

Catering and FM Staff Briefing Additional Support during COVID-19



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Introduction

Given the current Covid-19 situation we appreciate that we are all currently experiencing a difficult and unusual time. We understand that you may be concerned and anxious about your own families and loved ones and your own health and wellbeing as you continue to work hard to deliver essential services to our citizens - and keep the city running. At challenging times like this we all need to be there for each other and do our very best to support one another.

We want to do all we can to help and support you to continue to carry out your roles, care for yourself, your families and loved ones, and to manage these pressures as best as you can.

In the first instance, we can ease some of the anxiety you may be feeling about receiving your pay and reducing your financial worries – we would like to reassure you that the council has made the commitment to process core pay as normal during COVID-19 with pay dates remaining as set and pay in line with contractual arrangements.

Support available to you

We would like to confirm additional measures we have put into place to support you during this time. We will continually review, evaluate and add to these support measures as required and as the weeks' progress. The success of these steps will also be considered with the relevant Trade Union representatives and front line colleagues to ensure they are having the required impact.

The following support measures are now in place:

1. Support with Childcare Issues

- Direct one to one support from a member of the HR team - if you are a key worker and experiencing difficulties with childcare.
- An HR colleague will contact you over the next few days to explore what support and options may be available.
- If anyone is experiencing new concerns, or hasn't been in touch with their manager then we will ask you to do so now and you will be allocated an HR colleague for support.

2. Payroll Queries

- If you have a Payroll query, speak directly to your line manager who has been provided with a dedicated payroll support contact who will deal with all your essential payroll enquiries.

3. Support for Colleagues on Sick Leave

- We have allocated additional HR support to enable the organisation to keep in touch and provide support to colleagues who are on sick leave – regardless of whether the absence is related to Covid-19 or not.

4. Key Contacts

- We have introduced an email address which provides all colleagues in Catering and FM direct access to Senior and HR Management. This will ensure that if for any reason line managers are unavailable, or unable to support their team members during this time, then there will always be a way for you to contact a member of the senior team with any issues you may have.
- The email address is: HRWorkForcePlanning@glasgow.gov.uk

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5. Trade Union

- We are keeping in regular contact with your Trade Union Representatives and these colleagues are also of course useful sources of support and communications for you during these difficult times.

6. Council news

- All the council's communications about Covid-19 plans are now on the council's external website – on a dedicated Staff Updates page.
- Everyone who works for the council and doesn't have access to the council's network can get this information at any time at: <https://www.glasgow.gov.uk/staffupdates> through their own mobile device or home computer or that of a family member.
- You can find information about pay, leave and working arrangements here. You should check these pages regularly for the latest news and updates as they are update every day.

7. Catering and FM – A new section on the council's website

- A specific section has also been set up on the council website mentioned above called Catering and FM Operational Activity. You will find all the updates relevant to you in this dedicated section.
- Again, you should check these pages on a regular basis – you can access this Service section through the same website: <https://www.glasgow.gov.uk/staffupdates>.

8. Group Text Messaging

- If you have provided us with your mobile telephone number, a group text messaging facility is available to us so that we can make sure you receive important messages and updates as soon as possible.

9. Workplace Options Services

- Workplace Options Services, is a free, confidential and independent resource. This service offers you and your family members a wide range of information on areas such as health and wellbeing, caring responsibilities, legal matters, debt management and counselling. You can use this service 24/7 by phoning 0800 247 1100 or emailing assistance@workplaceoptions.com

Your care and wellbeing is of paramount importance to us and we will keep these arrangements under constant review – getting feedback from you, your manager and our Trade Union colleagues about how well they are working.

If you have ideas about what help you would require to support you during this time, speak to your line manager in the first instance, or email HRWorkForcePlanning@glasgow.gov.uk

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