

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 anyone ever thought summer recesses were quiet spells in the life of the council, this has definitely been the year to prove them wrong.

While I hope you have all had at least some opportunity to rest and relax; for teams all over the city, the last couple of months have made for one of the busiest summers I can remember.

An undoubted highlight was the inaugural multi-sport 2018 European Championships, which Glasgow hosted in partnership with Berlin.

The event was broadcast across the continent, with more than 3,500 hours of free-to-air programming estimated to reach an audience of approximately 1.03 billion viewers across 43 territories.

I'm really proud that you all made sure they saw Glasgow at its best - in particular, those of you who took up roles in the core Glasgow 2018 team, whether it was for a few weeks or a few years.

It has also been reassuring to see colleagues make really significant progress to start to reduce the exclusion zone around The Glasgow School of Art, following a huge fire which badly damaged its Mackintosh building and neighbouring properties on Sauchiehall Street.

Although the cordon has been in place to protect the safety of the local community, I think we all appreciate how challenging it has been for residents and businesses to be displaced through no fault of their own.

Another important issue that has been moving forward is how the council handles equal pay.

You may have noticed it was raised as part of a generally very positive Best Value review of the council family by the Accounts Commission – and I wanted to update you on progress and, crucially timing, as we move into the later part of the year.

The Leader of the Council and I are committed to ensuring that all of our staff are paid appropriately compared with their colleagues. We are also committed to ensuring that where this has not been the case in the past, that people are compensated for that. Finally, we are both committed to reaching an agreement with the claimants and their representatives by negotiation rather than litigation.

Earlier this year, we agreed with the trade unions and legal teams representing claimants that negotiations would take place throughout 2018 – and that it was expected the council would respond in December.

That remains the plan – with October and November given over to further detailed negotiations that will shape that response.

I'm confident that this process gives all parties the opportunity to resolve this issue fairly and more quickly than through the courts - and far quicker than any other local authority of similar size to Glasgow has managed it.

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



James Doherty, Communications Manager at Glasgow Life in front of the SSE Hydro

SOMETHING TO SAY

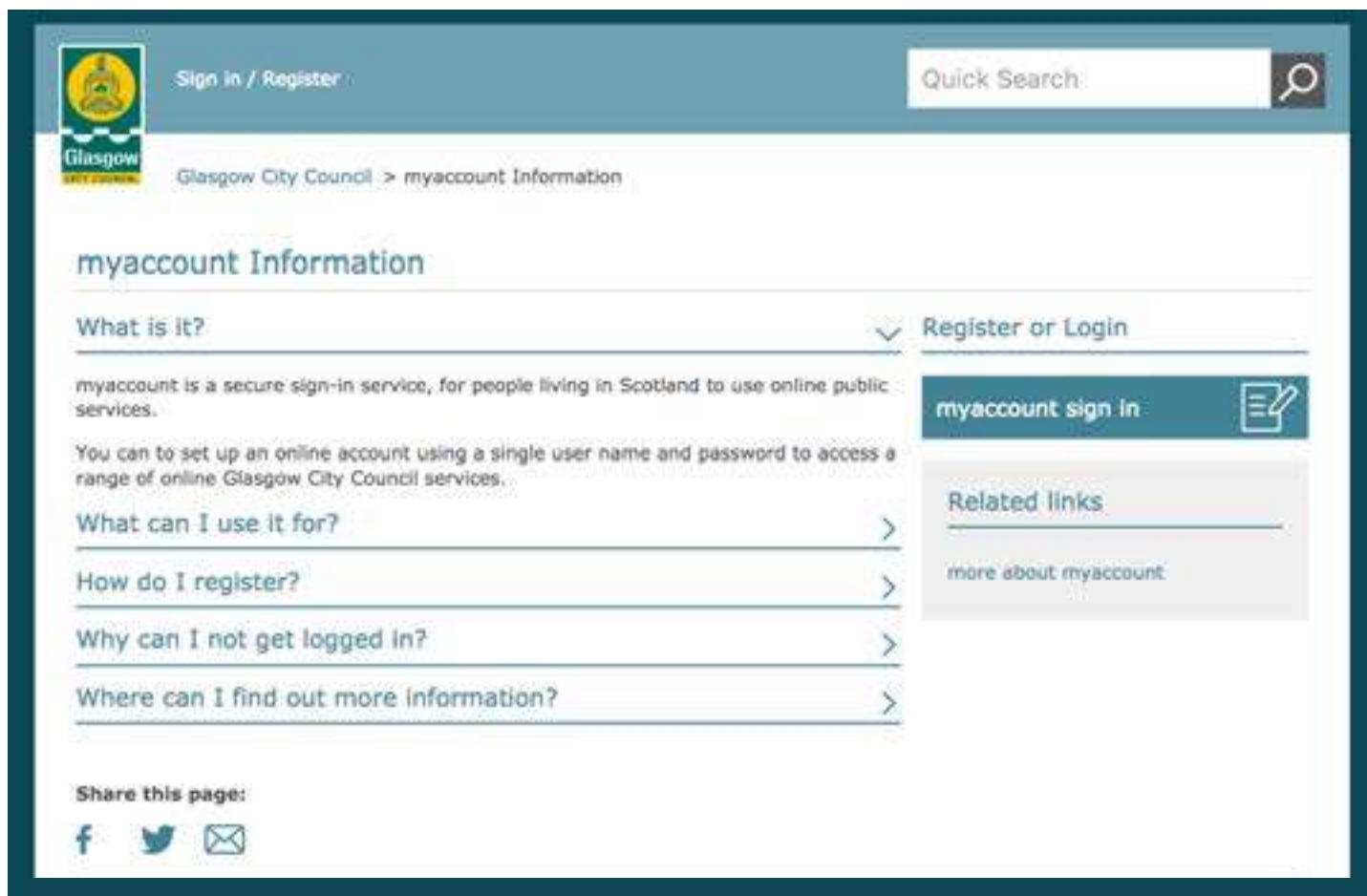
If you have a news story, feature idea or anything else you feel is interesting contact your service representative, email your ideas to Insider or phone 287 0924.

Don't miss the next issue of Insider out on 1 October 2018.



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HALF A MILLION REGISTERED USERS FOR MYACCOUNT



A Glasgow resident was the 500,000th person to register for myaccount - the secure sign-in service for online public services throughout Scotland.

Myaccount gives citizens the ability to create a single online account to access a range of services and providing service providers with a free, easily integrated solution. It is operated by the Improvement Service and funded by Scottish Government.

The service is currently used by 24 Scottish councils, including Glasgow City Council, and other organisations for a range of services including:

- reporting environmental services such as missed bin collections
- making school placing requests
- applying for free school meals and clothing grants.

Sarah Gadsden, the Improvement Service's interim Chief Executive, said: "This is a key milestone for the

myaccount service which is helping to connect people with digital public services in ways that they find increasingly useful and convenient.

"Digital public services are shown to reduce costs and help free-up resources. It's pleasing that myaccount is making a positive contribution to the service transformation clearly underway in Scotland."

Theresa Duffy, Digital Citizen Project Manager said: "Glasgow has over 50,000 users on myaccount. We're currently working with our ICT partner CGI to integrate all our online services with myaccount and offer people the option for regular communications to improve the customer experience and reduce call volumes."

More information

Find out more about myaccount, and how to register, [here](#)

FAMINE MEMORIAL AT GLASGOW GREEN



A new memorial garden, to commemorate the Irish and Highland Famine, was unveiled at Glasgow Green on 15 June.

The landscaped memorial is supported by interpretation boards – at the People’s Palace - and a digital exhibition telling the story of the famine.

Staff from DRS (Heritage and West Team, Planning Services), LES (Landscape Design and Development) and the Chief Executive’s Department (Corporate Graphics - in consultation with David Bett Assoc), were involved in the project.

Kate Dargie, Local Heritage Officer, Historic Glasgow Strategy at DRS said: This was a real team effort. The garden reflects the ideas of young people and communities across the city: pathways symbolising journeys; the use of traditional stone to reflect the native rural landscapes of the refugees; and ships, used to carry people to and from Glasgow. It’s a place of peace, reflection and remembrance.

“We worked with academics and historians to produce the most up-to-date understanding of what happened and how the city reacted to the crisis. A new Irish and Highland heritage trail is also being developed.

Pete Miller, Team Leader, LES said: *“Our aim was to design an accessible memorial that reflects the story of the Famine and reminds us all of the past and continuing aspiration for the city to be open, inclusive and welcoming.*

“It was a pleasure to be involved with a project containing many layers of detail, reflective of journeys made of necessity, and to be able to deliver what has been a well-received representation of those journeys, some of which continue to this day.”

The memorial was developed by the Glasgow’s Memorials group. Pupils from four city schools (**Rosshall Academy, Lourdes Secondary, St Thomas Aquinas Secondary and Glasgow’s Gaelic School**) were involved in supporting the artists at the Tramway’s visual arts studios to explore the famine and its influence on Glasgow. It is funded by the council with support from Bord Na Gailaig.

Throughout September the exhibition will feature at the City Chambers, and thereafter it will tour libraries and community venues in the city.

You can find out more about the project [here](#)

CLEAN AIR DAY



LES staff involved: Claire Mackay, Road Safety Assistant; George Cairns, Road Safety Manager; Audrey Whitelaw, Road Safety Officer and Finlay Robb, pupil from Glendale Gaelic school.

The Sustainable Glasgow team at LES organised an event in George Square to help mark Clean Air Day on 21 June.

The aim of the event was to encourage people across Scotland to leave their cars at home, cycle their children to school, and walk or use public transport to get to work.

George Square showcased an array of exhibits and information stands about how we can all help to improve our air quality. Visitors had an opportunity to see and try out electric bikes, see a wide range of electric vehicles, and find out more about how they can do their bit to improve air quality in Glasgow. There was even a BMX pump track provided by the 2018 European Championships for children to try.

Colin Hughes, LES Sustainable Glasgow said: *“This event supports the work that the council does to improve air quality and provide greater opportunities for residents to use lower carbon transport, especially*

in terms of walking and cycling. It’s part of the council’s work that includes Scotland’s first low emission zone and shows how we are leading the way on better air quality and a high quality of city life for all.

“We were delighted with the turnout and we had staff on hand to help people find out more about air pollution, learn how to avoid it and discover the practical things that we can all do to cut local pollution.”

Staff from the LES Road Safety Unit closed the road in front of the City Chambers, to allow school children to take part in ‘Bikeability’ cycle training.

More information

To find out more about the council’s work on air quality throughout the city [visit](#)

Find out more about Clean Air Day [here](#)

CLIMATE WEEK – FILM OFFER



The council is once again supporting Climate Week – from 1 to 5 October.

The aim of the week is to raise awareness of and inspire action on climate change locally.

Staff events are being organised by the Sustainable Glasgow team at Land and Environmental Services.

Duncan Booker said: *“Climate Week aims to bring together communities, politicians, journalists, campaigners, businesses, academics and artists – united by the simple wish to connect around the need to build a better Glasgow, a better Scotland and a better world.”*

Look out for more details later this month on **Connect - take part, inspire and be inspired**

Free film ticket offer – Monday 17 September

One of the events is a free film screening in collaboration with Take One Action, followed by networking and light refreshments prepared by a local social enterprise project.

The film – *‘The Cloud Forest’* (in Spanish, with English subtitles) will be screened on Monday 17 September at 5.30 pm at the City of Glasgow College, 190 Cathedral Street, Glasgow. **This is free but ticketed.** The film, *The Cloud Forest* by Mónica Álvarez Franco is in Spanish, with English Subtitles.

More information / book your ticket

For more information about the film, and to apply for tickets, **visit Take One Action**

STAFF RESEARCH 2018

Since 2007 we have carried out staff research across core council Services through a Staff Survey - using a mixture of confidential online and paper surveys to get your feedback.

This year, during October 2018, we are using a different process to carry out staff research – in the form of staff focus groups and in-depth interviews with senior managers. The focus groups and interviews will be facilitated and managed by the external independent research agency, Ipsos MORI. This will make sure all staff feedback is completely confidential and anonymous.

A representative sample of staff will be contacted directly by Ipsos MORI to take part, either by telephone, email, or alternatively by an invite from their manager, if they do not use a computer at work.

Darren Keenan, Policy Officer, Chief Executive’s Department said: *“These focus groups will help us establish staff attitudes and perceptions about working for the council. The groups will allow staff*

to talk about their experiences in an informal and completely confidential environment. This valuable feedback will help us to identify issues that are important to them and impact these may have on their daily working lives.”

If you are selected to take part

If you are invited to attend a focus group you are encouraged to accept and come along to give your views. This is your opportunity to provide honest feedback on issues of interest to you in a confidential environment.

The groups will last for approximately 1.5 hours and will be held in a central location within the City Chambers complex. Groups involving teachers and LES depot based staff will be carried out within their workplace.

The groups will be structured around a topic guide to help facilitate the discussion.

For more information read our frequently asked questions on Connect **here**.

WOULD YOU LIKE TO LEARN GAELIC?

This month we are surveying staff to find out if you are interested in attending free classes to introduce you to Gaelic. The courses will be delivered by Glasgow Life.

Donald MacPhee, Gaelic Development Officer, Chief Executive's Department said: *"We've run classes before as part of our commitment in the council's 2018 to 2022 Gaelic Language Plan which aims to shape and sustain a strong long-term future for Gaelic language and culture. But this will be a new in-house course for all council family staff.*

"In October next year the Royal National Mod (Mòd Ghlaschu 2019) will return to Glasgow after 29 years. This is an important event on our cultural calendar and another prestigious event for the city.

"Many people in Glasgow, and throughout Scotland, have a strong connection to the Gaelic language and our Gaelic heritage. It would be great if staff had some knowledge of Gaelic to help them welcome visitors to the city.

"The council is committed to the promotion of Gaelic. Learning even a small amount of Gaelic will help staff to support the national Mod, and give them an insight into the Gaelic tradition and heritage that we have all around us."

Stephen Foster, Learning Co-ordinator, Glasgow Life, added: *"This is a new course which will help people to learn Gaelic in a fun way. There are no tests or exams. It's about enjoying your learning, at your own speed, and help spreading the word about this beautiful language."*

Complete the survey – by 20 September

Please take the time to complete the survey and help us establish demand for the course. **Visit** www.smartsurvey.co.uk/s/staffgaeliclearning/

If you would like a paper copy, or have any questions, please contact:
stephen.foster@glasgowlife.org.uk
 or donald.macphee@glasgow.gov.uk

SAVE MONEY ON YOUR CHILDCARE

Kiddivouchers is the council's childcare voucher provider which provides an easy way to pay for any registered childcare. From Thursday 4 October, this scheme will close to new members and any member who hasn't made a contribution for longer than 52 weeks. This is a result of the government introducing a new tax-free childcare scheme.

If you are an existing member and already contribute, you will continue to enjoy the benefits beyond this date.

Register Now – before 8 September

For new members wishing to use the council's childcare voucher scheme before it closes, contact



Kiddivouchers and place an order before Saturday 8 September. This is to allow for deductions to be taken from your September pay ahead of Thursday 4 October closing date. You will not be able to join the scheme past this.

It is estimated that 60% of parents will be better off using our existing scheme rather than the replacement tax-free childcare scheme. You can find out whether you're better off with the council's salary sacrifice scheme by using the [online saving calculator](#).

Please encourage your colleagues with children to keep their options open by signing up before **Saturday 8 September**.

AUTISM FRIENDLY PROJECT AWARD



Dana Brady, Project Support Officer, City Centre Regeneration, DRS with the award.

The City Centre Regeneration team, at DRS, have won an award within the ‘Best Social and Community Contribution’ category at the UK’s Association for Town and City Management (ATCM) Industry Awards 2018. The award is for the council’s Autism Aware city centre project.

Working in partnership with colleagues in the Autism Resource Centre and Autism Network Scotland,

the project works collaboratively with venues and organisations to make our city centre more autism friendly. This includes: introducing quiet spaces, training staff and helping families and individuals prepare for their visit.

The ATCM Industry Awards showcase best practice on key issues for networks across the UK and identify successful projects. **Seamus Connolly**, Principal Officer for City Centre Regeneration said: “We’re really pleased our partnership approach and collective efforts in making Glasgow city centre more inclusive has been officially recognised.”

Dana Brady, Project Lead, said: “*The Autism Aware project has received a fantastic response from city businesses and visitors to Glasgow. We’ve also been lucky enough to receive positive feedback from the autistic community and they have welcomed the progress we have made to date though we realise there is still areas we wish to develop in relation to the initiative.*”

As part of our City Centre Strategy Action Plan we aim to create an inclusive city centre by increasing the access and attributes of the city centre for all.”

More information

Contact **Dana Brady** on **0141 287 1063** or **visit**

SUPPORT FOR PEOPLE BEGGING

People begging in the city centre will be helped to apply for benefits by a new roving digital inclusion officer.

The new digital specialist will work on the streets alongside the Simon Community’s Street Team – helping people to navigate the benefits system.

People will be supported to make sure they are receiving all the benefits they are entitled to. They’ll be assisted to apply for forms of

identification required to open bank accounts, helped to open accounts and to apply for benefits.

The full-time post is being created as part of a City Centre Begging Strategy and will be jointly funded by the council and the Simon Community.

It comes ahead of the introduction of Universal Credit in Glasgow – a UK Government benefit which must be applied for online and paid into a bank or Post Office account.

Councillor Allan Casey, Chair of Glasgow’s City Centre Begging Strategy Group, said: “The benefits system can be complicated and confusing – especially if you have a chaotic lifestyle and no access to technology or broadband.

“This new digital inclusion post will take financial and digital support directly to the most vulnerable to help ensure no-one is missing out on the benefits they are entitled to.”

NEW COACHING WORKSHOPS FOR MANAGERS

introduction to a coaching style



Managers of all grades are invited to sign up for our new half day workshop – ‘An introduction to a coaching style.’

The aim of the course is to help managers:

- Understand the differences between coaching and mentoring, and how to use each approach
- Learn how to use specific tools to bring out the best in your team, and yourself.

Speaking about the benefits of coaching **Vhairi Todd**, Senior Organisational Consultant explained: *“We all face increasing pressures and challenges in the workplace and there is no expectation that managers have all the answers. Indeed more often than not the solutions come from the knowledge and experience within the team.”*

“By adopting a coaching approach the manager is enabling the team members to ‘self-solve’ creating an environment of empowerment.”

Feedback from managers

Speaking about his experience as a coach, **Iain Miller**, Executive Legal Manager, Chief Executive’s Department said: *“A coaching relationship is a safe environment which involves active listening, challenging and questioning views or behaviours, focussing on solutions and setting realistic goals which provide the confidence to achieve the desired outcomes.”*

“I’m applying coaching techniques more regularly; it’s definitely a valuable skill for managers and has helped me to support Commonwealth graduates, trainee solicitors, legal colleagues and managers from other services.”

One manager who attended the ‘Introduction to a Coaching Style’ pilot course, **John Lowe**, Landscape Gardener, Land and Environmental Services said: *“I’ve found the coaching style approach really useful as I’ve been able to adapt my management style when trying to get the best out of different members of my team.”*

Where and when?

The half day workshop will be rolled out from September 2018. It will take place in the Learning Academy, City Chambers (east building), 40 John Street.

Find out more / register

You can find out more, including dates and times, on Connect at [Workplace Coaching](#) where you can register with CBS Training and Events **More about Organisational Development**

The OD team in the Chief Executive’s Department have developed a range of courses and online learning – with something for everyone.

To find out what Organisational Development team do, and what courses are available, [visit](#).

HELPING GLASGOW'S HEROES

Since 2010 the council has supported and funded the city's veterans and their families.

Lesley Haddow, Financial Inclusion Manager, Financial Services explained: *"The council provides annual funding to SSAFA (Soldiers, Sailors and Families Association) - The Veterans Charity to deliver the Glasgow's Helping Heroes (GHH) service.*

"Glasgow's Helping Heroes provide a one-stop service which delivers advice and support to the armed forces community.

"They work with a range of organisations across, health, housing, social care, employability, financial services and specialist armed forces agencies to support service personnel, veterans their families and carers to address any issues that affect them."

Meet our Armed Forces Champion

In 2011 Glasgow was the first local authority to sign the Armed Forces Community Covenant – pledging to provide a local support to service personnel and their families. Every UK local authority are required by Government to appoint an armed Forces and Veterans Champion.

In September 2017 the council's Executive Committee appointed former councillor, Phil Greene, to the post – initially for two years.

The armed forces champion is supported by officers from the council's Financial Inclusion team based within Financial Services.

Lesley explained: *"The role of the champion is to make sure that we deliver on our commitments to the armed forces community and resolve any blockages in delivery of services to our veterans. There have already been positive benefits through this co-ordinated approach."*

Explaining the progress that's been made to date, **Phil Greene** said: *"I chair a quarterly meeting with representatives from all of the organisations involved. I'm delighted to say that Glasgow is one of the leading local authorities working to support this initiative.*

"Since September I've met with many veterans, some with disabilities, who are settled in various positions across the council family. City Building in particular is doing excellent work in offering placements to veterans which are often leading to substantive full-time posts."

Phil added: *"I've also been working closely with the Lord Provost's Office which has helped me*



Phil Greene, Glasgow's Armed Forces Champion.

understand the depth and wide scope of the work that is quietly undertaken on behalf of our Armed Forces and Veterans by the city.

"My aim is to encourage greater partnership working to further improve the support the city provides to this group, particularly in areas of education, housing, and employability projects.

"Veterans face a number of challenges, particularly in the areas of benefit changes and community care. Through a partnership approach we can support this community to thrive in the city."

Fast facts - Glasgow's Helping Heroes has delivered the following for veterans and their families:-

- Provided support to more than 1,700 veterans.
- Assisted with housing for 1,118 veterans with a tenancy sustainment rate of 96%.
- Helped 1,039 veterans gain employment or training opportunities.
- Supported over 478 veterans across health and addiction services.
- Delivered £1.82 million in financial gains for veterans and their families.

More information To find out more visit Glasgow's Helping Heroes.

If you, or anyone you know, have any enquiries about this initiative, you can email Phil Greene at ArmedForcesChampion@glasgow.gov.uk

SHARING INFORMATION

DOING IT CORRECTLY

#SafeGlasgow



The creation of email has allowed us to share so much information at the ease of our fingertips. However, it is important when sharing information that we are careful this is being sent to the right place. We also have to be cautious that the information sent is being used correctly in the way it was intended.

SHARING INFORMATION – THE FACTS

- Around 2,690,000,000,000 emails are sent in the world every day
- There are no two email addresses in the same in the world
- Each day, at least 260 billion spam emails are sent. This amounts to more than 80 trillion unsolicited emails/year.
- The average business user receives 25 email messages per day; increasing 10% per year
- The average business user spends 2.6 hours per day reading and responding to email
- 38% of employees have sent an e-mail without the required attachment.

WHAT YOU SHOULD KNOW

- A secure way to send sensitive information outside of the council family IT network is available to you – though an encrypted email. You can send an encrypted email by either:
 - Using a simple and quick ‘encrypt’ button which may have been installed on your toolbar in Outlook
 - By typing the words ‘(please encrypt)’ into the subject heading of your email if you do not have the button - this is how iPhone and Mac users must use the process.
- For a staff quick guide on using the ‘encrypt’ feature see our **Secure Email – Staff Quick Guide**.
- Another service available for council staff is Objective Connect. Objective Connect provides an easy to use platform to support our Data Sharing requirement. It offers us secure, simple and flexible functions. For a full guide on how to use this, please see our **Guide**.

More Information

To view our policy on sharing information correctly, **visit**

STAFF HELP RAISE OVER £1,000 FOR GOOD CAUSE

Staff at Rowena Nursery school in Knightswood, raised over £1,800 for Glasgow's Children's Hospital.

Staff, supported by families of the children who attend the nursery, and the local community, contributed to the success of the event, on 27 March, which included the sale of refreshments and home baking as well as bonus ball prize draw.

The event raised £405.87 – with a further £1400 being raised through a just giving page, set up by colleague **Kirsten Mather**, Child Development Officer.

Cath Kelly, Head Teacher said: *"We chose to fundraise for this charity because our colleague Christina Cameron, her partner Steven Joyce and their new born son Cameron, who has Hydrocephalus, are currently being supported by the hospital."*

"I'm delighted at how our families and the local community pulled together with families from Tيرة, where Christina comes from, to raise such a large amount of money which can now be put to good use supporting other vulnerable families."



Nursery staff Gael Dempster, Child Development Officer; Margaret McKew, Catering Assistant, Christina and baby Cameron.

DREAM TEAM AWARD



Collecting the award: Karen Boston Residential Worker, Liz Beaton Residential Worker, Kelly Cooper Residential Worker, Carole Bowers Residential Worker, Lynn Wason Residential Worker, Tommy Higgins Senior Residential Practitioner, Andrew McAleese Unit Manager, Megan McIntyre Young Person, Tati Makaya Young Person, Fraser Barr Residential Worker, Judith Furnivall CELCIS Lecturer/Consultancy Lead – Awards

Staff at Plenshin Court Residential Care Home have been officially named the 'Dream Team' in the Scottish

Institute of Residential Child Care (SICC) Awards 2018.

The award submission was made by Tati Makaya, a young person who had previously been placed at the home and experienced the care of the team at first hand.

Judges declared the team the 'outstanding winner' recognising that the staff team were 'a real source of strength and support during Tati's time there, over and above what would be expected, and they've been key to getting Tati to a positive place now.'

Andrew McAleese, Unit Manager, said: *"We're delighted to have all our hard work and dedication to supporting the young people in our care, in this way."*

"I'd like to commend everyone on the team who, every day, make a real difference to the lives of some of the city's most vulnerable young people. It's a team effort and we're very lucky to have such talented and conscientious people on board."

Seven members of the team, along with Tati, attended the awards ceremony in Edinburgh to collect the award.

MARTIN ABSEILS FOR CHARITY

Cordia's Online Marketing Coordinator **Martin McElhinney** abseiled 165 feet down from the Forth Rail Bridge to raise money for SIMBA, the charity for those affected by the loss of a baby during pregnancy or close to the time of birth.

The abseil took place on Sunday 10 June with around 500 other people abseiling on the day to raise funds for various different charities.

Thrill-seeking Martin lowered himself down from under the rail tracks onto the beach below, raising just over £500 for the charity.

Martin said: *"The abseil was great but probably not high enough, I'll maybe do a sky dive next time."*

"It was great to be able to do this in memory of my niece Bella and to raise funds for the SIMBA charity which do such amazing work."

"I'd also like to thank everyone who supported me."



Martin (centre) after the abseil with his brother and sister in law - Jordan and Michelle Gellan

JAMES MCLEAN PROJECT CELEBRATE EID



Robert Preston, Project Worker and service user, Ahmed, sample the Halal food.

Glasgow City Health and Social Care Partnership staff at The James McLean Project in Springburn

organised an event in June to allow all service users to celebrate the Muslim festival - Eid.

Gavin Spence, project manager said: *"We provide accommodation for homeless young people of different faiths including young Muslims. We regularly hold events that help to promote inclusiveness and acceptance of diversity."*

"Our Eid event was fun for everyone. It helped to inform non-Muslims on Ramadan and Eid and allowed our Muslim service users the opportunity to celebrate an important date in their calendar."

Gavin added: *"We invited an interpreter to support service users whose first language wasn't English, and we organised both Halal and vegan food for all service users to enjoy for free."*

"The team were involved in preparing and cooking the food, and hosting an evening of music, chat and lots of laughs. The event was a real success for everyone."

Gavin concluded: *"Events like this encourage positive interaction and an acceptance of differing faiths and cultures which impacts positively on relationships between our young service users."*

"Learning about different faiths and cultures helps to counteract any pre-conceived negative views towards service users from different backgrounds. It's good for our young people to understand and show respect to other young people from different backgrounds and religions."

GLASGOW 2018 EUROPEAN CHAMPIONSHIPS

Together we delivered a spectacular celebration of sport and culture.



The Glasgow 2018 European Championships were a truly spectacular celebration of sport and culture, the biggest in the city since the Commonwealth Games in 2014.

The innovative new multi-sport format has been hailed as an outstanding success and Glasgow 2018 has again demonstrated the city's capacity to put on incredible events for athletes, officials and spectators.

The first-ever edition of this exciting new event saw Glasgow and Scotland hosting the existing European Championships of Aquatics, Cycling, Gymnastics, Rowing and Triathlon as well as a new Team Golf event. Berlin hosted the European Athletics Championships.

Colin Hartley, Championships Director said: *"Athletes, the Federations, international sport influencers, the media and broadcasters have all heaped praise on the way Glasgow 2018 was delivered and the amazing support received from spectators."*

"Each and every member of Team 2018 helped make the Championships an unforgettable experience for everyone who visited our city, making sure the inaugural edition of this event was a massive success and took European sport to the next level."

As well as the crowds in our venues, Glasgow 2018 was enjoyed by millions of viewers across Europe with the BBC reporting 20 million viewers with a peak of 6.4 million, while viewers in the ten key European markets (France, Germany, Hungary, Italy, Netherlands, Poland, Spain, Sweden, Switzerland, United Kingdom) tuned in for a total of more than 567 million hours – the equivalent of each citizen watching, on average, more than 1.5 hours of coverage.

Why not take a moment to enjoy the Glasgow 2018 celebration film which was shown on the final Sunday in George Square, showcasing the city, venues, sports, Festival 2018 and the amazing volunteers that brought the Championships to life. **Visit**

<https://vimeo.com/284733073>

Council family make a difference

The outstanding success of Glasgow 2018 was down to the talent and hard work of everyone involved, including many teams from across the council family.

Colleagues seconded to work directly on the event, those involved in the planning and those joining at Championships time through the 'We Need You' campaign, all played an important role in once again bringing Glasgow to the world's attention.

More than 180 members of the core Team 2018 staff were seconded from across the council family to work in Functional Areas ranging from Central Operations, Marketing and Communications and Venues.

A number of teams were also involved in helping Team 2018 prepare the city to host, and deliver the event.



LES staff from Anderston Depot who undertook training: Aretzki Kerboua (left) and George Morrier (right)

Preparing the city

Land and Environmental services provided professional expertise and technical assistance to the Championships team.

Development and Regeneration Services assisted the Glasgow Business Continuity Forum before Championships time to determine risks and risk mitigation actions to keep the city functioning during the Championships.

The Organisational Development team in the Chief Executive's Department, helped to deliver the Glasgow Welcomes programme to City Centre Cleansing Operatives from Land and Environmental Services, who were the face of the city for visitors.



Ross Welch from Cordia who was Head Chef at Glasgow 2018

Delivering the moment

During the Championships our LES teams ensured high standards of cleanliness in the city's streets and parks, maintaining roads and footways to support venue access and the Cycling Road events.

The Planning and Building Standards section at DRS certified and warranted all temporary structures including all the facilities at George Square where Festival 2018 showcased some fantastic highlights from the Glasgow Life programme including Mela, Celtic Connections and The Merchant City Festival.

Cordia were contracted to cater and deliver hospitality for spectators, volunteers, VIPs and officials around the seven key venues and non-competition sites in the city and our Environmental Health colleagues worked with hotels hosting athletes and officials and caterers at sporting venues and cultural event sites.

Glasgow Green became a hive of activity during the Championships. Go Live! at the Green was devoted to the connection between sport and culture with

Glasgow Sport colleagues providing come and try sessions for all ages and abilities of everything from gymnastics to table tennis.

Glasgow Club staff gave visitors professional fitness advice, demonstrating some of the most popular fitness classes and letting them test out the latest Technogym equipment that they can find in Glasgow Clubs across the city.

Teams from Glasgow Museums were also on the Green, inspiring new audiences through stories and objects along with colleagues from Glasgow Libraries and Communities who engaged with communities and highlighted the range of services on offer in their local area.

The LES Event team provided invaluable support to manage the smooth transition between the TRNSMT festival, European Championships and The World Pipe Band Championships, before returning Glasgow Green for the use of citizens and visitors to our city.

Supporting Glasgow's Tourism and Visitor Plan



The city welcomed thousands of tourists from across Europe over the two weeks of the Championships, giving the council family the opportunity to showcase our city as a welcoming, vibrant and culturally rich destination with world-class customer service.

The priority now is to ensure that Glasgow messaging remains front of mind with international audiences this year and beyond; capitalising on the global interest in the city.

Glasgow's Tourism and Visitor Plan is the blueprint

for continuing to build the city's international profile as a successful and must-visit tourist destination. The aim of the plan is clear – an extra one million overnight visitors to the city by 2023, boosting the economy and creating jobs.

Glasgow Life, Scottish Enterprise and VisitScotland are the lead agencies delivering the plan, with strong partnership working and collaboration with Glasgow's wider tourism businesses key to its success.

2017 was a record year for international visitors to Glasgow with tourist spending rising to its highest level on record and Glasgow's growth outperforming the Scottish average. Data from the Office of National Statistics showed that the number of international visitors to the city rose by nearly a fifth (19%) to 787,000, while expenditure increased by more than a third (36%) to £319m.

Boosting the city's economy

The global tourism market is fiercely competitive, but the European Championships have shown that there's no shortage of compelling reasons to visit Glasgow, which is reflected in the ONS' record figures and is a real boost to the city's reputation and tourism economy.

Growing Glasgow's tourism economy was a key objective of delivering the Commonwealth Games in 2014. The Glasgow 2018 European Championships can only help build on that success and work towards the city's goal of growing overnight tourism visits from two to three million by 2023.

WHAT'S NEXT?



Billy Garrett, Director of Sport and Events from Glasgow Life being interviewed at the SSE Hydro

The European Championships may be over, but there's still plenty of sensational sporting events on their way to the city.

In 2019 we will welcome the 35th European Athletics Indoor Championships to Glasgow. Over 600 athletes from 50 nations will take to the track at the Emirates Arena from 1 to 3 March, 2019.

Find out more [here](#)

In the same year, from 4 to 8 December the city will host the 20th edition of the LEN (Ligue Europeenne de Natation) European Short Course Swimming Championships at Tollcross International Swimming Centre.

Find out more [here](#)

Billy Garrett, Director of Sport and Events at Glasgow Life, said: *"Attracting major events to Glasgow and raising the city's profile in an increasingly competitive national and international market is a vital pillar of both Glasgow City Council's Economic Strategy and Glasgow's Tourism and Visitor Plan to 2023.*

"Major cultural and sporting events are intrinsic to our tourism ambitions. We are continually looking at ways to develop the city's outstanding annual events portfolio to create more opportunities for tourists and visitors to enjoy some of the world's best event experiences in Glasgow and to ensure the positive impact of these events benefits our communities."

You can view Glasgow's Tourism and Visitor Plan [here](#)



MCR YOUNG PEOPLE VISIT COUNCIL WORKPLACES

Over the summer, MCR Pathways and the council family piloted a new initiative to help inspire young people about their future. Four of our MCR Mentors brought their mentee into their workplace - to give them a taste of working life.

Stevie Scott, Head of Parks and Environment, Land and Environmental Services gave his young person a tour of the City Chambers and Exchange House.

Stevie said: *"My young person was delighted with the experience - it was the first time he had ever been in a work environment."*

"As I took my young person round, we stopped and spoke to a number of my colleagues in and around the City Chambers."

His mentee added: *"The best part was meeting Maureen McKenna - I couldn't believe she's the Manager of my Head Teacher at Lochend!"*

Keri Isdale, Economic Development Officer at Development and Regeneration Services said: *"I know that my young person does not want to work in an office. He learns better by doing things rather than by listening."*

"I thought City Building would be a perfect match for him, so I spoke to Gavin Hay, Training and Development Manager at City Building, and arranged for my mentee to spend a half day at the City Building training centre at Queenslie Training Centre."

Keri's young person had expressed an interest in construction, but didn't know much about it except that he didn't want to be an electrician because he said: "you might blow yourself up."

At the half hour session, Keri's young person got to experience carpentry and joinery, painting and decorating, and plumbing and electrical installation.

Keri added: *"He loved the joinery session. As a result of his visit, he has changed some of his school courses to focus on construction skills."*

Jimmy Cheng, Parks and Streetscene Work Planner at Land and Environmental Services brought his young person to his office.

Jimmy said: *"My young person has told me that his ambition is to become a video game developer."*

"But I thought it would be interesting for him to have an understanding of what I do in my job and how it fits with the overall process of delivering public services. He said he found the visit interesting. But he's still aiming to get a job designing video games."

Carole Scott, Head Teacher at St Brigid's Primary, has been mentoring in different capacities for much of her career.

Carole said: *"My young person is bright and seems very focused on her aspiration to become a teacher so I arranged a visit to St Brigid's Primary School."*

"During her visit, she met another young person from a local secondary school who is undertaking the Access to a Career in Teaching course. The course is provided in collaboration with Glasgow's universities - as part of their widening access initiatives - and delivered to S4 to S6 pupils expressing interests in targeted career paths."

"My young person didn't know about this course, so through the visit she learned about another way of achieving her goal."



Carole Scott, Head Teacher at St Brigid's Primary, with MCR mentee, pupil from Eastbank secondary school.

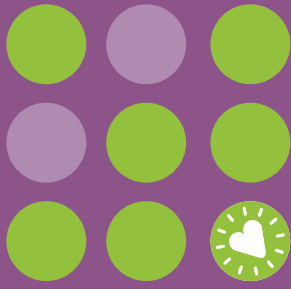
More Mentors needed – Can you #GiveAnHour?

By providing young people with opportunities to experience different workplaces we can help get them thinking about their own career paths. Thanks to all our Mentors who are supporting this initiative.

There are 750 young people in the city who need the support of their own mentor. Can you get involved?

More information

To find out what support is available to council family staff who wish to become an MCR Mentor. visit **Connect**



YOUR HEALTH AND WELLBEING

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



Find out about our new suicide prevention awareness training for staff; get tips and advice to support your health and wellbeing; update on our recent sporting events



Choose Life

Led by the Glasgow City Health and Social Care Partnership (GCHSCP), the Choose Life Training Group was established in 2012 to co-ordinate the implementation of suicide prevention training for key staff across the council and NHS Glasgow.

Since then approximately 2500 staff have been trained. And in the past year over 200 frontline workers from a wide range of public, private, voluntary and community organisations have also benefitted from the newly incorporated 'SuicideTALK' awareness briefings.

Pauline Toner, Glasgow City Choose Life Coordinator, said: "Suicide prevention training is key to helping people to identify those who may be at risk of suicide, allowing for early interventions to be put in place to support the vulnerable and save lives.

"We can all be alert to the potential signs that someone may be feeling suicidal. Our message is that everyone, can play their part in supporting people who are feeling suicidal, and in reducing the stigma that can stop people from seeking help. Suicide prevention is everyone's business."

Staff awareness briefings

Karen Strachan, Senior HR Officer said: "As part of our mental health pilot programme, staff at Land and Environmental Services – headquarters and Dawsholm Cleansing Depot - are being offered these awareness sessions.

"Initial feedback has been very positive. One participant commented that he now felt better equipped to support a close family member who

struggles with their mental health and with thoughts of suicide."

Register for training

Corporate HR intend to organise more sessions which will be open to staff from across the council family.

Places will be limited and will be issued on a first come first serve basis. If you would like to attend, please **email**

Worried about someone?

If you are struggling, or if you are concerned about someone you know, please seek help from your GP. Help is also available from:

- Workplace Options on 0800 247 1100
- Breathing Space (phone free on 0800 83 85 87).
- The Samaritans -phone free on 116 123 or by **email**
- For an immediate life-threatening emergency call 999 immediately.

World Suicide Prevention Day – 10 September

More than 800,000 people take their lives each year across the world. In the UK and Republic of Ireland, more than 6,000 people die by suicide a year - an average of 18 a day.

Reaching out to people who are going through a difficult time can be a game changer. People who are feeling low or suicidal often feel worthless and think that no-one cares. Small things like hearing from friends or family, feeling listened to or just being told that 'it's ok to talk' can make a huge difference.

To find out more **visit**

Or come along to the Celebration of Life event (12 noon until 2pm at the Gartnavel Hospital Tranquillity Garden) on World Suicide Prevention Day - for those who have been touched by suicide. For more information contact **Larry Callary** on 07811 529 620 or Christine Tait on 0141 211 3529. Or to register your intention to attend, **email**



The winning team: Malcolm McLachlan, Engineer, LES; Sohail Shanaz, Intensive Services Worker (GCHSCP); and Charlie Nicolson, Technician, LES.

Lawn Bowls

The last of our events to celebrate the 2018 European Championships was the council's annual lawn bowls competition at Kelvingrove Lawn Bowls and Tennis Centre on Tuesday 14 August. Eleven teams from across the council family participated.

Congratulations to Charlie Nicolson, Malcolm Macolm both Land and Environmental Services and Shanaz Sohail from the Glasgow City Health and Social Care Partnership who beat off strong competition to win the trophy.

Catharine Kirwan, Depute Executive HR Manager said: "Now in its fifth year this competition just keeps

on getting bigger and better. This year we opened it up to our colleagues across the Glasgow Family and it was great that so many of them took up the challenge.

"Lawn Bowls is a sport that anyone can play no matter what their age or ability, it also has a great social aspect to it."

Fancy having a go?

If you would like to find out more about bowling, and give it a try, why not join the Glasgow City Council Bowling Club.

Contact **Graeme Lowe**, the Club Secretary, on 0141 287 8244 or **visit**

Competition

Win a set of watercolour paints, pad and brushes

This month we are giving you a chance to win a set of watercolour paints, pad and brushes

Q. How many teams took part in this year's lawn bowls competition?

Email your answer, with your name, service and workplace phone number, to

YourHealthandWellbeing@glasgow.gov.uk or send by internal mail, to Your Health and Wellbeing, Corporate HR, Room 2.27, City Chambers East Building, 40 John Street, Glasgow, G2 1DU.

Deadline for entries is Friday 28 September 2018

Congratulations to Karen Bryce, Clerical Officer at the GCHSCP who won a weighted Hula Hoop in our June competition.



Malawi Cup Final Winners:BACK ROW (left to right): John Doyle, Chris McTaggart, Kevin Quinn, Tony Curren, David Donnell. FRONT ROW: Algie Reilly, Joe Moffat, Chris McLaughlin, Ronnie McDonald, Mark McManus, Chris Gordon.

Alternatively why not pop along to the Kelvingrove Lawn Bowls and Tennis Centre for a game.

Malawi Charity Cup – seven-a-side football tournament

The fifth annual Malawi Charity Cup took place on 2 June at the Glasgow Green Football Centre – raising £1,100 which will go towards the ongoing feeding programme for the Chipindu School in Malawi and “Geeza a Break” a local charity which provides new school uniforms for families in need.

Eleven teams signed up for the popular event. After a tense final against the Roads Team from Land and Environmental Services, the team from Community Safety Glasgow won the tournament for the second time.

Chris McTaggart from the winning team said: *“As keen footballers we’ve thoroughly enjoyed participating in this event for the last three years.*

“We’re delighted to have won the tournament twice and also reached the semi-final. And we’re proud that through our involvement in the tournament we’re helping raise money for an amazing charity.”

Organ Donation Week – 3 to 9 September 2018

Currently, at least one person on average dies every day in need of an organ transplant, often because families haven’t discussed the subject and don’t know whether to authorise donation on behalf of their relative or not.

You can help save thousands of lives in the UK every year by signing up to become an organ donor and telling your family that you want to donate. Anyone can register to donate their organs and tissue when they die, regardless of their age or medical conditions.

More information on organ donation including how to register [here](#)

Workplace Options Webinar

The September webinar is ‘GPS! Charting a course to reach you goals’ which gives tips on how to create a personal development plan. It will be screened live on 18 September 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 [here](#)

Find out more about our Staff Health Strategy and the activities promoted as part of it. Visit [Connect](#)

WHAT'S ON SEPTEMBER

1 **CIRQUE DU SOLEIL: OVO**
SSE HYDRO
 5 to 9 September
 Tickets from £57.75
www.cirquedusoleil.com/ovo#about

Rush Headlong into a New Ecosystem. OVO is teeming with life. Insects work, play, fight and look for love in a non-stop riot of energy in motion. Their home is filled with biodiversity, beauty, action and moments of quiet emotion. The awestruck insects are intensely curious when a mysterious egg appears, representing the enigma and cycles of their lives.



2 **BBC PROMS IN THE PARK**
 Glasgow Green
 8 September
 Tickets £15.50
www.bbc.co.uk/events/epd4mb

One of Scotland's most loved musical events. The world class BBC Scottish Symphony Orchestra, conducted by Stephen Bell, takes centre stage performing classical pieces, traditional Scottish reels, as well as some well-known favourites. Special guests, include Sophie Ellis-Bextor. The event will be live on both TV and radio. It will be presented by tenor and BBC Radio Scotland presenter Jamie MacDougall.



3 **Mary's Meals Day**
 Royal Concert Hall. 2pm (doors open 12.45pm).
 9 September
 Free
www.marysmeals.org.uk/marysmealsday#book
 or phone 0800 698 1212

Celebrating the work of Mary's Meals. We'll be joined by members of our global family, including speakers from our programme countries, who witness every day the ways in which the simple act of providing a meal in school is transforming the lives of desperately hungry children. An afternoon of fantastic entertainment and gift stalls too. Please join us – and bring your friends and family to what promises to be an uplifting and unique event.



4 **GLASGOW PRETTY MUDDY 5K**
 Pollok Country Park
 From 10am
 9 September
 Entry fees: £10.00 Girls | £19.99 Women | £19.99 Young Women
www.raceforlife.cancerresearchuk.org/find-an-event/bellahouston-park-pretty-muddy-5k-2018-05-19-0000

Race for Life Pretty Muddy is our brilliant 5k muddy obstacle course. Scramble over the A-frame. Crawl through the mud pit. Have fun with your friends. And raise valuable funds for BEATING CANCER. The meeting point is on grassy area beside the Burrell Collection.



5

Festival 2018

Various Venues

10 to 16 September

Free

www.glasgowdoorsopendays.org.uk/

An annual event celebrating the city's architecture, culture and heritage through a free programme of open buildings and events. Explore some of the city's iconic historic buildings and architectural gems, and to go behind the scenes of theatres, working factories, distilleries and more! Discover your inner urban explorer on our guided walks, get hands on with workshops and delve into the history and future of this dear green place with our programme of talks!

**DOORS
OPEN
DAYS** 2018

6

MOTORBIKE WALL – EWAN MCGREGOR'S BMWs

Riverside Museum.

Throughout September
Opening times vary

Free

www.whatsonglasgow.co.uk/event/017787-riverside-museum-family-event-programme/

Ewan McGregor's two motorbikes from his round-the-world adventures take pride of place on the Motorbike Wall.



Ewan McGregor's
BMW R1150 Adventure,
Courtesy
Long Way Round Ltd

FARMERS' MARKETS

www.citypropertyglasgow.co.uk/markets/farmers-markets/

**PARKS EVENTS**

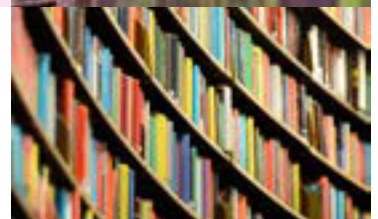
www.glasgow.gov.uk/parks

**GLASGOW MUSEUMS**

www.glasgowlife.org.uk/museums

**GLASGOW LIBRARIES**

www.glasgowlife.org.uk/libraries



FOR A FULL LIST OF GLASGOW'S EVENTS

www.peoplemakeglasgow.com/whats-on