

# An Introduction to Glasgow's Environmental Task Force



Improve

Enforce

Support

Communicate

## **1. Introduction**

The establishment of the Environmental Task Force (ETF) marks a new approach to service delivery which is along thematic lines rather than the more traditional departmental lines. This new approach encourages integrated working across a range of Council Family services to a common theme. It creates a framework for some services from across the Council Family and partner organisations to share common objectives, a shared understanding of success, and improved targeting and coordination of services.

## **2. ETF Objectives**

The ETF has a broad range of objectives that will improve communities. They are:

- Tackling environmental incivility such as dog fouling, littering, fly tipping and general environmental dereliction.
- Improving neighbourhoods through environmental enhancement in both public and private spaces.
- Effective citizen engagement and communication that encourages citizen involvement.
- Identification and training of volunteers to work in conjunction with the task force.
- To deliver an effective and regular communication strategy at a ward level.
- Improving service delivery through coordinated arrangements at a ward level.
- Deliver a training programme for unemployed Glaswegians.
- Work with schools on community clean ups and maintaining a green environment.
- Enhanced enforcement measures.

### **3. A Thematic Approach to Service Delivery**

The services that have initially been realigned to the Task Force include:

- i) a range of enforcement services from DRS, LES, City Parking and CSG to be brought together as part of the ETF to improve enforcement activity in communities across the city;
- ii) LES resources that will assist the ETF in tackling fly-tipping and roads repair;
- iii) training and employment related teams from Jobs and Business Glasgow to assist the ETF to create volunteer opportunities for Glaswegians and trainee places in for unemployed as part of the ETF activity;
- iv) a range of services from Community Safety Glasgow that work with challenging Glaswegians, improve the appearance of communities, manage and coordinate environmental volunteering activity in communities and schools and engage with citizens; and
- v) trades teams from City Building to work with volunteers and trainees to enhance neighbourhood appearance.

All of these services will be underpinned by the ETF Intelligence Unit, the ETF Operations Centre at Blochairn and a social media strategy that encourages and facilitates citizen interaction.

### **4. Conclusion**

The thematic approach of the ETF and its services, underpinned by cutting edge technology and communications, will facilitate improved service delivery to tackle key priority issues for Glaswegians in communities across the city. It will also allow the GCC and partners to demonstrate in a very visible way, with tangible outcomes and deliverables, Transforming Glasgow in Action.



## 5. Phased Service Delivery

### Stage 1 - Engage, Educate and Participate



#### Objectives

- Raise awareness of the ETF
- Encourage and increase community and local stakeholder participation
- Deter and prevent environmental incivility
- Educate through positive citizenship involvement

### Stage 2 - Enforce and Regulate



#### Objectives

- Issue FPNs for litter, fly-tipping and dog fouling
- Issue non-compliance notices
- Issue parking tickets
- Issue taxi enforcement notices

### Stage 3 - Enhance & Improve Neighbourhoods



#### Objectives

- Hard and soft landscaping
- Planting and cultivation
- General building works

### Environmental Task Force trainee programme



#### Objectives

- To provide a one year, paid trainee placement for 100 inemployed Glaswegians.
- To provide each trainee with a range of qualifications.
- To provide ongoing assistance into full time employment through C.V. support, interview techniques etc.