

# VENUE REOPENING STAFF Q&A

## **What's happening?**

We have set out a phased approach to the reopening some of the city's public buildings in response to Phase 3 of the Scottish Government's route map. This includes a timeline for the venues and facilities we plan to reopen between July and October.

## **Why aren't all venues reopening straight away, or on 15 July as in line with Scottish Government guidance?**

As venues have been closed for several months, we have to plan their reopening in line with Scottish Government guidance. Adapting our venues to meet social distancing requirements will take time and we have a responsibility to get it right from the outset. We will consider the individual requirements of each venue and will create a new set of operating practices which prioritise the health and wellbeing of our staff and customers.

This means that we cannot just simply reopen our doors: we must conduct risk assessments, test key building systems, install public sanitizer stations and screens where appropriate, deliver revised hygiene and safety training to our staff, implement new booking systems, and engage with our trade unions.

## **How much income does Glasgow Life expect to lose as a result of closures due to Covid-19?**

To date, Glasgow Life has lost in the region of £9 million as a result of closures due to Covid-19. We had budgeted for income of £38 million in the current financial year and we will be unable to totally compensate for our anticipated full year losses which could run into tens of millions of pounds in the unstable financial landscape going forward. While the government's Job Retention Scheme has allowed us to offset some of the losses, we are still 'topping-up' furloughed salaries to ensure staff receive 100% of their pay.

## **Why are some venues reopening for service delivery but not to the public?**

Some of our venues play an integral role in local communities, e.g. community centres hosting childcare services, or local tenants providing food distribution services. It is important we are able to open these venues for essential service delivery purposes in order to best support local communities and Glasgow City Council's Education department in supporting pupils returning to school.

## **How did you decide which venues would reopen?**

We've reviewed all of the venues in our estate across all service areas, including museums, libraries, theatres, music halls, community centres and sports facilities. Our plans for which buildings should open was based on a number of criteria, including which venues would be able to accommodate current social distancing guidelines. We also had to review our reopening in line with which venues were essential in providing childcare and Education services in order to best support local communities.

In the venues which are reopening, additional staff will be in place to support the new operating arrangements.

## **How many venues are reopening in total?**

Between July and October, we're opening 61 venues across the city – either to the public or for essential service delivery, including childcare and food distribution services.

**When will you be reopening the rest of your venues/facilities?**

Our financial and staffing constraints are unlike anything we've ever faced and mean we're not able to operate all of our venues and services just now; it's simply not possible.

Following this phased reopening between August and October, we will continue to work with Glasgow City Council to review and prioritise which venues and services we can restart or reopen and when.

Although Glasgow City Council has agreed to support us financially during this difficult period, there are no easy solutions and we haven't got all the answers about what Glasgow Life's service provision will look like during or after this transitional period. We'll continue to keep in touch with our staff as and when any further decisions are made.

**How will you decide which services and venues will open after October?**

We'll continue to work together with Glasgow City Council to review and prioritise which venues and services we can restart or reopen and when.

**Why aren't you reopening all venues?**

We are initially prioritising childcare and education to help maintain vital services in local communities and to support the city's recovery from the impact of coronavirus in the longer-term. Reopening venues is a complex process and requires careful planning, and some Glasgow Life venues cannot accommodate social distancing requirements as set out in Scottish Government's guidance.

Like every organisation, Glasgow Life is facing a significant loss of income as a result of Covid-19. The complete shutdown of Glasgow's museums, libraries and sports venues for more than three months, together with the cancellation of most of the city's events and festivals this year means the millions of pounds of income which supports our services has been wiped out.

Social distancing also means that a large proportion of our venues are unable to reopen safely, and we'll need more staff than before to be working at the venues we're looking to reopen to ensure current restrictions are followed. As it has been from the outset, the safety of the public and our staff will remain at the heart of our decision-making.

**Do I need to wear a mask when I'm at work?**

Current Scottish Government guidance advises face masks are worn in public places, but this is not mandatory. If this advice changes, we will follow Government guidelines.

**How many staff do you expect to be reinstated when venues reopen?**

In order to support social distancing measures in venues when they reopen, and to deal with the higher volume of customer care anticipated, more staff may need to be based in each venues which are reopening to the public.

**Will I be expected to work in another venue?**

Your line manager will be in touch with you to discuss any new arrangements.

**What if I'm nervous about coming back to work?**

We understand that being away from your place of work for a long time, combined with facing the world changing in the way it has can be quite intimidating. In line with the 'Return to Work' guide we issued earlier this week, your line manager will be in touch with you before you physically return to your place of work. You can raise any issues, questions and concerns with your line manager and they will discuss these with you directly.

**Will I return to my substantive role?**

As part of the returning to work process, we may discuss working at a different venue or different start and finish times with you so we can ensure we're working within all current guidelines.

**How much notice will I be given when I'm required to return to work?**

We will aim to provide as much notice as possible to help you make arrangements and we will work with you around any concerns you may have. It's important that your line manager has up-to-date contact details for you and that you remain contactable so that we can keep you informed about the reopening of our services in line with government advice.