Environmental Task Force

WARD 9 - Calton

ETF Activity Report - June - Aug 2016

This report provides details of Environmental Task Force activity within Ward 9, Calton.
It also gives a snapshot of info on the communications channels used to report issues to the ETF.

Further information can be obtained from the ETF sector coordinator on 0141 276 7551

Environmental | Enforcement | People Support | Communication

Ward 9 - Calton

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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.

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.

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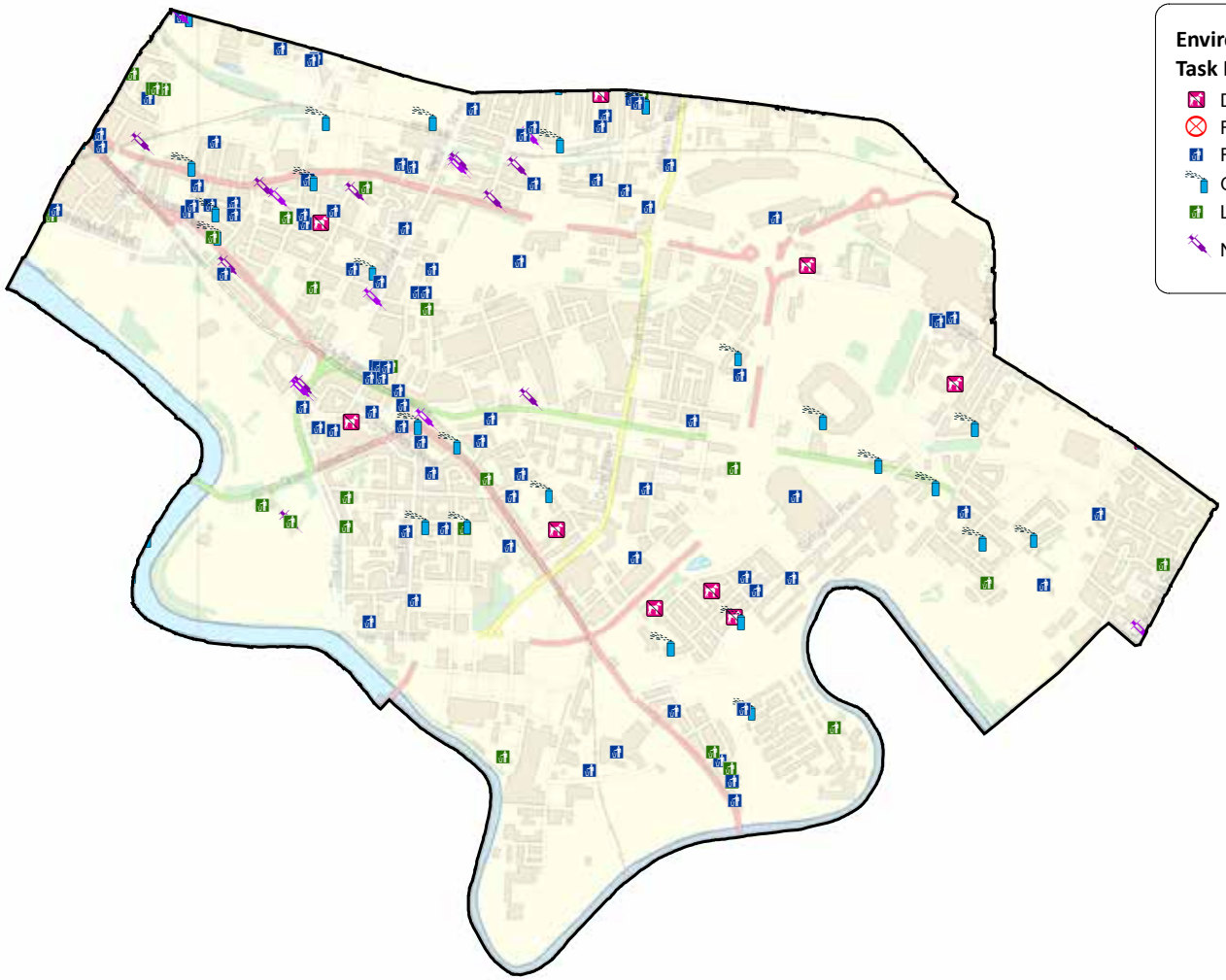
Incidents reported by the public to Glasgow City Council



Environmental Task Force

- Dog Fouling
- Fly Posting
- Fly Tipping
- Graffiti
- Litter
- Needles/Sharps/

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- Dog Fouling
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- Fly Tipping
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- Litter
- Needles/Sharps/Blood

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742 Number of hours worked in Ward

488 Number of fly tipping jobs removed

57 Number of de-littering own observation incidents removed

25 Number of bulk uplifts

87 Number of graffiti incidents removed

1,410 Meterage of graffiti removed (mtrs)

3 New NIVS signed up to the ETF Volunteer Programme

20 Number of volunteers

747 Number of volunteer hours

1 Number of school clean-ups undertaken

60 Number of community clean-ups undertaken

40 Number of business clean-ups undertaken

42 Number of FPNs issued for dog fouling

79 Number of FPNs issued for littering

CLEAN TEAMS | GRAFFITI REMOVAL | NEIGHBOURHOOD IMPROVEMENT AND ENFORCEMENT SERVICE | COMMUNITY ENFORCEMENT OFFICERS

Ward 9 - Calton

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Environmental Task Force

337
Carriageway patching (sqm)

10
Street furniture - guardrails replaced/ installed/removed

3
Street furniture - posts replaced/ installed/removed

8
Street furniture - signage replaced/ installed/removed

134
No. of ETF service requests via Remedy

19
No. of ETF service requests via Twitter

2
No. of ETF service requests via Facebook

11
No. of ETF service requests via Email

1
Number of sites enhanced

39
Number of team hours worked in support of ETF activity

ROADS MAINTENANCE | CUSTOMER CARE | ENVIRONMENTAL ENHANCEMENT

Social Media Activity - June - August 2016

Twitter - @theenvtaskforce **Facebook** - @envtaskforce

Environmental Task Force

Introduction

This report shows the key statistics for The Environmental Task Force's (ETF) social media accounts. The following information details the number of people who have followed the ETF's Twitter and Facebook accounts during this time.

Twitter Activity - August 2016

The ETF Twitter account has **1,649** followers

The ETF tweeted **1,638** times with a reach of approximately **4,300** per day and a total reach of **422,504**.

The ETF gained **416** retweets, which is an average of **4** retweets per day.

Our tweets achieved:

• **702** likes • **490** link clicks • **1,182** replies

Twitter Comments

Glasgow 'task force' response teams for graffiti removal, improving roads, dog fouling, littering & more. Good idea, that. @theenvtaskforce

highly recommend these guys @theenvtaskforce very responsive :) great work!

Thanks to Sandy from @theenvtaskforce who worked with classes to safely litter pick in the community #HealthWeek

All flytipping removed from Kilmaluag Terrace today, BIG thanks to @theenvtaskforce !! :)

Facebook Activity - August 2016

The new Facebook page gained **637** followers since the launch in May.

The ETF published **49** posts with a total reach of **82,957.**

Our posts achieved:

• **6,809** link clicks • **862** likes • **184** comments • **207** shares

Facebook Comments

5 star – "Environmental Task Force did a fantastic job outside Bridgeton Community Learning Campus in Dale Street yesterday, grass cut, litter removed and huge weeds cut back to allow dog walkers and children to enjoy the green space. Thank you"

"If it was you's that cleaned up Cloan ave today many thanks for doing it"

"That's great. Thank you for organising this. Great way to get things done."

"I am on this program, it is a fantastic new operation, I was listing to 2 old woman in front of me on the bus, they were talking about how clean Glasgow is looking now. So it is impacting on all communities in a positive way"

Environmental Task Force

Good news from Calton

Dalmarnock Road/Allan Street

Two drinking dens, fly-tipping and masses of litter over two sites – the local resident who reported this in July was a happy customer when the local Clean Team cleared all evidence of the drinking dens and carried out a full de-litter in the area.

Ross Street

A massive area of fly-tipping in Ross Street was reported through social media on 5 July and removed a few days later. Unfortunately this site appears to be popular for fly-tipping and a new report was received on 23 August. The amount of rubbish tipped matched the previous incidence in size and included an astronomical telescope and tripod! It was cleared on 25 August.

Contact us

If you are concerned about litter, flytipping. graffiti, dog fouling or any other environmental issue, we want to hear from you.

Use our social media pages to report any issues

Report using Twitter
@theenvtaskforce

Report using Facebook
envtaskforce

Phone **0300 343 7027** or use the **MyGlasgow** app.

What can **The Environmental Task Force** help with?

- ✔ Fly tipping
- ✔ Litter
- ✔ Graffiti
- ✔ Dog fouling
- ✔ Fly posting
- ✔ Environmental enhancement
- ✔ Needle uplift
- ✘ Bin collection
- ✘ Replacement/additional/new bins
- ✘ Recycling
- ✘ Issues relating to back courts/gardens