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[09/03/2020, 14:56:55] ~ Stephen Kerr: <https://www.bbc.co.uk/news/uk-scotland-51798558>

[09/03/2020, 15:00:29] ~ Stephen Kerr: Just wondering if anyone else is receiving staff queries on this? Folk this end asking about cleaning and the availability of wipes to clean equipment. Obviously pointing them to the guidance but I'm not sure that now aligns with the HPS advice? (reading as I'm typing this!)

[09/03/2020, 15:20:54] ~ Barbara Allison: Hi. There is a staff message going out on Saltire re the additional cleaning regime that has already started. Hope that will help. B

[09/03/2020, 15:25:10] ~ Stephen Kerr: Great.

Will we be making equipment sanitising wipes more available to staff across the office as part of that?

[09/03/2020, 15:27:46] ~Stephen Kerr: Btw some emerging issues around soap supplies in AQ4. I've spoken to **[redacted 38b]** to make sure we're on the case with the landlord as their approach seems to be ad hoc at best as far as people can tell. Anything more we can do to make sure the landlord is doing what's expected would be good.

[10/03/2020, 11:01:35] ~Stephen Kerr: Interesting call with DWP today. One thing I wondered if we had done is look at the impact of 65+ isolation on their own workforce? They've 2,000 people in this age bracket.

[10/03/2020, 11:03:04] ~Nicola Richards: It's more likely to be over 70 and yes in hand.

[10/03/2020, 11:04:33] ~Stephen Kerr: Not clear (to me anyway) from what I've seen if it's over 65s or 70s - seen mention of both! - but interesting to note they were planning on the basis of 65s.

[10/03/2020, 11:05:12] ~Stephen Kerr: I wouldn't expect a big response from the benefits system is the main headline. Might be some more on SSP in the Budget tomorrow tho

[10/03/2020, 12:00:10] ~Nicola Richards: The more recent detail shows pretty minimal impact on deaths if you set at 70 rather than 65. But it may not be settled for yet.

[10/03/2020, 14:30:14] ~Stephen Kerr: No doubt this is old news, but I was intrigued to learn that DfID did a 'what would it be like if everyone worked from home' day on Friday...for all staff just to see if it worked. Apparently it did...though no way to verify that. Not sure if it was a DfID initiative or if other UKG Departments are considering it (not something I suspect DWP could easily do!)

[10/03/2020, 14:56:24] Colin Cook: I know that HIE are doing this later this week but they are the only area we know of so far. We can support 10000 connections (rising to 20 k shortly) but home broadband capacity is critical and that might change if all members of a family are at home simultaneously

[10/03/2020, 15:46:05] ~Stephen Kerr: We've an individual returning from Italy today. He and his partner are going straight into isolation at home for the next two weeks. No signs of being symptomatic and he'll therefore be working from home.

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[15/03/2020, 22:12:40] ~Stephen Kerr: I'm starting to get a string of folk who are now not willing to come into the office. Mostly contractors...but with the number of private companies now allowing staff to work from home I'm not sure how tenable our current position is when we're asking their spouses/partners/family members to come into the office. And it's almost impossible for managers to say no. Are we looking at issuing fresh guidance on this? I don't have faith that the SG can successfully keep a herd mentality around this matter for long - differential approaches will start to emerge across Directorates I'm sure and that'll just make it harder to hold the line.

[15/03/2020, 22:39:20] ~Gordon: Same here Stephen. I've taken a call from a member of my team over weekend with an underlying health condition. Clearly not keen to be in office.

[15/03/2020, 22:50:21] Colin Cook: I think the key is to all move together on the guidance for the majority - but if we have individuals with underlying conditions, our duty of care should allow us to do something different for them I have a couple of people in that position

[15/03/2020, 23:01:19] ~Stephen Kerr: I think the issue I'm seeing emerge this evening is (healthy) people starting to make individual decisions now...not asking for permission but just deciding to work from home. What are we to do in that circumstance??

[15/03/2020, 23:07:43] Colin Cook: To be honest there's probably not a lot we can do. After all if

[16/03/2020, 06:42:25] Lesley Fraser: Thanks all. We will discuss this morning and come back to this group with advice/ timetable.

[16/03/2020, 08:03:25] ~Barbara Allison: I agree this is really tricky - especially as in some areas we need staff to be in. And we don't want it to feel like a two tier system, depending on which area you work in or what your role is.

[16/03/2020, 09:32:10] Lesley Fraser: Thanks again for alerting us to this. Discussed this morning At OROG. Current position is colleagues should be following our SG and health guidance, and coming to work as normal unless absence is advised. However, we do recognise the challenges, and this advice is likely to develop over next days. Local circumstances important too - so happy for Directors to make judgements in directorates to maintain productivity. Colleagues will understand our values as public servants remain important - service to the public-, in these unprecedented times.

[16/03/2020, 10:27:00] ~Stephen Kerr: Quite a difference of opinion around the table this morning. We're trying hard to hold the line but it's not easy. A clear plea from my team on further clarity for LMs. I stressed what the policy allows and doesn't...but that's not helping on the ground. when people feel they shouldn't be in because they're worried about inadvertently infecting vulnerable people in their family. We're doing what we can though as ever 👍

[16/03/2020, 10:27:30] ~Stephen Kerr: image omitted

[16/03/2020, 10:27:48] ~Stephen Kerr: Lesley - could you add David Wallace to this group?

[16/03/2020, 10:29:14] ~Stephen Kerr: 07946 343262

[16/03/2020, 10:54:51] ~David Wallace: Lesley Fraser added ~David Wallace

[16/03/2020, 11:02:36] ~Stephen Kerr: Now being told no new start dates being issued (which I can understand). Is that true? Will need to factor that in to plans if so. If the c200 people David has recruited so far are not caught, we might be able to get Scottish Child Payment up and running over a much longer period of time. If they're unable to start, we have to shelve SCP...and can then prioritise other business accordingly. Be good for clarity Nicky...or have someone identified that David can have a quick word with if possible.

[16/03/2020, 11:51:07] ~Nicola Richards: I'll be in touch direct Stephen.

[16/03/2020, 15:37:14] ~Stephen Kerr: image omitted

[16/03/2020, 15:40:33] ~Stephen Kerr: Hi - is the call happening...or not??

[16/03/2020, 15:42:50] ~Barbara Allison: No. Lesley thinks we are all up to speed.

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[16/03/2020, 15:44:25] ~**[redacted 38b]**: GIF omitted

[16/03/2020, 15:44:53] ~Stephen Kerr: Based on the SCS call I couldn't hear them I'm less confident of that! Anything this group needs to know about possible further changes in the offing??

[16/03/2020, 15:54:39] Colin Cook: There is a SGoRR call at 6 so presumably that will provide any further updates

[16/03/2020, 15:59:40] Lesley Fraser: Thanks Stephen. Sorry about the transmission problems. There may be some more significant measures coming in the next few days (being discussed at SGoRR/COBRA as Colin notes). No decisions yet, but all scenario planning v useful, as you are doing. Need to see that - and join it up - across sg inc understanding what in here / out there is business critical. Happy to discuss by phone if helpful.

[16/03/2020, 18:07:55] ~Stephen Kerr: Given what's been announced there's no way people will be in any rush to come into the office from tomorrow onwards. And in the absence of any all-staff message I feel I can't give people conflicting advice to that announced by the PM/FM. Can I urge that we get something out to staff ASAP please if at all possible. In the meantime, I have little choice but to allow DDs to manage this locally according to their own judgement. Open to any other ideas and how colleagues are dealing with...but doing nothing isn't a realistic option now I'm afraid. I've held the line as long as I could today, and that was quite an effort.

[16/03/2020, 18:09:14] ~David Wallace: Alison Duncan has been working on the SG advice and suggested Perm Sec is aiming to get a message out tonight.

[16/03/2020, 18:10:18] ~Nicola Richards: It will likely be a holding message tonight whilst we try to bring all the threads together. Grateful if you can give us some space to bring it together.

[16/03/2020, 18:13:19] Lesley Fraser: Thanks Stephen. Planning to get a placeholder out tonight, with full advice and scs call tomorrow. Tonight will say follow the health guidance if you are in at risk category, and otherwise follow local resilience arrangements until tomorrow. Off to SGoRR now. L

[16/03/2020, 18:14:19] ~Stephen Kerr: I know of 1 Director who's already told her people to wfh until further notice. So I don't think you're going to get the space you might wish. Not sure a holding message will work either, but I appreciate the bind everyone's in. Just reporting what's happening on the ground...

[16/03/2020, 18:20:45] Lesley Fraser: I agree. Lots of detail to work through but people will vote with their feet. We'll get this out tonight, and advice tomorrow.

[16/03/2020, 20:08:05] Colin Cook: I'm holding a team call this evening. Unless the advice is superseded tonight, I will say that official advice will be issued tomorrow but sensible steps can be taken on basis of business continuity plans and personal circumstances ie no unnecessary travelling, no one in with any health conditions either themselves or family (we have largely done this anyway)

[16/03/2020, 20:09:01] ~Nicola Richards: We're about to issue a message from Perm Sec. will ping on email.

[16/03/2020, 20:09:42] Colin Cook: Thanks

[16/03/2020, 20:19:03] Colin Cook: Really helpful note thanks.

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[19/03/2020, 11:04:39] ~Stephen Kerr: A plea - can we make sure we look at any decisions on building closures from a mental perspective too. I've already a few people struggling and, at the moment, the ability to see a colleague is helping them cope. I know that may not be the conclusive factor but an ask that, please, we don't overlook it in the decision making process 🙏

[19/03/2020, 15:11:06] ~Ainslie: Lesley Fraser added ~Ainslie

[19/03/2020, 15:11:59] Lesley Fraser: Ainslie - welcome to the DGODO directors WhatsApp group!

[19/03/2020, 16:11:24] ~Ainslie: Thanks Lesley good to be on board!

[19/03/2020, 16:57:54] ~Barbara Allison: Thanks Stephen. We are looking at buildings and we are conscious of a number of factors including mental health issues. B

[19/03/2020, 17:01:33] ~Stephen Kerr: I won't be alone in having people either who feel they can't work at home for prolonged periods because of young children. Shifts with one parent on/off next week so the other can work is naturally driving people towards coming into an SG building. Anyway I also recognise we won't be any different than any other employee and you'll all be doing your best...for which I'm grateful 🙏

[19/03/2020, 17:04:03] ~Barbara Allison: Thanks Stephen - i agree we need to think through what people will need in the short and medium term. People seem to be rushing towards the door this week but I suspect that behaviour will change when the reality of working from home long term sinks in. B

[19/03/2020, 17:04:55] ~Nicola Richards: It's really tough. But as Richard spelt out this morning we really need people to comply with these measures so they start to make an impact or it will be much more draconian.

[19/03/2020, 19:26:31] ~Stephen Kerr: image omitted

[19/03/2020, 19:27:50] Lesley Fraser: 👍

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[19/03/2020, 19:38:28] ~Stephen Kerr: I have also invested today in one of those landline phones. Looks familiar, but still...

[19/03/2020, 20:12:57] ~Gordon: image omitted

[19/03/2020, 20:13:43] ~Barbara Allison: 😞

[19/03/2020, 20:36:57] ~Stephen Kerr: image omitted

[19/03/2020, 21:06:29] ~Stephen Kerr: If things take a downward turn again, can we introduce a lockdown like this?

<https://youtu.be/hz4bh9L172U>

[19/03/2020, 21:08:02] ~Gordon: 😊

[20/03/2020, 08:48:57] ~Stephen Kerr: image omitted

[20/03/2020, 09:56:36] ~Ainslie: image omitted

[20/03/2020, 09:59:28] ~Ainslie: image omitted

[20/03/2020, 10:48:12] ~Stephen Kerr: As is AQ4!

[20/03/2020, 10:48:29] ~Stephen Kerr: Shit just got VERY real! 😱

[20/03/2020, 10:55:00] ~Nicola Richards: image omitted

[20/03/2020, 10:57:13] Lesley Fraser: image omitted

[20/03/2020, 10:57:52] ~Nicola Richards: Has Stephen bought the chair back...?

[20/03/2020, 11:42:16] ~Barbara Allison: Hi. FYI We are looking at shrinking the use of our buildings next week to maybe only 1 in Edinburgh and 1 in Glasgow. Comms to follow to seek info from Directors. We will speak to Directors separately about offices out with central belt. B

[20/03/2020, 11:42:36] ~Stephen Kerr: Nope!

[20/03/2020, 11:44:26] ~Stephen Kerr: Sounds good in terms of having a presence. I've VMR in AQ4 working well. Don't know if AQ5 has that? Might be a factor to bear in mind. Just feeding in.

[20/03/2020, 11:58:12] ~Barbara Allison: Thanks Stephen. Helpful to know. B

[20/03/2020, 12:02:30]

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[20/03/2020, 12:12:39] ~Stephen Kerr: 😊👤♂🔵

[20/03/2020, 17:35:28] Lesley Fraser: Just to say (again) another huge thank you to you and your teams for another week of pretty extraordinary work. I am in awe of what you've achieved. Do make due to get some r and r this weekend. Supplies of gin, I understand, not with depleted yet. ..



[20/03/2020, 17:37:39] ~David Wallace:and PM announcing all restaurants, bars and clubs to close from tonight! Better make that a carry-out. Have a good weekend.

[20/03/2020, 17:40:32] ~Nicola Richards: Some good insights for crazy days -

<https://threadreaderapp.com/thread/1240701207728930818.html>

[20/03/2020, 19:26:45] ~Gordon: It's been a hard week colleagues. If you are in need of cheering up, this might fit the bill (with apologies for the schoolboy humour, but I challenge you not to laugh.....)

<https://www.facebook.com/100007847196691/posts/2560036910934524/?d=n>

[20/03/2020, 19:29:00] ~Nicola Richards: 😊 thank you!

[20/03/2020, 20:35:23] ~Stephen Kerr: 😊

[20/03/2020, 22:55:17] ~Stephen Kerr: video omitted

[20/03/2020, 22:55:53] ~Stephen Kerr: Have as good a weekend as you can. Here's some tunes to help you through 🎧

[20/03/2020, 22:58:12] ~Barbara Allison: 😊

[21/03/2020, 10:26:17] ~Stephen Kerr: image omitted

[21/03/2020, 11:00:08] ~Ainslie: Battery hens now socially isolating!

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[21/03/2020, 18:09:30] ~Stephen Kerr: Thanks. Found the education folk I needed to speak to and just copied her in.

[21/03/2020, 23:06:40] ~Stephen Kerr: image omitted

[23/03/2020, 21:19:49] ~Ainslie: Are we going to be classed as essential workers?

[23/03/2020, 21:31:50] Lesley Fraser: Hi Ainslie. SG Covid response is essential. Nonetheless, we want those who possibly can to work from home - except where critical activities require attendance at office (and we will have teams and individuals in that category, according to our BC arrangements). Does that make sense? V happy to have discussions this evening/ tomorrow if there are fine judgments to make. Thanks. L

[23/03/2020, 22:28:52] ~Stephen Kerr: image omitted

[24/03/2020, 06:46:01] ~Ainslie: Thanks Lesley and have also seen Nicky's message last night. Our prompt payment team are due to trial wfh today and expect it to work but if not we will need to review. Given that Police powers to enforce we will need to be able reassure those staff we do ask to come in. My team also approached already by SG suppliers looking for clarification on essential worker status. We will work through that today

[24/03/2020, 06:56:05] Lesley Fraser: Much appreciated Ainslie. Please do keep the communications flowing. Likely to be able to gather these questions during the day and offer more advice in due course. Would a call this afternoon be useful? With DDs too??

[24/03/2020, 06:58:47] ~Ainslie: I think that would be helpful and I'm sure my DDs would welcome too

[24/03/2020, 07:00:09] Lesley Fraser: Very good. I'll ask the team to book a slot for this afternoon. Look forward to talking then (or before if required)

[24/03/2020, 07:34:10] ~Nicola Richards: Is anyone else having a problem getting emails /Saltire. I'm online / Skype and it says connected but hasn't downloaded emails since last night. Blackberry server ok. Tried restarting 😊

[24/03/2020, 07:35:13] ~Ainslie: Yes

[24/03/2020, 07:50:53] ~Nicola Richards: Seems to be issue for a number of people. Is it exchange server?

[24/03/2020, 11:13:48] Colin Cook: Yes we had problems with about 2000 people this morning. Hopefully sorted but let me know

[24/03/2020, 11:14:35] ~Nicola Richards: Thanks Colin! Back online now. Please pass on thanks to the team.

[24/03/2020, 11:18:42] ~Ainslie: Thanks Colin

[24/03/2020, 11:45:25] ~Stephen Kerr: Thanks Colin

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[24/03/2020, 11:49:13] ~Barbara Allison: And HR and security are doing some great work on speeding up security clearances if that helps

[24/03/2020, 11:57:27] ~Stephen Kerr: Barbara - he may be of interest to your internal comms team actually given his skills. I'll send his CV to you now 👍

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[24/03/2020, 22:54:31] ~Stephen Kerr: Help slow the spread of #COVID19 and identify at risk cases sooner by self-reporting your symptoms daily, even if you feel well 🙏. Download the app

<https://covid.joinzoe.com/>

[25/03/2020, 21:38:51] ~Gordon:

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[30/03/2020, 15:16:57] ~Nicola Richards: Perm Sec has asked if we have any call centre capacity that might be offered to 111 service. We don't have anything within direct ops but not sure if others do or if other agencies might assist?

[30/03/2020, 15:19:41] ~David Wallace: Hi Nicky - is it people or buildings (we've had some discussions on both).

[30/03/2020, 15:19:58] ~Gordon: Student Awards? Used to high volume work.

[30/03/2020, 15:20:25] ~Nicola Richards: Not sure - getting live requests from SGoRR. Yes thought SAAS might be an option.

[30/03/2020, 16:50:56] ~Stephen Kerr: Caught up with the kids so missing the call sorry everyone.

[30/03/2020, 16:51:29] Lesley Fraser: No problem. Covered post trial if you want a catch up. L

[30/03/2020, 16:59:55] Lesley Fraser: For call handlers, What about Penelope in SPPA? She's also had experience of using the ukg surge capacity too (I guess that's all used up, but she might have tips about how it was deployed)

[30/03/2020, 17:02:09] ~Gordon: I'm in touch. SPPA does not operate a contact centre model and so are putting a model akin to that in place to support their existing business. I will feed back if there is any capacity.

[30/03/2020, 17:03:32] Colin Cook: Coming late because I was on a shielding call. Are you trying to put extra call centre capacity into Social Security ?

[30/03/2020, 17:05:56] ~David Wallace: We're in touch with them on what the ask is - people, buildings or both. We've essentially just pulled our contact centre to have people doing outward bound call from home.

[30/03/2020, 17:11:46] Colin Cook: Sorry just read back. I understand now.

[30/04/2020, 16:44:53] **[redacted 38b]**: image omitted

[30/04/2020, 16:45:42] Lesley Fraser: Indeed! Very glad to hear it - and seeing is believing... 😊

[30/04/2020, 17:46:04] ~Barbara Allison: 🙏

[30/04/2020, 17:54:18] ~Stephen Kerr: He says!

[07/05/2020, 10:15:34] Lesley Fraser: Good morning all. We'll start SMT by phone at 10.20 this morning. 5 minute break for those at directors! 😊

[07/05/2020, 10:16:51] ~Barbara Allison: 👍

[12/11/2020, 13:36:52] ~Barbara Allison: ~Barbara Allison left

[25/05/2021, 16:16:01] ~Ainslie: ~Ainslie left

[26/08/2021, 19:24:43] ~Stephen Kerr: ~Stephen Kerr left

[07/03/2022, 10:13:19] ~Nicola Richards: ~Nicola Richards left