

Staff Briefing

Catering and FM staff – information on increase of key services



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Introduction

As a result of the COVID-19 pandemic, we all have had to adjust our ways of working to stay safe whilst following Scottish Government advice.

Your ongoing support and commitment over the past weeks has been crucial to helping us continue to deliver the vital services we provide.

We would therefore like to take this opportunity to thank all of you, as essential workers, for all your hard work and positive spirit that you have shown during this challenging period – thank you.

Update on our services

This briefing outlines how we are planning to start to increase key services **from Monday 8 June** - particularly in Education establishments as the schools prepare for pupils return in August.

We are working closely with our Health and Safety experts and Trade Union colleagues to make sure that all the necessary Risk Assessments, and additional measures, are in place for when additional pupils and staff occupy our schools in August.

In the meantime, please rest assured that your health and wellbeing continues to be a key priority for us and it is important that you follow the guidance contained in the attachments, in addition to the government guidance on hand hygiene and physical distancing.

Please note: If you are shielded, aged 70 years and over, have an underlying health condition or are pregnant you should continue to remain at home until further notice.

1. School Crossing Patrollers

- The majority of pupils won't return to school until August, therefore **there is no requirement for you to return to work at this time.**
- If you carry out some additional facilities work within a school where you work, for example, undertake some litter picking or support the school in other ways, there is no requirement for a return at this time to fulfil these additional duties.

2. Facilities Support Assistants

- There is a requirement for you to **return to duty at your normal start time on Monday 8 June** and your manager will already have spoken to you.

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3. Window Cleaners

- This **service will resume from Monday 8 June** and you should be prepared to commence at your normal start time.
- Your manager will already have been in contact and will provide further guidance with regards to the buildings requiring a window cleaning service.

4. Janitors

- Janitors will **return to normal service from Monday 8 June** at their establishment.
- You will be briefed as required by your line manager.

5. Catering Staff

Education Establishments

- There is currently a hub model in place whereby a small level of pupils attend a reduced number of schools. Some catering has been provided during this period to accommodate that small number in these specific schools.
- **From Monday 8 June** this hub model will stop and the low number of pupils will return to their own schools together with small groups of teachers. Consequently, we need to supply a level of catering at each establishment.
- There is a **requirement for catering staff to return to duty from Monday 8 June** when rotas will be confirmed – if your manager has already confirmed your rota and it does not start on Monday, please attend from the first confirmed date.
- There will be **no change to the service you provide** with the exception to some menu items which may be different and there **will be no cash transactions**.
- All food and health and safety procedures remain as they were before COVID-19, particular attention should be made to making sure **all touch points are cleaned thoroughly**.
- There will be a reduced number of colleagues in work and therefore physical distancing will be enabled and you should maintain this practice at all times.
- Education staff will be responsible for making sure that the pupils/customers follow appropriate physical distancing whilst in the dining room.

Encore Staff

- There will be **no change to the current arrangements** and you will remain on a rota basis.
- You will be updated by your manager with any changes to this arrangement as and when required.

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6. Cleaning Staff

Education Establishments

- There is a requirement for cleaning staff within all education establishments to **return to duty as normal as of Monday 8 June** to their normal place of work.
- All cleaning activities should be carried out in accordance with COVID-19 guidance for non-healthcare settings.
- A [revised work allocation schedule](#) and [Cleaning Operating Procedures](#) are available in your school for guidance on the tasks you should perform; a copy of these documents is also attached with this communication.
- There will be a reduced number of colleagues in work and therefore physical distancing will be enabled and you should maintain this at all times.
- Education staff will be responsible for making sure that pupils/customers follow appropriate physical distancing whilst in the building.
- PPE arrangements are captured in the [operating procedures attached](#) and are available on site.

Other buildings

- There will be **no change to the current arrangements** and you will remain on a rota basis.
- You will be updated by your manager with any changes to this arrangement as and when required.

7. Further Support

If you think you may have difficulties complying with these arrangements and changes, then please get in touch with your manager at the earliest opportunity and we will support you in exploring alternative options and solutions wherever possible.

Finally, the care and wellbeing of all our staff is of paramount importance to us and we shall review these arrangements as we receive Scottish Government advice. **We shall provide you with a further update at the end of June.**

If you have any questions about this briefing, please speak to your manager in the first instance.

If you have any other ideas about what help would be useful to support you to carry out your service responsibilities, please email us at: HRWorkforcePlanning@glasgow.gov.uk