

# STAFF NEWS

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Three ships come sailing in

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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](http://www.glasgow.gov.uk/staffupdates)

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### Coronavirus (COVID-19) updates for Glasgow City Council staff

Latest Update

- 15 June 2020: Staff News - PEPASS team supporting school hubs, Elder Street Project - supporting women who find themselves homeless, Current Vacancies, Share your story with us [375kb]

Please read our **staff communications issued to keep up to date with our plans**.  
The first and most important thing to say is that we can all play a role in delaying the spread of COVID-19.  
Please familiarise yourself with and follow NHS Scotland.

- [Staff News](#)
- [Volunteers](#)
- [Catering and FM Staff-Operational Activity](#)
- [Neighbourhoods and Sustainability](#)

Related documents

- [Coronavirus - Isolation infographic \[36kb\]](#)
- [Poster - How to Handwash - Step by Step \(NHS\) \[793kb\]](#)
- [Poster - How to Hand Rub - Step by Step \(NHS\) \[560kb\]](#)
- [Poster - Putting on and taking off various types of PPE \(NHS\) \[906kb\]](#)
- [Poster - Correct Removal of Single Use Gloves \(HSE\) \[117kb\]](#)
- [Poster - Household Isolation \[36kb\]](#)



## Message from George

Welcome to this latest edition of our Neighbourhoods and Sustainability newsletter. With each edition I am pleased to see that the enormous efforts made by you all are paying off, in spite of setbacks. I keep using the words 'dedication' and 'resilience' but I make no apology for that – they are so appropriate to the qualities you have demonstrated, whether in the 'front line' or providing the essential background support to keep the front line operating.

As you will see from a couple of articles here, Neighbourhoods and Sustainability staff are continuing to provide essential services specifically to assist first with the movement out of lockdown, and now for new restrictions, for instance in the hospitality sector. With the recent surge in Glasgow cases, we need no reminder that all this is being carried forward against a background of the virus being still very much with us. This surge demonstrates that we must not drop our guard. Let us not waste the sacrifices we have made.

The commitment made by all Neighbourhoods and Sustainability staff has been, and continues to be, remarkable. I continue to be impressed and proud. Thank you.

As always, if you would like to make a suggestion directly to me, this can be done by e-mailing: [AskGeorge@ls.glasgow.gov.uk](mailto:AskGeorge@ls.glasgow.gov.uk). I welcome any suggestions or comments from you.

George Gillespie, Executive Director

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# THREE SHIPS COME SAILING IN



Photo courtesy of Peel Ports

Pubs and restaurants may be open, schools may be back, but the COVID-19 virus is still very much with us – particularly when you look beyond our borders at the rest of the world. So, if you're looking for a holiday, a sea cruise is not an option, as cruising has been suspended due to the pandemic. And the ships themselves are taking a holiday.

Back in June, many Glaswegians heard ships' foghorns. No fog, but manoeuvring signals and a 'Hello Glasgow' greeting as, one by one, the Azamara Pursuit, the Azamara Quest and the Azamara Journey cruise ships each arrived in the Clyde through the month, to berth at the King George V Dock.

The Clyde has a long and strong shipping history, now a little faded from when the Broomielaw was packed with ships. The KGV at Shieldhall was constructed in 1931 to enable reception of the largest vessels. It was the last major Dock to be created on the Clyde. The sight of three large cruise ships berthed together at the Dock is an unusual sight that has attracted many sightseers. The ships have no passengers, only crew on board and are in effect being parked until cruising restarts.

Port health work falls within the remit of Neighbourhoods and Sustainability Environmental Health, who have responsibility for the monitoring and enforcement of infectious disease control at our Clyde Ports, preventing the introduction of dangerous epidemic diseases. The Public Health Ships Regulations are the legal base for these duties. The current Covid-19 pandemic places an even greater emphasis on port health controls. By law the Master of the vessel must notify Environmental Health before arrival of any

suspected infectious diseases, death on board (other than by accident), the presence of any animal or captive bird or mortality or illness among such animals and any other circumstances which are likely to cause the spread of infectious disease. Under the current Covid-19 guidance the Master has provided us with a Maritime Declaration of Health even though there is no illness on board.

EHOs routinely conduct Ship Sanitation inspections on ships on arrival. The officers inspect the vessel and carry out checks on the current ship sanitation certificate, the ship's medical log, the medicine and narcotics list, the ballast log, the last set of microbiological water results, the garbage log, the master handover log and the food safety management system. If any public health hazards are found on board ship, the EHO will issue a Ship Sanitation Control Certificate and require that the problems are remedied within a certain timescale.

Water samples are also taken on request – this may cover drinking water, ice and swimming pool/plunge pool water. Checks for the presence of Legionella are also carried out.

We work with the Port and shipping agents to provide a business service and advice on a continual basis.

**Karen Fisher**, Environmental Health Officer, who has many years of experience in port health work around the UK, said:

*"It's most unusual these days to have large cruise ships berthed at Glasgow. The current pandemic has made us very aware of the importance of our port health work and its value to the health of Glasgow and its citizens."*

# TWO TREES TO REMEMBER

One of the many 'hidden' services provided under the umbrella of Neighbourhoods and Sustainability, is the planting of Memorial Trees. It is one of a portfolio of services available through Bereavement Services and is provided by Parks and Open Spaces staff.



**Kirstin Green** is a Glasgow resident who had the misfortune to lose two members of her family last year – her sister then her father. A memorial tree was planted for **Kirstin's** sister which was subsequently marked with a marble memorial plaque. When her father died in October another tree was ordered. The matching memorial plaque for this second tree, though, did not arrive until lockdown was in force. **Paul West**, though, Works Supervisor at Greenfield Depot, made COVID-safe arrangements to collect the marble plaque from **Kirstin** and arrange its installation.

**Kirstin** was so pleased she sent this effusive email to the Customer Care Team:



*"Hi there I would like to commend **Paul West** who is the Works Supervisor for Neighbourhoods and Sustainability and who is based at the Greenfield Depot. The service that he provided to me, was above and beyond with regard to two memorial trees planted in Alexandra Park. He is very pleasant to deal with and extremely helpful. He is a real asset to the council. Also my thanks go to his team for their kind assistance and their manners. All of the team were very pleasant in my interactions with them. Shaun Brown in particular. I hope that you recognise that they are an asset to the council. I don't normally send many compliments, however, on this occasion, I deemed it quite necessary. Regards **Kirstin Green**".*

**Martin McKelvie**, Neighbourhood Services Manager in the North East added this: "Receiving these types of compliments makes me extremely proud of knowing how professional Paul and Sean are at carrying out their roles on a daily basis, representing Neighbourhoods and Sustainability. It's also a reminder to myself of how the Depot Managers, Supervisors and Assistant Supervisors in the North East Area have been the unsung heroes over the past five months and how we could not have delivered the essential services and implemented our recovery plan in the North East Area without their hard work, dedication and commitment."

Are you blushing, guys?

## A SAFE RETURN

Whilst Government advice remains that working from home should be the preferred option, the prospect of some workers making a safe but limited return to the workplace moves ever closer. Your line manager may already have had discussions with you about service renewal plans and when the time is right for you to come back into the workplace. You will find extensive guidance on a safe return to the workplace at [www.glasgow.gov.uk/staffupdates](http://www.glasgow.gov.uk/staffupdates).

# NON-STANDARD PROCEDURES

Like most City Council Services, Neighbourhoods and Sustainability Trading Standards staff have had, since the outbreak of COVID-19, to adapt to a change in the way they work by working from home the majority of the time and keeping in contact with colleagues by phone and email.

Trading Standards has always actively assisted businesses and consumers over a range of issues, but during this period there have been a lot of new issues brought sharply into focus by the pandemic.

One particular area of activity has been in the sale of COVID-related products to the public. A number of enquiries were received where retailers had been Price Gouging (or overcharging) for some products, from face masks to groceries, with hand sanitisers allegedly being sold for highly inflated prices. The legislation that Trading Standards enforce in this field is inadequate to combat such profiteering and this was flagged up to the UK Government by our Trading Standards Department and others via the Competition and Markets Authority who have taken on the issue.



There were also complaints and inspections which highlighted problems with the sale of non-compliant, unsafe or homemade hand sanitiser. This was of particular concern, as it may mean the alcohol content may not be high enough to provide any protection. Some businesses purchased hand sanitiser in bulk and decanted it into smaller bottles, which were then presented for sale without any appropriate labelling. As a result, a quantity of hand sanitisers was seized and when tested were found to be non-compliant.

Trading Standards also took action when alerted to a local business that intended to sell COVID-19 testing kits at the start of the epidemic to the general public. After intervention from Trading Standards officers and the MHRA the business owner stopped offering these.

It was not only hand sanitiser and testing kits that were causing concern for Trading Standards officers, as face masks also quickly became an issue, due to poor standards of safety and compliance. Inspection of one Glasgow-based business premises resulted in a small seizure of non-compliant face masks, but this proved to be just the tip of the iceberg for officers as 10,000 non-compliant face masks also had to be removed from sale. This work involved many visits to the different businesses involved. A further 10,000 non-compliant face masks were removed from sale pending labelling alterations and receipt of conformity paperwork by officers.

Officers were also involved in preventing the importation of over **700,000** non-compliant masks.

As work continues, online platforms are currently being looked at, as part of the ongoing work of Trading Standards, as there are still many non-compliant face masks and hand sanitiser type products being offered for sale.



# HOSPITABLE CITY

As we are often reminded, although lockdown is being eased, the COVID-19 pandemic is still very much with us. The major outbreak in Aberdeen, which caused the re-imposition of restrictions, was attributed to social behaviour around the re-opening of pubs and restaurants.

In Glasgow, many pubs were quick to take advantage of easing, where they were able to meet the mitigating arrangements required. Restaurants are returning to trade more slowly.

Back when their closure was enforced and lockdown began, owners reacted in various ways. Most of us will have passed boarded-up premises. But there has been innovation too. Some restaurants kept their kitchens operating by producing free meals for vulnerable communities. And there was an increase in premises offering a take-away or delivery service.

This is another area where Trading Standards and Environmental Health work in partnership. They were able to provide assistance and advice to these businesses on how best to approach this. As many pubs also opted to offer a take-away service on drinks, the weights and measures expert was kept busy on making sure that all take away drinks complied with current regulations. With the opening of outdoor areas of bars, licensing rules were tightened so that take-away drinks can now only be sold in pre-sealed containers. As premises re-open there is a tranche of ongoing work.



## THE ENFORCERS

For most of us, the lockdown announced in March had a simple message: stay at home. For business owners, though, it was not so simple.

The Neighbourhoods and Sustainability Trading Standards Service, alongside colleagues in Environmental Health, were given the responsibility of enforcing The Health Protection (Coronavirus) Restrictions (Scotland) Regulations 2020 that restricted the types of businesses who could remain open and enforce the physical distancing provisions of the regulations. (To underline the complexity of this task, these regulations are, at the time of writing, on their 12th amendment!)

Since the start of lockdown Trading Standards and Environmental Health have dealt with well over **600** investigations relating to COVID-19 issues. These have involved a wide variety of types of business including builders, hairdressers, call centres, dog groomers, ice cream vans, car washes, guesthouses, property rentals, cafés, restaurants, pubs, car showrooms, finance companies, gyms, carpet shops, book shops, drive-in events, and tattoo studios.

Prohibition Notices have been issued under the legislation for continuing to operate during this time despite receiving advice and informal warnings not to.

As well as this reactive work, officers initiated a proactive role by carrying out patrols in areas across the City to check that all the businesses that should be closed were closed, and giving advice where appropriate. Thanks are due to staff from the Roads Inspections who also assisted in identifying businesses.

# STRENGTH LIES IN PARTNERSHIPS



One of the great strengths of the Recreate Volunteering programme is the partnerships which it has nurtured over the years with individuals, agencies, organisations and other council departments.

The GCC Daily Updates have been a valuable source of information during the lockdown period and it was through one of the early updates that **Jim McBride**, from Criminal Justice Social Work (CJSW), contacted the Recreate Service Manager, **Fionna McClory** offering support.

CJSW are currently supporting some of their most vulnerable clients throughout the city with food provided by Carntyne and Riddrie Credit Union Food Bank, which is the first non-referral food bank in Glasgow. Following discussion, this excellent service was extended to include the Recreate volunteers, who received their first food parcels at the beginning of April and have been receiving regular deliveries since then.

**Gary**, a Recreate volunteer in the South of the City said, *"This is going to make a big difference for me. I live with my mum and we both have health conditions which means that we must stay at home. This means that I don't have to worry about not having food in the house, or even how I'm going to get food. Thank you so much."*

Volunteers receive essential food supplies that will last for seven days and it is delivered straight to their door. The food bank has also been able to provide specific types and brands of food to volunteers who have specific dietary requirements. After a conversation with food bank staff, one volunteer was amazed and delighted to receive a variety of pet food for his cats!

Another Recreate volunteer said, *"The food bank staff have been great. The last time they came out I mentioned that my mobile phone had broken and I couldn't contact anyone. They came back to my house an hour later with a phone which had been donated. I was so surprised! And it was better than the one that **broke!**"*

**Johnny McClue**, the Recreate Volunteer Coordinator said, *"In these unprecedented times when we are all having to look at alternative ways to provide our services, having strong partnerships in place means that there are more innovative solutions available. Recreate is well known for its commitment towards partnerships working and we are extremely happy to be doing this with Social Work Services, and voluntary sector organisations."*

# GLASGOW FIRST



It's worth remembering that COVID-19 is not the only threat we face. Climate Change is a real and present danger. In response, Glasgow is first local authority in Scotland to launch climate emergency training

The council's Sustainability Team has been working in association with Keep Scotland Beautiful, to develop and launch a bespoke Climate Emergency Training Course.

The course enables learners to find out about the causes of climate change and how it will impact Glasgow, as well as the strategies the council might implement to mitigate and adapt to climate change.

Each participant will be awarded with official Carbon Literate accreditation upon successful completion of the course.

**Gavin Slater**, Head of Sustainability, Neighbourhoods and Sustainability said: *"We are the first local authority in Scotland to offer the training, which will initially be undertaken by elected members before being rolled out and offered to the wider council family in October."*

*"The course is one of the 61 recommendations that were identified to help elected leaders respond to the growing risks of climate change, after the council declared a climate and ecological emergency in May 2019."*

*"The training will help to establish a common understanding and a common language in relation to addressing the climate emergency."*

**Gavin** added: *"Alongside the course we have been working closely with the Service Development and Innovation team and technology company Reshape, to incorporate a brand-new carbon management app. This will allow learners to calculate their own carbon footprint making the course bespoke for the user."*

*"The app also offers support to enable users to reduce their personal impact on climate change and connects them with further resources."*

*"The app will be piloted along with the course making it a really engaging experience for the user."*

*"We will provide details in due course, on how staff can sign up to participate in the training when it is rolled out in October."*

Use these links to find out more about what the council and our partners are doing about climate change:

**Carbon Management Plan:** [www.glasgow.gov.uk/carbon](http://www.glasgow.gov.uk/carbon)

**Sustainable Glasgow:** [www.glasgow.gov.uk/sustainableglasgow](http://www.glasgow.gov.uk/sustainableglasgow)

**Carbon Neutral City:** [www.glasgow.gov.uk/article/24899](http://www.glasgow.gov.uk/article/24899)

**Climate-ready Clyde:** [climatereadyclyde.org.uk](http://climatereadyclyde.org.uk)