

CORONAVIRUS (COVID-19) DAILY INFORMATION UPDATE



KEEP UPDATED AT ALL TIMES ON THE WEBSITE

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

22 April

Helping staff work from home - IT support for essential council services



Kate Eccles

Home Care

Out of Hours Coordinator

In times of crisis, the council and its partners, have to continue to deliver essential services for the city. To help us to deliver vital support and follow the current government guidance, the **Strategic Innovation and Technology (SIT) Team (in Chief Executive's Department)** is working with all council services and CGI to provide new technology for staff to work from home safely, to continue in their essential jobs.

John Lyle, Head of Corporate Governance and Strategic Innovation and Technology said: "We've arranged for 650 new laptops to get to essential workers and starting this week we are also now able to give 1300 staff with laptops remote access to their desktop at home for the first time."

Home Care Services in particular have benefited from the supply of laptops to support Glasgow's vulnerable citizens.

Supporting Home Care Services

The Home Care Service provides round the clock support to service users that requires local coordination from an experienced team of Coordinators. Over 100 Coordinators work from seven local bases across the city using PCs to schedule work out to the front line staff. To support staff to follow the government's guidelines, 56 of the Coordinators have been provided with laptops to enable home working.

Cathy Waddell, Business Development Manager said: "At the outset of this crisis we reviewed how we could support our staff to achieve social distancing. As a result a number of staff were authorised to work from home, with some colleagues remaining in the base."

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"It's a challenging time for the Coordinators because of staff shortages due to staff illness or self-isolation. Having a laptop means they can work from home, provide support to our home carers, and help keep our service running smoothly. We therefore can continue to support people home from hospital and those at home with critical care needs.

What staff have to say

Kate Eccles (pictured) who normally works out of Northinch base, is one of the Out of Hours Coordinators who has been issued with a laptop. **Kate** said: "Having the laptop means I work safely from home to make sure that our service users get their vital visits from the carers. It's very different and can be quite challenging since I'm used to having my colleagues and manager around for support. As a team we have however now all adapted well to our new working arrangements and work hard to maintain good communication. It's important to the staff that in these difficult times we pull together to help those living at home in greatest need."

#well done to all involved to keep our staff and service users connected

Volunteering for a new role - to help keep the city clean



Laura McGovern

Data Officer

Bin Replacement
Programme

Staff across **Neighbourhoods and Sustainability (NS)** have risen to the challenge, and are volunteering for frontline jobs to help the service continue to deliver vital services for the city.

Laura McGovern is a **Data Officer on the Bin Replacement Programme project team** at NS. Laura's normal role is to collect data on flats and tenement properties across the city. The data she provides supports the programme to replace 48,000 old metal dustbins at flats and tenements in the city, and replace with 80,000 new wheelie bins.

Laura responded to an NS appeal for volunteers to support the delivery of essential services – and is **now working as a Street Cleansing Operative** in the north west of the city, near to her home.

Laura said: "I go around the grassed areas and pick up litter using the litter picker and black bag provided by the depot. I leave the bags in the grassed areas for uplift by the local parks depot and text details of location of the bags so that they can be uplifted."

Kevin Howell, Project Manager, Bin Replacement Programme/Kerbside Collection Changes, said: "We're really grateful to staff like Laura who are volunteering for new roles. We try to match volunteers to a new role and full training and support is provided."

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"We had a great response to our appeal for volunteers to help us fill gaps for our essential frontline services. We'd be delighted to hear from anyone else who can support us."

#thank you Laura for stepping forward to help keep our city clean

Top tips on ways to financial wellbeing – TAKE NOTICE and BE ACTIVE

FINANCIAL WELLBEING

The disruption caused by coronavirus has affected many households - leaving them with less money coming in, but with debts and bills still to pay. Fortunately, there are practical steps we can all take to improve our financial wellbeing during such difficult and uncertain times - and these can be applied in much the same way as our ['5 ways to wellbeing'](#): **Today we share two of our five top tips with you:**

1. **TAKE NOTICE** - of your current financial situation

Take time to sit down and take notice of your current income and outgoings to identify where you are financially.

- **Step Change** have guidance on what to do if coronavirus (Covid-19) affects your financial situation [here](#). If you need help making a budget, they have free online support to help you do so [here](#).
- **Money Advice Service** have a free online [Budget Planner](#) which will help you to identify your current financial situation

2. **BE ACTIVE** - by addressing any immediate financial concerns, and finding out what financial help you're entitled to

- **Money Advice Service** has guidance on ['coronavirus and your money'](#) which outlines key things you can immediately do to take control of your finances.
- **U.K. Government** has provided information and guidance on what financial support may be available to you [here](#). This includes an [online assessment tool](#) to help identify the appropriate support relating to your individual circumstances.

For more organisations that offer financial advice and support visit our [staff webpage](#) under the **Your Mental Health and Wellbeing** section – this includes Workplace Options who offer specific support on debt issues. On **Friday** we will bring you financial top tips from our three remaining wellbeing themes – **CONNECT, LEARN and GIVE**.

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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.

- 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

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

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

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Castleton Primary @Castleton_Pri

April 18, 2020 - 4:26pm • View Post

John from P2/1 has been busy with his family during the holidays! 🌈 What an amazing poster to thank all those key workers keeping us safe! 💛💜💖 @GlasgowCC @NHSGGC @CarersUK @RoyalMail #staysafe 🙌



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