

Catering and FM Managers' Briefing

Additional Support during COVID-19



OFFICIAL

Introduction

Given the current Covid-19 situation we appreciate that we are all currently experiencing a difficult and unusual time. We understand that your team members may be concerned and anxious about their own families and loved ones but also about their own health and wellbeing as they 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.

As managers, we have a duty to support our team members each and every day. Given the current situation it is even more important to make sure that every member of your team is treated with the same compassion, respect and fairness – no matter what operational pressures we may face.

To help you do this we will provide you with the best support we can - to make sure that you can support your teams to continue to carry out their vital role. We need you to help your team members to understand that you are there for them, to help make sure that they take care of themselves, that you understand their concerns for the wellbeing of their loved ones and know that you can support any pressures they may experience at this difficult time

We also have a key role as managers to help ease some of the anxiety our colleagues may be feeling about pay. So please make sure your teams know 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.

Please take the time to engage and connect with your team members and help them understand that you as a manager are there to help and support them – the use of reassuring language is particularly important to help reduce misunderstanding and confusion. Thank you for continuing to provide essential services at this time – we value everyone's contribution.

Support available to you

We would like to confirm the additional measures put in place to support you and your team members. We will continue to 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 make sure they are having the required impact.

The following measures are now available:

1. Support with Childcare Arrangements

- If an essential worker is experiencing difficulties with child care arrangements, they will receive direct one to one support from a member of the HR team.
- The HR colleague will contact the essential worker over the next few days to explore what support and options may be available to them.
- If anyone is experiencing new concerns, or hasn't been in touch with their manager then we will ask them to do so and they will be allocated an HR colleague for support.

Catering and FM Managers' Briefing

Additional Support during COVID-19



OFFICIAL

2. Payroll Queries

- For all essential payroll enquiries you have been provided with a dedicated support contact, for Catering and FM this is Leeann Wilkie, you can email payroll queries to: Leeann.wilkie@glasgow.gov.uk.
- Colleagues should direct any payroll queries directly to you as their line manager.

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 make sure that if for any reason line managers are unavailable, or unable to support their team members directly, then there will always be a way for colleagues to contact a member of the senior team with any issues they may be experiencing.
- The email address is: HRWorkForcePlanning@glasgow.gov.uk

5. 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 who 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.
- Information about pay, leave and working arrangements can be found here. You should encourage your colleagues to check these pages regularly for the latest news and updates as they are updated every day.

6. Catering and FM – new section on 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 your area in this dedicated section.
- Again, you should encourage team members to check these pages on a regular basis – you can access this Service section through the same website as above at: <https://www.glasgow.gov.uk/staffupdates>.

7. Group Text Messaging

- If colleagues have provided us with their mobile phone number, a group text messaging facility is available so that we can make sure they receive important messages and updates as soon as possible.

8. 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. All council employees can use this service 24/7 by phoning 0800 247 1100 or emailing assistance@workplaceoptions.com

Catering and FM Managers' Briefing

Additional Support during COVID-19



OFFICIAL

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

If you have any other ideas about what help would be useful to support you to carry out your duty of care and service delivery responsibilities, or if you need assistance to make sure your team members are fully supported at this time please email us at: HRWorkForcePlanning@glasgow.gov.uk

Stephen Sawers, Head of Operations Catering and FM (Interim)
Christine Brown, Strategic HR Manager