

## CORONAVIRUS (COVID-19) DAILY INFORMATION UPDATE

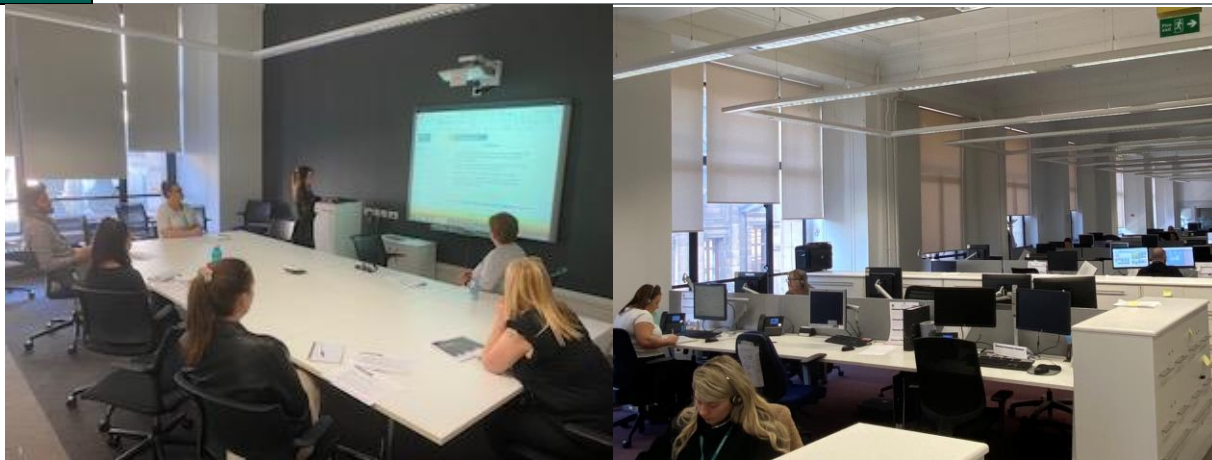


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<https://www.glasgow.gov.uk/staffupdates>

**21 April**

**Customer care for essential services and shielding support – open 24/7**



**The Customer Contact Centre (CCC) in Financial Services** is continuing to provide a 24/7 telephone service for our most vulnerable citizens. Some telephone services have been reduced to allow us to focus our resources on those who need us most during this challenging time.

Staff are currently helping citizens to connect to a range of vital services including: making sure that eligible people get the crisis grants they need through the Scottish Welfare Fund; arranging school transport for children of key workers and directing families in need to receive Farm Food vouchers for essential food items. To mention just a few services.

**Chris Thomson, Head of Revenues, Benefits and Customer Contact** said: “The commitment shown by the staff in the CCC to continue delivering critical customer services at this challenging time has been outstanding. I’d like to thank everyone.”

### **Shielding Support Helpline**

This week the CCC will start to triage calls for the Shielding Support telephone line to support those who are at very high risk of severe illness from coronavirus (COVID-19) from coming into contact with the virus. Council staff from the volunteer programme will also be joining the CCC to help answer calls to the Shielding Line from home.

Shielding support includes registering people to help them with food and medicine deliveries, if needed, and escalating enquiries to other support teams within the council and third parties.

**Gregg Longmuir, Customer Operations Manager** said: “I’ve been working closely with **John Sherry, the council’s Transformation Manager** and **Sandra McDermott, Head of Financial Inclusion and Improving the Cancer Journey** to bring the Shielding Support Helpline calls into the CCC to help improve the service by

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handling all initial contact and registering people. We've made sure that all the relevant processes are well defined to support this group of vulnerable people to get the support they need.

**Gregg** added: "We're also reliant on the right technology to allow us to follow the government guidance and continue with essential services. The Strategic Innovation and Technology Team have helped us to get more staff working at home with new laptops and phones remotely connected to our main telephone system." If you or anyone you needs shielding support go to the government's website for ways to register at [www.gov.scot/publications/covid-shielding-contacts/](http://www.gov.scot/publications/covid-shielding-contacts/)

Information about our current services is available online at [www.glasgow.gov.uk/coronavirus](http://www.glasgow.gov.uk/coronavirus) and more IVR options have been introduced to provide information for those who need to call us.

**#thank you to everyone involved in supporting our vulnerable citizens**

### Congratulations Annette – superhero going the extra mile!



Two members of staff at the **Scaraway Nursery in Milton** have contacted us to highlight **Annette Morrison** their **Team Leader** - who is going the extra mile.

**Hazel Foy, Child Development Officer** said: "Annette deserves some recognition – she's a very special and inspirational lady who does whatever she can to help others. Annette is providing voluntary cover at nursery to support our families, and she's organised lots of fun events and activities. And in addition to that, she, along with a friend, is also making 50 scrubs for NHS staff."

**Louise Devlin, Child Development Officer** at the nursery also highlighted Annette's work to make PPE for NHS staff, using her own material and sewing machine. **Louise** said: "Annette has gone above and beyond to help everyone out during lockdown. She is providing voluntary cover for the children of key workers, has made home learning packs for our families, and has organised fundraising for local charity – the £300 raised will provide food parcels to those in need. Annette is one of the most inspiring and kindhearted woman I know."

**#well done Annette – you really are a superhero!**

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Taking care of yourself during Covid-19 – NHS inform



Our NHS is here for us all during the coronavirus (COVID-19) pandemic; however, our GPs and hospitals are exceptionally busy. Some services such as dentists are closed and pharmacies have restricted opening times. Many of us will prefer to avoid travelling for healthcare if we can avoid it. It is hard to know where to turn. In Scotland you can turn to [www.NHSinform.scot](http://www.NHSinform.scot) day and night for information on health conditions, what you should do, and when you should get in touch with our professionals.

# VOLUNTEER

Help to keep **our city** running  
during this challenging time

SIGN UP TO **VOLUNTEER NOW**



Share your story with us



At this challenging time – we would love to hear about what you are doing to help support the city.



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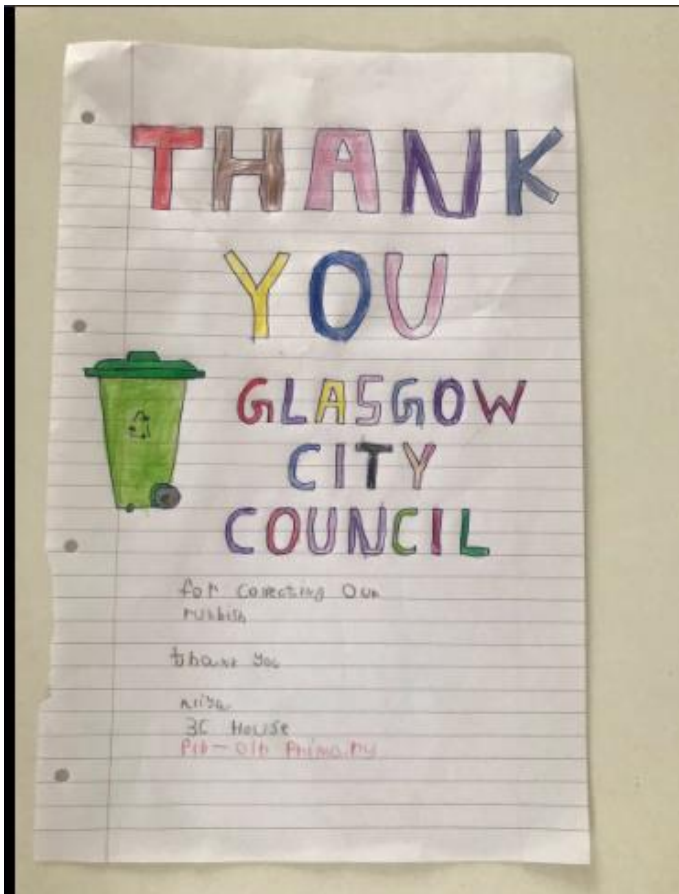
- Have you volunteered in another section to help deliver an essential task?
- Are you particularly proud of your team or a colleague and the work they are doing to keep services running to our citizens?
- Have you seen a colleague go above and beyond to help deliver a service?

We would love to share your stories with your colleagues across the council – so please get in touch. Email a couple of lines and a mobile phone picture (if you have one) to [Insider@glasgow.gov.uk](mailto:Insider@glasgow.gov.uk)

**We know you're all proud to play your part for the city - thank you for making a difference.**

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



**Mary Jenkinson** A Big thank you to our refuse collectors in Knights wood for all their hard work. I regularly disinfect my bins anyway to stop them smelling foul, but this virus has just highlighted the importance of doing so, for all our wellbeing. Stay safe

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