

June 2022 Pineview Working Arrangements



Office Opening Hours

Throughout Covid our staff team have been working and have been available to our customers during our normal operating hours of Monday to Friday 9.00am to 5.00pm (4pm on a Friday).

We have used a number of different ways to be accessible – using telephone, texting, WhatsApp text and video, Near Me video, MS Teams online, and home visits.

Since March our office has also been available for customers with arranged appointments.

From June our office is open without the need for an appointment.

However, as part of our safe working arrangements (as Covid is still with us and infection rates remain relatively high) we are working on a rota type system. This means that staff are available at all our normal working hours, however the office opening hours are slightly different. The system is designed to allow customers to access our office for appointment but keep them and staff as safe as possible without too many restrictions. This will be for a trial period initially, with arrangements as follows:

Day	Open	Closed*	Open
Monday	9.00 – 12.00	12.00 – 2.00	2.00 – 5.00
Tuesday	9.00 – 12.00	12.00 – 2.00	2.00 – 5.00
Wednesday	Office appointment by arrangement		
Thursday	9.00 – 12.00	12.00 – 2.00	2.00 – 5.00
Friday	9.00 – 12.00	12.00 – 2.00	2.00 – 4.00

*Closed – means that the office is not open to the public during this time. This is to allow staggered lunchtime for our staff team, while keeping numbers in the office safe. Staff members will still be working during this period and can be contacted by other methods.

Prior to Covid there were not a lot of customers who visited our office and we would not expect this to be any different now. However, we think it is still important to have our office available for customers. As such, we think the above arrangements allow us to ensure the office is available whilst minimising risk.

Staff working arrangements

As an organisation Pineview is committed to flexibility for our staff team, as long as this fits with our priorities of quality customer services and good performance outcomes. As such, we have flexible arrangements that allow our staff team to be flexible about working from the office or working from home. (due to the nature of their job, our estate caretaking team will always be working on the estates and out of the office).

Our staff team members have the option to work from the office or to work a mixture of working from the office and working from home. With our current rota system everyone is required to be in the office a minimum of two days per week. The rota is mixed so that all staff can mix with different colleagues over the course of any week.

Again, this will be for a trial period and we review the situation with feedback from customers, outcomes for service delivery, and achievement of performance targets.

While we discuss and agree these arrangements with the Customer Forum, we would also really welcome any feedback from any of our customers on these arrangements. To let us know what you think, please contact us by one of the following methods:

Telephone: 0141 944 3891

Texting: 0741 834 7038

E-mail: mail@pineview.org.uk

Website: www.pineview.org.uk

Visiting our office.