

STAFF NEWS



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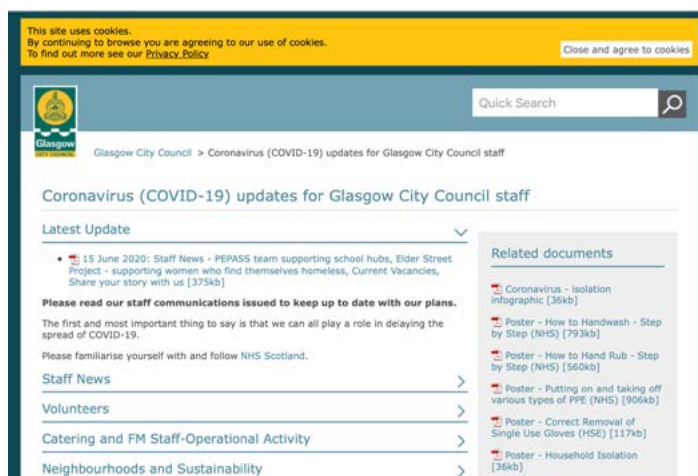
Summer is coming

KEEP UPDATED AT ALL TIMES ON THE WEBSITE
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A reminder for members of staff who do not have access to the council IT network:

All updates from the council and our department are on the staff pages of the council website. This can be accessed on any laptop, mobile phone, iPad or tablet that has internet access. A couple of times each week, updates are posted as well as briefings, good news stories and copies of this newsletter. It can be accessed by visiting: www.glasgow.gov.uk/staffupdates



Message from George

This is the fourth edition of this newsletter, which has been highlighting some of the particular contributions that are being made to keep essential services running during this pandemic. I continue to be extremely proud of the dedication and resilience of all our Neighbourhoods and Sustainability employees, demonstrating yet again, on a daily basis, our commitment to delivering critical city services during very difficult circumstances.

We are now in Phase 2 of the Government's Route Map to easing lockdown restrictions. But any relaxation must be cautious: one small step at a time.

I know I can rely on each and every one of you to continue the amazing work you are doing in such challenging circumstances. This newsletter will continue to highlight the enormous range of work being done, often unseen, within our Service and with partners to keep Glasgow moving in the right direction.

George Gillespie, Executive Director



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Ask George

It remains important that we keep communication channels open. As always, if you would like to make a suggestion directly to George, this can be done by emailing AskGeorge@ls.glasgow.gov.uk. Suggestions and comments are always welcome.

Blue Sky Thinking



There's a way to go, but the first easing of lockdown is very much based around the outdoors – fresh air and green spaces. And are we not, in Glasgow, well placed to enjoy the outdoors?

Indeed, throughout this crisis, Glasgow residents have been making the most of their limited freedoms and spring sunshine to walk or exercise in a Glasgow park. Always, of course, observing physical distancing, but with 91 parks in the city there is a bit of space!

We will be encouraged to “get out more”: it's vital for mental health as much as physical wellbeing. There is well documented evidence of the positive relationship between greenspace and improved health and wellbeing. In Glasgow, as the Service responsible for greenspaces we have placed high importance on these areas during the current lockdown and on their role in providing the opportunity for our residents to get outdoors, exercise and reduce any stress levels.

The term ‘essential worker’ brings to mind those most in the public eye during this crisis, but we should remember that Government guidance sensibly recognises the essential nature of work often done behind the scenes, out of the public gaze.

During these challenging times our Parks and Open Spaces have remained open to provide people with accessible areas where they can reap the benefits of being outdoors, and as essential workers. Our staff in NS throughout this period have endeavoured to provide good quality maintenance for the benefit of Park users. But it doesn't stop there. Like so many of our employees throughout the Service, our Parks and Open Spaces staff go well beyond their basic duties in serving the public. A member of the public, **Ian Colgan**, contacted BBC Radio 2 recently to sing the praises of key workers in Victoria Park on the station's ‘Shout out for Key Workers’ slot.

Said **Ian**: *“I know I speak for many when I say that a walk round the park for our daily exercise certainly brightens our day. I extend the thank you to all park workers. Great work in these difficult times. Take care.”*

Stephen Egan, Head of Neighbourhoods and Place (North West), said: *“It's nice to know that the work we're doing around the city is appreciated. Our teams really appreciate positive feedback like this from members of the public.”*

You're doing a great job, guys!

Agile Thinking



One of the major issues during this pandemic, continually reported on by the UK media, has been the provision of Personal Protective Equipment (PPE).

In order to continue providing essential services to the residents of Glasgow, the council requires a continuing supply of PPE and related products. Demand for 'Business as Usual' PPE, plus additional requirements due to COVID-19, came up against massively increased world-wide demand.

The need urgently to address this situation was recognised early during the crisis and Neighbourhoods and Sustainability Procurement, stock control colleagues, Health and Safety and Environmental Services came together with the Council's Health and Safety Group and Corporate Procurement from Corporate Services to create the COVID-19 PPE Procurement Process.



David Jamieson,
Stores Controller

The response has required innovation and agility. A central stock room has been set up together with a dedicated delivery service provided by City Parking. A triage process has been introduced to determine the relevant urgency of equipment or material requests, triggered by an online request form. The triage process also takes into account current stock levels before determining the right volume of items to be issued.

Michelle Smith, Neighbourhoods and Sustainability's Client Procurement Officer, told us: *"If need be we would have to make sure those with the greatest need get something before someone else but at the moment I wouldn't say we have had to make any decision that meant that an area didn't get what they were looking for."*

In previous issues of this newsletter we have run stories such as that of Scientific Services switching to the manufacture of hand sanitiser, and the council centralised ordering and distribution process has benefitted greatly from these donated stocks.

Michelle continued: *"Although it has been challenging, we are pleased to say that we have managed to make sure that the required PPE, cleaning and janitorial items are available. The change in process helps us to work together to identify and prioritise getting the right equipment to the right place at the right time."*

In other words, it's been a hard shift, but well done to every member of the team who are making sure that the services we deliver can continue in these extremely challenging times.



On a Roll

In this and previous editions of the newsletter, we have thanked, and continue to thank, Neighbourhoods and Sustainability staff who are providing essential services during this pandemic. We want to make clear, though, that what are often referred to as 'front line services' can only operate with the input of the teams supporting them. Teamwork at all levels of our Service is essential.

As a case in point, **Alex Colquhoun**, Neighbourhoods and Sustainability Group Manager, Fleet Maintenance and Repair, asked us to pass on this message:

"I would like to acknowledge the combined effort of the workforce at Jessie Street Workshop, who have worked tirelessly to maintain our frontline vehicles throughout the pandemic."

"At a time when vehicle availability was paramount, and in many cases the aftermarket support not being available, it's been a challenging time and the garage has flourished and achieved a high level of fleet availability."

"For our colleagues in GCHSCP, whose services have been of the highest priority, we've provided a fully managed service - in that we uplifted and delivered their vehicles meaning that more time could be allocated to focus on their clients' needs."

"I've introduced some new practices with more mobile support which ensured our cleansing team had a full fleet of Refuse Collection Vehicles available at all times."

"Latterly we've also been challenged in modifying vehicles to provide screens to fulfil physical distancing standards. We are now working through many different variants across the fleet."

"I'm proud of the team and how they've responded to the challenge and now I'm focussing on how to maintain this level of availability and response, as things move out of the lockdown phases."

On your Bikes

Those who have been making essential journeys into the city centre, or those who have taken advantage of Phase 1 of the Government's Route Map to ease restrictions, should have noticed travel infrastructure changes – particularly more space for pedestrians, wheelchair users and cyclists. Glasgow's Spaces for People initiative has been awarded £3.5 million from Sustrans Scotland to support physical distancing measures across the city and help to stifle the spread of COVID-19. As part of these measures, Kelvin Way has been closed to vehicles and the Clydeside cycle lane has been created, running from Saltmarket to the Clyde Arc (otherwise known as the Squinty Bridge). More interventions to facilitate physical distancing across the city centre and neighbourhoods will follow, while across the UK it is reported that there is a significant increase in people taking to two wheels.



To further encourage the uptake of cycling in Glasgow, the Road Safety Team from Neighbourhoods and Sustainability have volunteered to cycle around the many cycle routes and paths in all corners of the city, in order to keep the routes clear and safe for cyclists. They would normally deliver road safety education and cycle training in schools, but for now they have been enjoying their temporary roles until they can resume their own jobs once again.

Baligh Shaar, Scot Cowan, Lorna Young and Alan Barclay have been cycling the routes on a weekly basis and reporting any faults such as any broken glass, litter/debris or fly tipping to the managers in Cleansing, who then arrange for this to be removed.

It has helped that the weather has been great and made the task more enjoyable and along the routes they have met some of our colleagues from the cleansing department, carrying out such a fantastic job and still managing a smile during these difficult times.

Safety for Key Workers

The COVID-19 lockdown has, for many of us, brought about a re-focus in our jobs. For example, the enforced closure of restaurants and pubs may mean fewer outbreaks of food poisoning for Environmental Health to investigate, but the task of helping to contain the pandemic more than balances this.

The Environmental Health Team, part of Neighbourhoods and Sustainability, routinely carries out investigations of food poisoning and other infectious diseases. Environmental Health Officers (EHO) are also authorised to enforce health and safety legislation. This skillset was called upon at the beginning of April when a small team of EHOs were asked to visit a number of service-critical Neighbourhoods and Sustainability facilities across the city. The aim of the visits was to carry out an infection control survey of the workplaces. Officers met with Supervisors and Depot Managers and walked round the facilities discussing operations and procedures that were in place for cleaning, social distancing and COVID-19 measures. These visits were identified as being critical

to ensure the safety of key workers.

By visiting the various sites it was possible for Officers to see first-hand the measures that were in place to protect key workers from COVID-19 whilst making sure the continuation of the key council services being undertaken.

Rachel Allan, one of the EHOs involved, said

“Working in Environmental Health means that much of our time is spent dealing with members of the public, businesses and their employees. It was a nice change to be able to meet colleagues from within the Service, learn a bit more about their job and then make recommendations that would help to make everyone that bit safer.”

Once the visits had been conducted, Officers compiled a report for Senior Management making recommendations for improvement and highlighting best practices to be implemented across all sites.

Advice for Businesses

Lockdown has forced the temporary closure of many businesses, and those that are able to trade within the restrictions face a very different environment. Since the beginning of lockdown, staff within Neighbourhoods and Sustainability Environmental Health have been working hard to make sure that those businesses which are permitted and able to trade do so in a safe manner. Routine food hygiene and health and safety inspections have been temporarily suspended. However, officers are still working with businesses to make sure that public safety is not compromised in any way.

As part of this work, staff have developed COVID-19-specific guidance for businesses highlighting changes that they can make to keep their customers safe. The information covers food safety, health and safety and infection control and is available on the council website.

The Environmental Health Team is empowered to enforce COVID-19 legislation and has been responding to complaints and enquiries about social distancing arrangements, providing advice to businesses on how they can remain open whilst maintaining public safety.

Jane Dyer, Assistant Manager, Environmental Health said:

“Environmental Health has a responsibility to enforce legislation governing businesses within the City. However, we are highly experienced in providing advice to those businesses on compliance with various laws – and this now includes COVID-19 legislation. This work will increase massively over the coming weeks as the Scottish Government’s Route Map takes effect”



The Trafficking Awareness Raising Alliance (TARA) is an innovative support service for trafficking survivors, established in Glasgow in 2004, to help identify and support women who may have been trafficked for the purpose of commercial sexual exploitation. Part of Neighbourhoods and Sustainability's Violence Against Women Services, TARA continues to provide its essential services during the COVID-19 outbreak, with staff working from home.

TARA works with women recovered from across Scotland and is funded by the Scottish Government, who have announced a 26% increase in this year's funding with an award of £581,252.

Justice Secretary **Humza Yousaf** said:

"Victims of human trafficking are some of the most vulnerable adults and children in society, and are targeted by organised criminals who prey upon their vulnerabilities. This Scottish Government funding will help our partners support those who have fallen into the hands of unscrupulous individuals."

"Since Scotland's first Trafficking and Exploitation Strategy was launched in 2017, this dreadful crime has been identified in every area of Scotland. Trafficking victims are often hidden in plain sight – including nail bars, car washes, take-away restaurants or hotels. While victims may not be restrained physically, the sad reality is that often all key aspects of their life are controlled by others, and the psychological impact of this crime can mean victims do not self-identify or may be too afraid to seek help."

"It is simply not acceptable that in 21st century Scotland people are being bought, sold and treated as commodities. Following the review of the Trafficking and Exploitation Strategy, we will develop a revised strategy in collaboration as we continue to work relentlessly with police and other partners to tackle those behind this abhorrent trade."

Bronagh Andrew, Operations Manager of TARA, said: *"We are delighted with the increase in funding to our vital service. It has enabled us to increase our accommodation provision and allow us to support even more women who have experienced trafficking for commercial sexual exploitation. Women have told us that this support needs to be ongoing and that they value the assistance they receive."*

"The additional resilience which this funding has given us means we can provide comprehensive support to more women and continue to raise awareness of the exploitation of women across Scotland."

Test and Protect

You will be aware that the Scottish Government launched its Test and Protect strategy on 28 May 2020. NHS Greater Glasgow and Clyde (NHS GG&C) is responsible for implementing the programme within the Glasgow area.



A key pillar of the strategy is contact tracing, which is a well-established public health method to reduce the spread of infection, and to provide important information and advice to those who might be newly infected. It involves contacting individuals who have been confirmed as having a contagious illness, in this case COVID-19, and trying to establish who they have been in contact with during the time which they were infectious. Once contacts have been identified, steps will then be taken to contact these individuals too. The implementation of this strategy is seen as one of the key steps towards easing of lockdown restrictions.

Environmental Health Officers have been identified as a key group in the implementation of the strategy. The Environmental Health management team has been working very closely with NHS GG&C to deliver this strategy on time. Environmental Health in Glasgow has committed six Environmental Health Officers to be redeployed to assist the NHS for a period of up to three months to carry out this critical role.

Neighbourhoods and Sustainability Environmental Health Group Manager, **Billy Hamilton** said:

“Environmental Health Officers are deemed to be public health professionals and are trained in dealing with the containment of infectious diseases in the community. The national campaign “Test and Protect” is critical to suppressing levels of infection by COVID-19. EHOs are ideally placed to support the NHS in this work”



THANK YOU

Above and Beyond

Thank you, David Mulholland!

The Neighbourhood Liaison Team (NLT) has been working through the current pandemic responding to customers, community groups and elected members to address issues within our communities. None of this would be possible without the assistance from services within Neighbourhoods and Sustainability that keep Glasgow running.

Martin Lundie, Neighbourhoods Liaison Manager said: *"There are many people across the service that continually respond to issues highlighted by the NLT, however there is one person that we would like to say a special thank you to, David Mulholland, Cleansing Supervisor, Eastern Depot."*



"Since the inception of the NLT David has made life that bit easier by responding to requests and enquiries and always sees through what he's committed to. David's knowledge of the service and his area is second to none. Over the past year of working with David there have been many times that he has shared his knowledge and expertise with us that has led to solving problem issues, raised by elected members, communities and partners. It is clear David cares about his job, the service and just making life better for the people of Glasgow. Thank you, David!"



Kenny Phillips is an Events Officer with Neighbourhoods and Sustainability based in Exchange House. During COVID-19 Kenny has stepped forward as a volunteer to help out across three very different temporary roles within the organisation. Including feeding livestock at Pollok Country Park, supporting our Resilience Unit in case of major incidents in the city and latterly as part of the management team that runs the temporary mortuary in Hillington.

As volunteer Kenny explains: *"When staff were asked to step forward to volunteer – I didn't hesitate. I just wanted to be able to help the organisation and our city to get through this very unusual time. In each volunteer role I have met some incredible colleagues, got to experience another side of this organisation, and experience first-hand the valuable*

support we are all providing to each other. I have learnt that being flexible and carrying out tasks with compassion and integrity are really important.

"I was fully supported to carry out each role and I feel really proud to be part of the council family delivering for our city. My experiences have shown me that People really do Make Glasgow."

Paul Brannan, Pollok Estate Manager said: *"Kenny stepped forward to help out at Pollok Country Park as we were experiencing a reduction in our existing workforce due to shielding. Animal welfare is an important aspect of our livestock work and Kenny quickly became a valuable member of the team helping to feed and care for our animals. Thanks to Kenny and his transferable skills and bags of enthusiasm, we were able to maintain our daily feeding and livestock management routines with no disruption or concern for animal welfare."*

Coronavirus

Wash your hands. Don't touch your face.

To help prevent infection,
keep your hands away from your
face, eyes, nose and mouth.

For more information go to:
nhsinform.scot/coronavirus

CORONAVIRUS

**STAY HOME
PROTECT
THE NHS
SAVE LIVES**