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### **COVID-19 Message from Gillian Hennon**

A personal video message from Gillian Hennon, Head of Finance, GCHSCP (Glasgow City Health and Social Care Partnership), thanking all our staff for their efforts and giving an update on key actions being taken to manage and respond to the impact of COVID-19 on our health and social care services within Finance.

“My name is Gillian Hennon and I am Head of Finance for the Partnership. My remit covers Finance and Governance, Property and Transport, EquipU Community Equipment store, Transport and Support Services, which is known as TASS, and our Interpreting and Translation Service.

Like other managers who have updated you through these briefings, I am immensely proud of how all my teams have stepped up during this time by changing working practices, and adapting and responding brilliantly to the new challenges which have emerged, whilst continuing to provide a service to support colleagues across the Partnership and ensure we deliver services safely.

A key success of this has been due to the partnerships we have built on, working with others, tackling new tasks together and looking to see where we can offer help, provide support, assistance and guidance to others. Examples of this have included our Compliance Team who were outsourcing goods and delivering them across the city to area teams.

Our Finance Teams in conjunction with our colleagues in Commissioning have done immense work processing significant volumes of sustainability claims, which have been submitted by providers across the city, who have incurred additional costs

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arising from Covid. They have quickly set-up processes to ensure these payments can be carried out quickly and accurately in reimbursing appropriately.

Our Community Equipment store staff have received great feedback from partner organisations and other local authorities with regards to the continuity of service they have provided during this time – ensuring equipment was delivered quickly to support care at home and facilitate discharges from hospital.

Our Transport Teams have worked brilliantly with colleagues from Neighbourhoods and Sustainability (NS), who have both supported one another in the transport provision.

We have re-deployed mini-buses from the HSCP to other council services who had restrictions because of social distancing arrangements and NS helped us hugely by taking our cars to the garage, to enable us to focus on supporting the needs of our front line teams.

Our Transport and Support Services function say their assignments dropped during lockdown because of school closures and restrictions on custody visits and they stepped up to be integral to the creation of the PPE Hub. Along with colleagues who were brought in from Admin Teams across the city and colleagues from the Carers Teams and Glasgow Centre for Inclusive Living. This PPE Hub has now delivered in excess of 13 million pieces of PPE to social care services, providers, unpaid carers and personal assistants across the city since it was set-up from scratch at the beginning of May.

The teams have received a lot of positive feedback and gratitude when they have been out making their deliveries across the city.

Our Property Teams have been ensuring our buildings are maintained and looked after both whilst during lockdown, but also supporting the safe re-opening in light of

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the new Covid arrangements. They are now working with colleagues in Property Land Services to bring back our new build and refurbishment programmes which were paused during the pandemic.

These examples of flexibility and willingness to help continue as we support services to recover and we are also looking to see where lessons can be learned. For example, we are looking to see if we could possibly utilise virtual interpreting for our Translation and Interpreting Services and we will continue to explore other options with regards to this.

We continue to undertake the new tasks which have emerged whilst undertaking the day job and our TASS staff continue to work in the PPE Hub whilst school drop-off and collections and custody visits have resumed.

As this year goes on we realise every week brings something new, so to continue successfully we need to recognise our resilience comes from continuity to work together, as it's proved so vital and we continue to support one another as well.

So to finish off I would like to say a big thanks to my teams who have been brilliant but also to everyone who has helped them and supported them and continues to do so in doing their job. Thank you very much.

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