

Staff Briefing

Key commitment to our workforce during COVID-19 - pay



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Background

Our key commitment to our employees during this time has been to safeguard your continued employment - in line with your contractual arrangements for both our core workforce of permanent and temporary employees.

Our workforce comprises of a wide range of employees who support our diverse council activity. As a business we have worked hard to find solutions to support our key workforce groups - this includes employees on standard conditions as well as our flexible workforce who support us during our peak level of activities.

Arrangements in place

The following arrangements are now in place to **support our flexible workforce** - in terms of their continuity of employment and /or earnings:

- **Casual employees** – employees in this group will receive an average wage based on their earnings between January and March 2020.
- **Part-time employees that work regular additional core hours** – it was recognised that there is a small number of part time workers in certain areas of the business who regularly and consistently work additional fixed hours that are not within their contractual hours. Employees in this group have been identified and agreement has been reached that they will receive a relevant number of additional hours pay on a 4 weekly basis. This will be linked to the regular additional hours they have worked over a set period. Where appropriate, Services will communicate at a local level these specific arrangements – mainly across areas within Catering and FM and Glasgow Life.
- **Agency workers** – agency workers are not employees of the council. However, we have committed to also safeguarding continuity of their earnings. We have confirmed with the relevant staffing agencies that we have extended the opportunity for agency workers to receive an average wage, based on their earnings between January and March 2020, in line with the same commitments we have made to our casual employees. Some of the staffing agencies are also considering furloughing their employees - where this is the case, staffing agencies will contact these staff directly.

These arrangements for our flexible workforce have been agreed up to the end of June 2020 and will be subject to further review.

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Pay Queries

We will process pay as normal during COVID19 with pay dates remaining as set and pay in line with contractual arrangements. Due to a reducing workforce this guidance sets how we will handle pay queries during this period. We ask for employee's understanding during this time.

Key Principles

Our key principles during this time will be:

- 1 **Core pay** – Priority will be to make sure all employees receive their core pay in line with contractual arrangements.
- 2 **Overtime** – If an employee has not received overtime payments this will be rectified in their next pay. During this period there will be no BACS facility for overtime.

Raising Pay Queries

Employees

1. **Check your pay slip** if you're able to, to understand what you have been paid and to **identify if you feel there is definitely an issue with your pay**. Paper payslips will be issued as normal and MyPortal payslips will be available.

We appreciate some employees may not have access to systems to be able to check payslips and ask that due to the unprecedented situation that employees only raise pay queries where they are absolutely necessary. If you're able to wait then you can raise the issue when things are back to normal.

2. If you do need to raise a query you should **raise this with your line manager**, provide them with:
 - Your name
 - Your payroll / employee number
 - Details of your query

Your manager will raise your query and provide a response. If your query relates to overtime payments then this will be rectified in your next pay.

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Managers	<ol style="list-style-type: none">1. When you receive a pay query from employees please make sure they have followed the steps above if they are able to2. Email your service payroll contact detailed on page 2 with PAYROLL QUERY in the subject box. Include the information in point two above. All queries should be sent by email3. Your service contact will provide a response to you as quickly as possible, when you receive this you should communicate this to your employee immediately.
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Service Payroll Contacts

Service	Contact
<ul style="list-style-type: none">➤ Chief Executives Department➤ City Property➤ Development and Regeneration Services➤ Financial Services	Leeann Wilkie ✉ leeann.wilkie@glasgow.gov.uk
<ul style="list-style-type: none">➤ Education Services	Mary Arthur ✉ mary.arthur@glasgow.gov.uk
<ul style="list-style-type: none">➤ Neighbourhood and Sustainability (Except former CSG Employees)	Alison Devine ✉ alison.devine@glasgow.gov.uk
<ul style="list-style-type: none">➤ Neighbourhood and Sustainability (Former CSG employees only)	Robert Smith ✉ robert.smith@glasgow.gov.uk
<ul style="list-style-type: none">➤ Social Work Services <p>Please email one of the contacts opposite</p>	Casey Crooks ✉ casey.crooks@glasgow.gov.uk Karen Carden ✉ karen.carden@glasgow.gov.uk Carina Hutcheon ✉ carina.hutcheon@glasgow.gov.uk Angela Smart ✉ angela.smart@glasgow.gov.uk
<ul style="list-style-type: none">➤ Glasgow Life	Marie Anderson ✉ GLPosition.Management@glasgowlife.org.uk