do star Keith Jack.

Join Cinders as she transforms from rags to riches, outwits her Ugly Sisters, and with help of her best friend Buttons and one very magical Fairy Godmother, wins the heart of the dashing Prince Charming!

Cinderella features laugh out loud comedy, stunning scenery, beautiful costumes, jaw dropping special effects and plenty of boos and hisses for all the family to enjoy!

**The clock is ticking...book your tickets to the Ball today!**

**How to enter**

To be in with a chance of winning, just answer the question below and return you answer (details above), with your work contact details.

**Q: What does Cinderella lose at the princes ball?**

- Her phone
- Her shoe
- Her purse

Tickets priced from £21.47 (including admin fee) are available from [www.sec.co.uk](http://www.sec.co.uk)

**WIN A PAIR OF TICKETS TO SEE  
SIX, THE MUSICAL  
AT THE SEC ON FRIDAY 21 DECEMBER, 8PM**

This festive season is your chance to see the sold out sensation SIX! This girl power, sass filled pop-concert will have you singing dancing and leaving with more sass than Beyonce!

This is the perfect way to kick off the Christmas festivities and will really get you in the mood to party. From Tudor queens to pop princesses, the six wives of Henry VIII tell the tale of the real power behind the throne!

It's time to start planning Christmas nights out and time to add SIX to your diary!

After selling out in record time at this year's Edinburgh Festival, SIX sasheys into the Lomond Auditorium, SEC from **Thursday 20 to Sunday 30 December**.



**How to enter**

To be in with a chance of winning simply answer the following question and return (details above), with your work contact details.

**Q: How many wives did Henry VIII have?**

**More information**

Tickets, priced £11.35 to £28.40 (including admin fee) are available from [www.sec.co.uk](http://www.sec.co.uk) or phone **0844 395 4000**