



# Environmental Task Force

## WARD 5 - Govan

ETF Activity Report - June - Aug 2016

This report provides details of Environmental Task Force activity within Ward 5, Govan. 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



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## Introduction

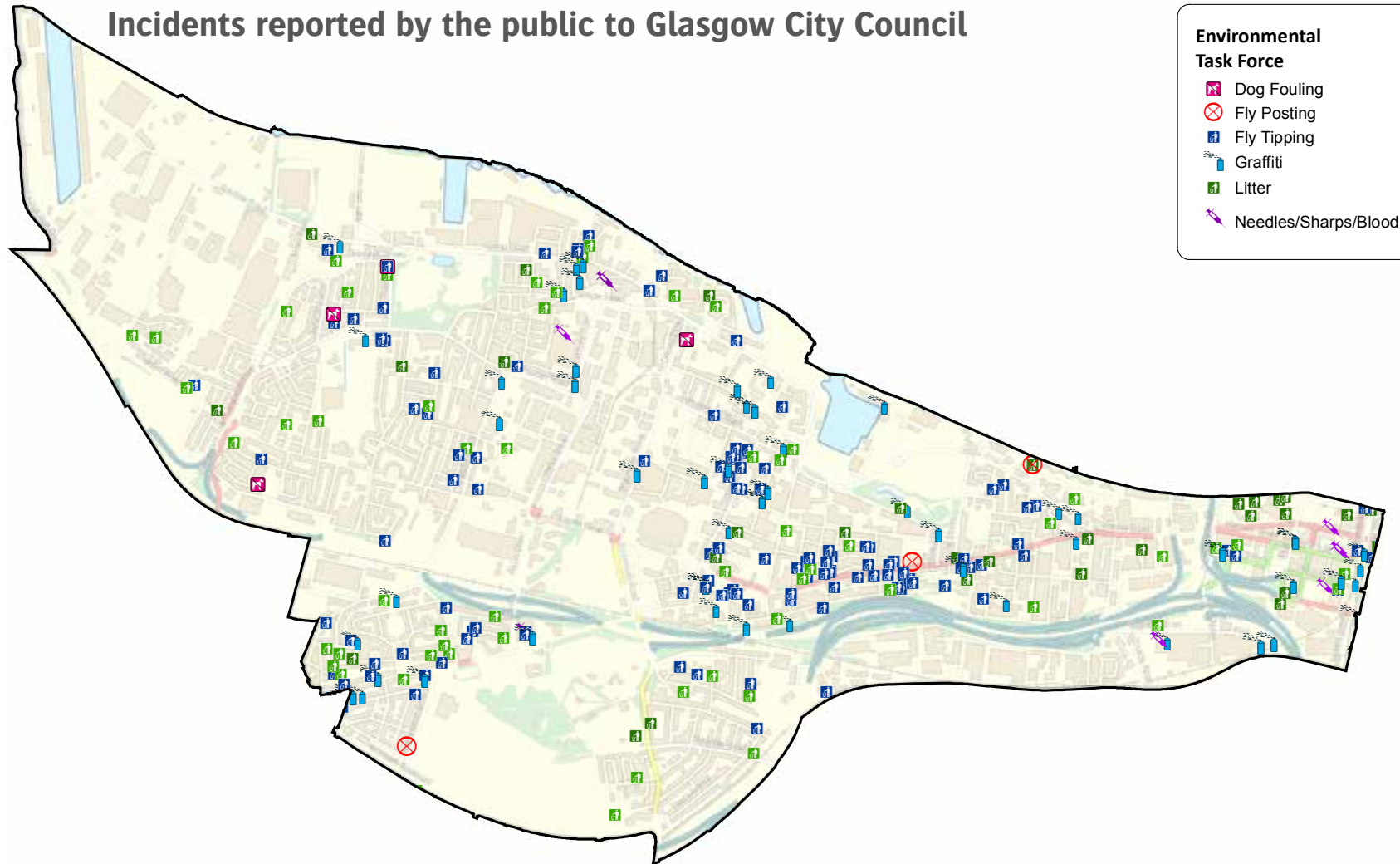
The establishment of the Environmental Task Force (ETF) marks a new approach to service delivery which is along thematic lines rather than the more traditional departmental lines. This new approach encourages integrated working across a range of Council Family services to a common theme. It creates a 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.

### Incidents reported by the public to Glasgow City Council



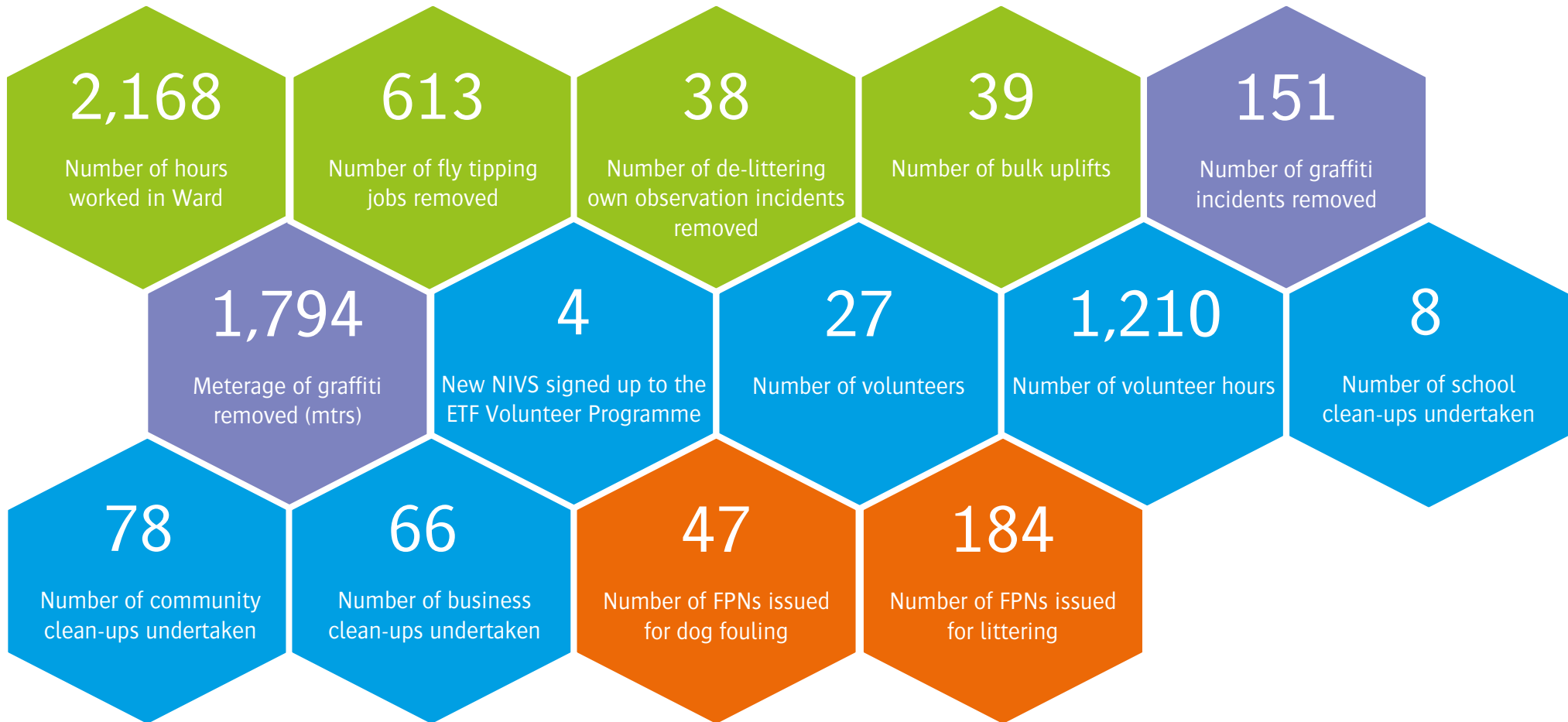
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# Environmental Task Force



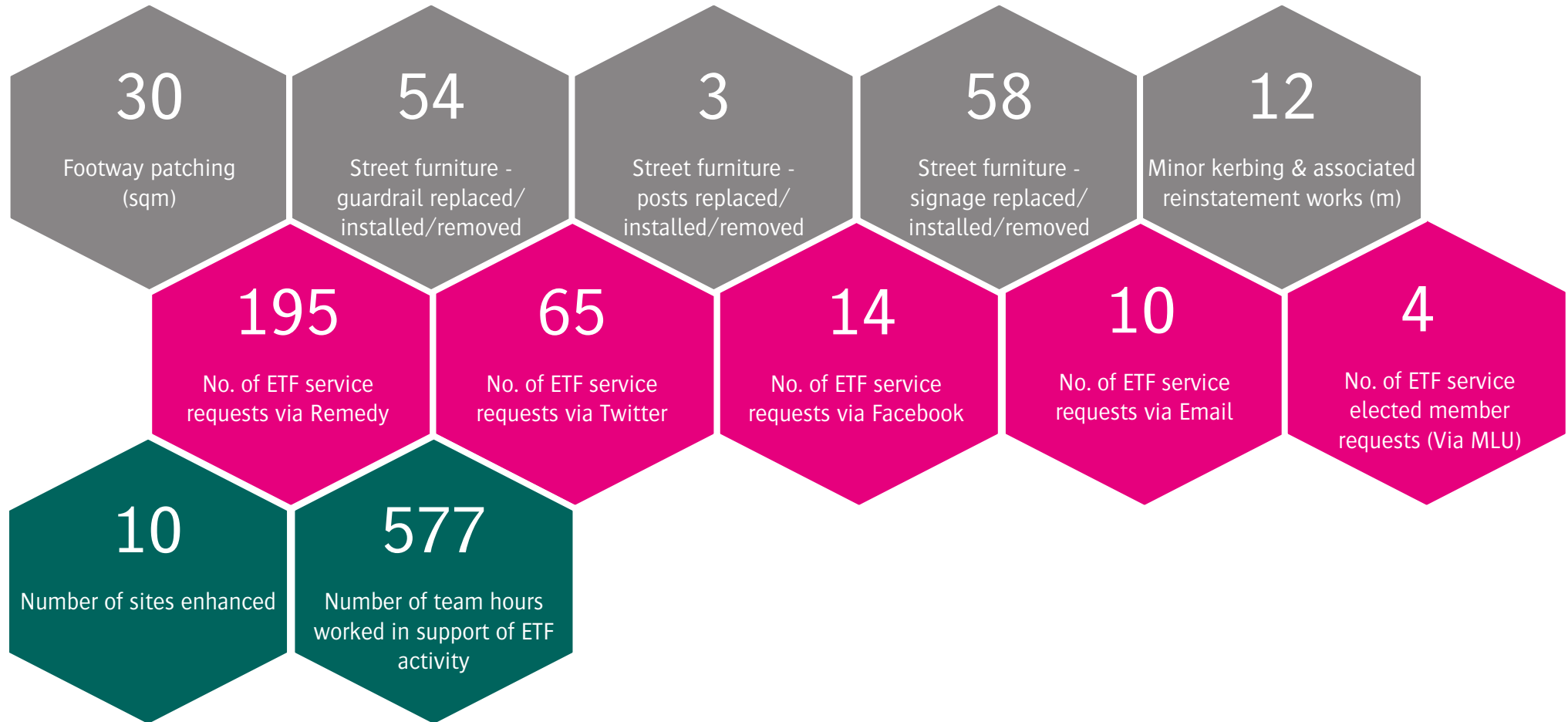
CLEAN TEAMS   GRAFFITI REMOVAL   NEIGHBOURHOOD IMPROVEMENT AND ENFORCEMENT SERVICE   COMMUNITY ENFORCEMENT OFFICERS

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# Environmental Task Force



**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"

## Good news from Govan



### Vicarfield Street

On 13th June, 3 ETF teams descended on the public recreation area between Vicarfield Street and Govan Road, for an environmental enhancement exercise. They removed rubbish, cleared and cut back overgrown vegetation and even painted goalposts!

### Clifford Gardens

On 11th August a report was received by way of social media of a particularly nasty and extensive incidence of graffiti in a sheltered housing complex called Clifford Gardens, just off Paisley Road West. A Graffiti Removal team attended within 24 hours with a successful outcome. Both residents and staff at the complex expressed their appreciation of ETF services and their quick reaction.

## 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



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