

Cascade Briefings

24th March 2020 – Essential Staffing – updated list

Message for all staff regarding essential working

The last few weeks have been unprecedented and as a Council, we have had to change our working practices in order to ensure we deliver essential services to the most vulnerable in our communities.

We understand that our staff will be anxious and have concerns and we appreciate the support we have received and the remarkable efforts made from across all Council service areas. Thank you.

Government advice and guidance has been changing at an incredibly fast pace. The welfare of our staff remains a priority for us. In addition, we are faced with the difficult challenge of delivering statutory services to meet the needs of our communities.

Over the last few days we have been developing a list of key workers who we have identified as being critical to maintain essential council services.

The broad categories identified are:

Essential (required to be at work)

- Care staff (Ludgate, Menstrie House and Woodside Unit)
- Catering Staff at the School Hubs and Class Cuisine
- Refuse Collection staff
- Streetcare staff
- Burial grounds staff
- Designated Social Work staff across HSCP, Criminal Justice and Children's Services (as directed by Chief Social Work Officer)
- Registrars
- Council Incident Officers (as directed by Emergency Planning Officer)
- Fleet (as directed by Senior Manager)
- Cleaning and facilities staff for Council premises that remain operational
- Designated Finance & Revenues staff (as direct by Chief Finance Officer)
- Health and Safety
- IMT Comms Officer
- Tenancy Services and Homelessness (as directed by Team Leader)
- Designated Environmental Health staff (as directed by Senior Manager)
- School Hub/Key Worker support/Online learning/ (As directed by the Chief Education Officer)

- Senior Managers (Corporate rota being development)
- Contact Centre Staff (as direct by Team Leader)

Essential (homeworking)

- Procurement Manager
- Designated Finance & Revenues staff (as direct by Chief Finance Officer)
- Payroll
- Communication Staff (with the exception of IMT comms officer)
- Business Standards (as directed by Senior Manager)
- Tenancy Services and Homelessness (as directed by Team Leader)

Essential Standby (at home but may be called upon to report to work)

- Registrar Support
- IT (as advised by Team Leader)
- Designated Social Work staff across HSCP, Criminal Justice and Children's Services Staff (as directed by Chief Social Work Officer)
- All Land Services Staff
- Road Services
- Housing Repairs
- Other Catering staff (primary schools)
- Planned work and compliance team

In addition to the above a number of staff have been identified to complete particular pieces of work to reduce normal services. These staff should continue to report to work as normal until the work is completed.

Staff who are on the list, should be reassured that we will be taking all steps necessary to ensure their continued safety at work. They should continue to follow good practice by washing hands regularly and ensuring social distancing, as advised by Public Health Scotland, is followed. With less staff in buildings we will be able to maintain the recommended guidelines for social distancing. Staff who are not office based should also follow the recommended guidelines and liaise with the line managers on how best to achieve this. Services will be required to review their Risk Assessments based on any changes to working practices. The Council's health and safety team will be able to provide guidance if required. Our H&S Colleagues are available at hands@clacks.gov.uk

Staff who have not been identified on the above list should not attend work at this time to comply with both UK and Scottish Government guidance. If you are able to work from home and have the facilities to do so, you should ensure that you speak with your line manager to identify work priorities.

Staff who are not on the list but are unable to work from home may be able to utilise their own laptops and PCs to review policies, procedures and research

practices and complete mandatory training which can now be accessed through the dedicated staff page on our internet available at www.clacks.gov.uk/staff (then select links)

We would also encourage all staff members who are working from home to ensure they are taking steps to look after their wellbeing during this time. This includes:

- Maintaining regular contact with your line manager and colleagues.
- Taking regular breaks
- Avoiding being “always on” by ensuring you identify non-working time
- Contacting our counselling service PAM Assist on 0800 8824102 if you are experiencing high levels of anxiety
- Being aware of the things that can cause you poor wellbeing and carrying on with activities which can help with mentally and physically.

We will be reviewing our staffing on a regular basis and may have to redeploy staff into other areas where necessary and you may be required to attend for work in a different capacity. We will regularly engage with our Trade Union colleagues on this matter.

Finally we would just like to take this opportunity to thank all our staff for their continued hard work, patience and understanding during these extremely difficult times.

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- Catering Staff at the School Hubs
- Refuse Collection staff
- Streetcare staff
- Burial grounds staff
- Designated Health and Social Care Staff (as identified by Heads of Service)
- Designated Criminal Justice Staff (as identified by the Service Manager)
- Registrars
- Council Incident Officers (as directed by Emergency Planning Officer)
- Fleet (as directed by Senior Manager)
- Cleaning and facilities staff for Council premises that remain operational
- Building Standards (as identified by Senior Manager)
- Revenues (as direct by Chief Finance Officer)
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work in a different capacity. We will regularly engage with our Trade Union colleagues on this matter.

Finally we would just like to take this opportunity to thank all our staff for their continued hard work, patience and understanding during these extremely difficult times.

23rd March 2020 – IT requests

Colleagues

Further to last week's notice, can you please ensure that your staff are not repeatedly approaching IT or phoning up to enquire about laptops.

The volume of traffic is hindering their ability to work through agreed priorities. Not only is stressful for the handful of staff in IT, the number of people going in and out is currently compromising social distancing efforts.

SLG have agreed a list of priorities and I have asked that IT colleagues prioritise this in the first instance.

Whilst we have sufficient laptops, we have today been informed that the RSA tokens supplier has seen a tenfold increase in demand, We are continually pressing our case but this is outwith our control and may take sometime to work through. In the meantime, we are reviewing current RSA token allocations to ensure these are prioritised to those in highest need.

As per Stuart Crickmar's communication of last week, if there are any concerns about laptop issue priorities or pace, can these be routed through SLG.

We understand that there are frustrations, however we ask that colleagues remain patient and respectful in their communications

Many thanks in anticipation of your support

Nikki

23rd March 2020 – identifying essential staff

In line with government advice to work from home wherever possible we are working on identifying the critical/essential staff who will be required to maintain Council Services in the days/weeks ahead.

The full list will be issued early tomorrow but in the meantime we would ask managers to identify which of their staff would not be required to attend for work tomorrow.

These staff, if they are able and have appropriate equipment, should work from home and you should discuss what priority areas to focus on. Other staff who are unable to work from home should be encouraged, using their own IT equipment, to undertake mandatory training, review policies, undertake research etc through our clacks.gov.uk/staff page which went live this afternoon.

It is critical that staff who support statutory services, vulnerable groups, provision of payment and supporting the school hub set up are NOT sent home. These staff should continue to attend work.

We would ask that you also advise those staff who are being asked not to attend their place of work that, as we review this list, they may be contacted and asked to attend work to undertake work/tasks which support our communities and most vulnerable residents.

We would wish to thank all staff for their continued patience and support during these times.

20th March 2020 – cleaning arrangements clarification

Cleaning Arrangements

Public Health Scotland has approved the 4 key products that we are using for the purpose of cleaning/disinfecting and sterilising our buildings.

Cleaning regimes

It is our normal daily practice to clean & disinfect all hand touch surfaces within our buildings at least once per day. We are currently investigating if we can identify additional resources from within the council to enhance this regime.

Council staff can assist by using the product to clean their desks surfaces on a daily basis. We can issue guidance to staff relating to the application of the product.

The products are environmentally friendly and do not require any detailed COSHH assessment training for their use.

Normal daily regime – Nu Multi Kleen Cleaning & Disinfection

- On a daily basis our normal regime across all buildings is to use a multi-purpose product which is bacteria/fungicidal based to clean/disinfect all surfaces.
- This product stays active for up to 80 hours

For cases of infection outbreak – Sterilisation using virucidal products

- Examples of outbreaks including viruses are chickenpox, foot and mouth, diarrhoea.

Stage 1

- A product called Safe Zone Plus is applied using a spray bottle to sterilise the affected areas. This product will not stay active and is effective only at time of use.
- This product is permanently stocked within our buildings and are routinely applied by both our cleaning staff and council staff i.e. Nursery Managers in the event of an outbreak.
- Once the outbreak is under control we will return to using our disinfecting products.

Stage 2

- On occasions where it is deemed that a deep clean sterilisation of the entire building is required due to the type of outbreak i.e. norovirus or covid-19 virus we will apply a product called Eco Static Ultra.
- This product is applied using electrostatic sprayers and can be used for sterilising all surfaces and equipment within the building including IT equipment.
- This product stays active for 48 hours and once the outbreak is under control we return to our disinfecting products.

Stage 3 – *This stage will only take place on instruction from Public Health Scotland.*

- On occasions where the outbreak is persistent, numbers of cases are increasing or the outbreak has spread across a large area we will apply a product called Eco Static Control.
- This product is applied using electrostatic sprayers and can be used for sterilising all surfaces and equipment within the building including IT equipment.
- Following application, this product will stay active for up to 28 days controlling any further outbreak of the virus. Once the outbreak is under control we return to using our disinfecting products.

20th March 2020 – PPE, childcare arrangements and non essential meetings

PPE

- A number of employees have raised queries in relation to accessing supplies for personal protective equipment (PPE), including gloves, aprons and face masks. The council has had a recent delivery of disposable

gloves and aprons and we are awaiting delivery of fluid-resistant masks. Any service which requires urgent supplies should email hands@clacks.gov.uk or phone 2225 setting out their requirements. We will continue to update our risk assessments and reconsider/re-prioritise requirements for PPE in the coming weeks.

- These items will be ordered centrally. However, any orders already in the system should continue.
- National triage arrangements are in place, with Scottish Government producing guidance for healthcare professionals <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control> and Public Health Scotland producing guidance for non-healthcare settings <https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/>
- NHS have made us aware of difficulties with access to sufficient supplies (particularly in relation to access to masks) and priority is being given to ensuring that staff in a health and social care setting have all the essential PPE equipment needed. NHS have set up triage arrangements where local supply routes have been exhausted.

Childcare Arrangements

In line with the Depute First Ministers announcement which he gave on Thursday we are developing our school hub model to ensure ongoing support in terms of childcare for key workers/vulnerable groups. More information will be issued as this is developed.

We recognise that in some cases some staff whose roles do not allow them/do not have equipment to work from home, from Monday, will be unable to report for duty because of their childcare needs. . We want to assure staff that this will have no impact on pay.

For those staff who are working from home/will be able to work from home, and from Monday, will also have child care responsibilities, our normal home working arrangements have been relaxed to allow a degree of flexibility to support both home work and requirements for childcare. Please ensure you liaise with your line manager on what arrangements/changes to normal work hours you would propose.

We will be regularly reviewing priority tasks and other redeployment opportunities which may become available as other models of operational delivery are worked on so that staff may be asked to take on additional/different responsibilities whilst at home.

Draft Staff Guidance on Essential/Non-Essential Meetings

Scope:

- Applies to meetings where social interaction is required
- Applies to individual 121 interactions and group meetings

Points to consider:

- Do you need to meet at all?
- Consider other means of communication, e.g. Skype,
- Keep the number of participants to a minimum
- Ensure that the location is suitable in terms of space and ventilation and that cleaning protocols are observed before and after the meeting.

Assessment:

Is the meeting essential to delivering a statutory or high priority service?

Yes	No	Possibly	Comment

Is there a health, wellbeing , financial or contractual risk if the meeting doesn't go ahead?

Yes	No	Possibly	Comment

Are there any organisational consequences, e.g. financial impact, breakdown in command and control or communications, reputational impact?

Yes	No	Possibly	Comment

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