

CORONAVIRUS (COVID-19)
DAILY INFORMATION UPDATE



KEEP UPDATED AT ALL TIMES ON THE WEBSITE

<https://www.glasgow.gov.uk/staffupdates>

3 April

Important information when registering to volunteer – your contact details

So that we can get back in touch with you when you register to join our pool of staff volunteers - **we would recommend that you use both a personal email address and mobile phone number.**

This is so that those of you who are currently working from home, with no access to the core council IT network, can be kept updated on essential roles that we have a need to fill.

Creating your [MyJobScotland](#) account with a personal email and phone number will still allow you access to all internal vacancies as normal and means you can also sign up to receive text alerts too.

If you have already registered using your council contact details, and have no access to your council email account, please edit your [MyJobScotland](#) account and change your personal contact details as soon as possible.

#Thank you for signing up to help make a difference.

#Safe Glasgow – Don't use Zoom on any device for council business or keeping in touch



Our IT provider CGI has assessed the risks involved with using Zoom in the council and has recommended that this is not used by staff on any device, including your own device, for council business and keeping in-touch with colleagues and teams.

There are potential increased security risks with the use of Zoom and other software apps including how their design may make the information stored there vulnerable or subject to cybercrime.
Arrangements have been made to block Zoom on all council devices from midnight.

Council business should only be conducted using council devices and approved apps on these devices. It is essential that we don't expose council business, personal or sensitive information when using these software apps on our personal devices.

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Keeping in-touch when working from home

We now have a lot more staff working from home, following the government guidance, to keep our vital services running for the city. We do recognise that managers need to keep in-touch with teams and colleagues will want to talk to each other. It is important that everyone feels supported and has regular contact with their team.

You can use the following ways to keep in-touch and continue with council business:

- **Contact CGI to set up conference call facilities for more than six people**
Email GCCservicedesk@cgi.com or phone 0141 287 4000, internal extension is **74000**
- **Use your council iPhone for conference calling with up to six people**
Simply follow the steps below:

Call a colleague – when they answer, press add call

1. Then select the person you would like to add from your phone book, or click keypad to dial the number
2. Once the person answers, click the merge call button.
3. This step can then be repeated, up to 5 times.

In the current circumstances WhatsApp can be used for keeping in-touch with teams but you shouldn't use this for council business unless it's already been approved for use on a council device.

Please refer to the [council guidelines on how to work safely from home](#) that sets out ways in which you can make sure the council's information continues to be properly managed and kept safe at this time.

Our volunteer heroes in action - Legal Eagle to Registrar in a week



Ikra Bhatti, a Trainee Solicitor in Legal Services, Chief Executive's Department has volunteered to temporarily support our Registrars Team at this difficult time.

Ikra explains: "I understood that on a normal day our Registrars deliver an essential service to the city and at this unusual time demand on their services is likely to be greater, and could become difficult, if the number of

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available Registrars reduced. I chose to volunteer my help and become an Assistant Registrar as I wanted to try and make a small, but hopefully meaningful impact to the lives of some of our citizens – in any way possible at this incredibly tough time.”

Given the current climate our Registrars are facilitating the remote registration of deaths and Ikra received full training to help her transition her existing skills across to her new temporary role. She has seen her normal working day change from reviewing legal agreements, or even attending court, to phoning contacts to obtain details about citizens who have unfortunately recently passed away. This information is then used to help register the death.

Ikra added: “I am enjoying my change of working environment and getting the opportunity to experience the work of another area of council business. I live locally and don’t live with any vulnerable people so have easily transitioned into carrying out this essential role. Everyone I speak to and engage with on the phone has been really appreciative of our efforts to help make what is a very difficult time for them a little less stressful. It helps to have a sensitive nature for this role and a good listening ear whilst obtaining the detail that you need. The training has helped support this and I would like to thank my Legal managers for being so accommodating to let me take up this volunteering role. By working together we are all contributing and making a difference.”

#Thank you Ikra for rising to the challenge



A graphic with a teal background. On the left, the word "VOLUNTEER" is written in large white capital letters. Below it, the text "Help to keep **our city** running during this challenging time" is displayed. On the right, there is a logo for "Glasgow CITY COUNCIL" featuring a crest and the city's name. Below the crest, five hands of different colors (purple, yellow, teal, blue, and red) are raised in a gesture of support. At the bottom left, the text "SIGN UP TO **VOLUNTEER NOW**" is written in white, with "VOLUNTEER NOW" underlined.

Knightswood Primary – community messages and videos of support

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Knightswood Primary @KnightswoodP · 17h

The staff are overwhelmed by the messages from our children, parents and carers tonight on social media. A huge thanks from all the staff team. We are all missing our kids and community greatly. Looking forward to seeing you all soon. Stay well and safe! #missingyou #family #KPS

1

7

61



Amanda Ferguson

@manda0023

Follow

Replies to @KnightswoodP

miss you all!!
Thank you so much for EVERYTHING you do
XXX

3:07 pm - 2 Apr 2020

You can follow the children's messages and videos of support at

https://twitter.com/KnightswoodP?ref_src=twsrc%5Egoogle%7Ctwcamp%5Eserp%7Ctwgr%5Eautho

!

Meet our heroes – Nursery staff keeping calm and carrying on



Staff at **Molendinar Nursery in Blackhill** are doing a fantastic job looking after children of key workers and contributing to the local community in this time of crisis.

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Staff are keeping in touch and sharing their thoughts and ideas to provide a range of fun and useful activities for the children in their care. Activities have included baking bread for a local charity soup kitchen that provides food to vulnerable children in the community and also doing drawings for residents in their local care home - who the children had been visiting as part of an inter-generational learning project.

The team are also continuing to support the kids who are not attending the nursery at this time posting events, such as story-telling and bedtime stories, on Facebook and Twitter. They have also delivered activity colouring packs to the children to encourage the children to draw rainbows in support of NHS workers.

Andrea Forbes, Head of the Nursery said: "We're doing our best to stay in touch with everyone and keep our spirits up in this difficult time. We're missing the families and children that we normally see every day and we want to do whatever we can to keep in touch with them. Keeping ourselves and the children busy is good for our morale, and good for the morale of the people we're interacting with – at a social distance. We've even made some fun videos about our cleaning routines in the nursery."

We want to hear from you – tell us your stories

We want to hear about the jobs you're doing at this challenging time to support the city, or tell us about a colleague you're particularly proud of. We'll then share these stories with your colleagues across the council.

**We know you're all proud to play your part for the city - send us your stories and pictures to
Insider@glasgow.gov.uk**

Keep up the great work – what we're hearing on Twitter



Alexandra Miller Manson

April 2, 2020 - 10:58pm • View Post

Comment

10h

Thank you to all the carers and staff for looking after my 94yr old father 🙏🙏🙏
🙏🙏🙏



Laura McGill @LauraMcGill81

11 hours ago

Thank you for all that you and your
colleagues are doing. ❤️

Follow us @GlasgowCC on Twitter or Glasgow City Council on Facebook

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