

Love your neighbourhood



Environmental Task Force



Your guide to getting started as an ETF Neighbourhood Improvement Volunteer



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Getting started as an Environmental Task Force NIV

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Welcome and introduction

On behalf of the Environmental Task Force (ETF), thank you for becoming an ETF Neighbourhood Improvement Volunteer (NIV) - I'm delighted you've joined us.

Since 2007, the Clean Glasgow campaign had played a central role in bringing services and communities closer together, making our city cleaner, safer and better. On the 26th of May 2016 the Clean Glasgow campaign changed to become The Environmental Task Force (ETF). This marked a new approach to service delivery.

The new approach encourages integrated working across a range of Council family services and partner organisations to share common objectives, a shared understanding of success, and the improved tasking and coordination of services.

The NIV scheme is key to the success of the ETF as it's designed to both encourage and support residents eager to play an active role in reporting and tackling environmental problems within their communities.

As a NIV you will still be engaged in a range of activities from monitoring the cleanliness of local streets and reporting grime crime issues to organising litter clean up events and promoting the Environmental Task Force to your friends and neighbours.

The NIV scheme will continue to be a flexible programme that fits around your existing interests and time commitments and over the next few weeks you will be contacted by your coordinator and supplied with a range of information and materials.

With your help supporting the Environmental Task force, we are continuing to make Glasgow an even better place to live, work and play.

Executive Director
Glasgow City Council , Neighbourhoods and Sustainability

Getting started as an Environmental Task Force NIV

Neighbourhood Improvement and Enforcement Service (NIES)

NIES play a pivotal role in the Environmental Task Force (ETF) campaign. We engage with communities across the city and make it possible for everyone to play their part. We work with local groups, schools, businesses and individuals to provide a community led response to environmental issues such as litter, fly-tipping, graffiti and dog-fouling.

NIES is responsible for implementing the Neighbourhood Improvement Volunteer (NIV) scheme and provides training and support to hundreds of active volunteers across the city.

As an ETF Neighbourhood Improvement Volunteer you will be part of a growing number of people who last year, as individuals, collectively contributed over 75,000 volunteer hours making Glasgow Cleaner, Safer and Better.

ETF NIVs also reported over 400 incidents of fly-tipping via the myglasgow app and can now also report all sorts of Environmental issues through the ETF Facebook and Twitter social media feeds.

The ETF NIV programme continues to gain recognition from Keep Scotland Beautiful for an outstanding contribution to the overall objective of Cleaning Up Scotland.



Getting started as an Environmental Task Force NIV

Neighbourhood Improvement Volunteers

Environmental Task Force NIVs are individuals and groups who play an ongoing role in our campaign by adopting a zone in their local neighbourhood and taking action to improve its cleanliness.

The programme is designed to be fluid and adaptable so that everyone, regardless of time commitments, physical capabilities, specific interests or location can play a part in enhancing their neighbourhood. NIVs are provided with equipment such as a litter-picker and gloves so they can clean their own zone and are encouraged to report other environmental issues such as graffiti, fly-tipping and dog fouling.



Getting started

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

- **Zone**

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

- **Survey**

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

- **Action**

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

- **Survey**

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

- **Action**

Is it time for another clean-up?

Getting started as an Environmental Task Force NIV

Supporting your activities

Additional Support

The Environmental Task Force will support you with identifying additional ways to improve your zone.

This may include support from other Environmental Task Force partners and the provision of enhancement items such as planters and bird tables made of recycled wood which have been constructed as part of our Community Payback Programme.

There is also assistance available for clearing publicly owned land of litter, fly-tipping and overgrown vegetation.

If you would like to take advantage of any of these additional support opportunities we can arrange a site visit to determine your requirements.

You will also be given access to the ETF NIV closed Facebook page, where you can share ideas. This is a great way to get to know other ETF NIVs in your area and across the city.



Getting started as an Environmental Task Force NIV

Julie Philip Case Study

‘Let’s make Summerston Sparkle’ is a call to all the residents of Summerston to make their neighbourhood sparkle again.

Julie Philip is a Neighbourhood Improvement Volunteer and is the driving force behind The ‘Summerston Sparklers’ which is actively involved in regular litter picking throughout Summerston.

Julie has gained the support of the local community, with volunteers participating in regular monthly clean up events. The volunteers have made significant improvements to a number of sites in Summerston. Not only does Julie contribute a vast amount of personal time to address issues such as litter and fly-tipping, she also helps other volunteers in her neighbourhood to organise their own community clean up events.

She has gone on to establish a Facebook community page called ‘Let’s make Summerston Sparkle’. The page actively promotes volunteering, informs people of upcoming community clean up events and highlights areas that suffer from environmental neglect. She also advertises her clean up events on Twitter, Streetlife and Wherevents.

Julie and the Summerston Sparklers have shown how effective social media can be for promoting events and reporting environmental issues.



Getting started as an Environmental Task Force NIV

See Something, Say Something

The Environmental Task Force encourages residents to report environmental issues in their local neighbourhood. Dedicated Twitter and Facebook pages have been created, a hotline, email address and smart phone app are also available to make it as easy as possible for people to report issues such as littering, fly-tipping, graffiti and dog fouling.

Environmental Task Force Hotline 0300 343 7027

Environmental Task Force website

Go to www.envtaskforce.org and use the 'report it' section to tell us about environmental issues you want to report.

My Glasgow APP

If you prefer to use your smart phone, download the **My Glasgow App** from the Apple, Android and Blackberry app stores.

In the app go to the 'submit a report' section to tell us about the environmental issues you want to report. The first time you visit the site you'll be asked to create a login.

Environmental Task Force – Neighbourhood Improvement Volunteers

If you require assistance with the ETF Neighbourhood Volunteering Programme please contact the team:

By Phone: If you would prefer to speak to someone we can assist you between 9am - 5pm Monday to Friday.
Please phone **0141 276 7400**.

By Email: commsafetycustomerservice@glasgow.gov.uk



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Getting started as an Environmental Task Force NIV

Health and Safety

YOUR SAFETY IS OUR PRIMARY CONCERN.

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

Control Centre -

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

1. Logging On

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

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

2. Logging Off

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

3. Response

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

4. Reporting an Incident

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

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

To request a needle uplift call: **0141 287 9700**

Other Useful Numbers

Environmental Task Force Hotline:

Litter, Dog Fouling, Graffiti, Fly Tipping, Fly Posting and uplift of bags	0300 343 7027
Roads and lighting faults	0800 37 36 35
Water mains leakage or bursts	0845 600 8855
Police Scotland (non-emergencies)	101
Police Scotland (emergencies)	999
Abandoned cars	0141 276 0859
CCTV control centre	0141 287 9999
Crime stoppers	0800 555 111
Cleansing and bulk uplifts	0141 287 9700
Glasgow Operations Centre (Public Space CCTV)	0141 287 9700
Needle uplift	0141 287 9700



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Environmental Task Force



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