

Subject: COVID-19 Update
Date: Tuesday, 24 March 2020 at 17:19:43 Greenwich Mean Time
From: Vicky Maloney
To: Mailing List - Everybody
Attachments: image001.png

Message from Stephen Davis

Good Afternoon All,

As we discussed yesterday we are putting together some key contact details for all our business critical services as well as an update on their initial plans for their service. They will be available to you during normal working hours to answer specific queries you may have.

For more general information around "How to...?" can I refer you to our COVID-19 information website at www.ucg.ac.uk. On this site we will have the correspondence that has been sent to all staff and useful numbers and guidance that we hope will answer the vast bulk of your queries. We will also be adding new commonly posed questions as we navigate our way through this crisis so it should be an ever changing picture.

We have deliberately used an externally facing website so there are no log-in barriers unless you are looking for specific information that needs to be GDPR compliant in which case you will be asked for your College ID and password.

I must stress that the support we have in place will be honed and improved regularly throughout this period. I have been impressed by the great commitment that you have all shown to help us break new ground in turning a community college into a virtual college, with all the same support and student facing services, in less than two weeks. On behalf of the SLT I would like to thank you all for your efforts in these extremely challenging times.

Kind regards and please stay safe.



Group Principal

Business Continuity of Critical Services Update and Contact Details

1. **HR & Marketing**

- **HR**
Contact hr@cw.ac.uk
Emergency Phone Contact 07855 443 847
- Whole team working remotely
- HR Team meetings via teams every Mon Wed and Friday 2pm
- All HR staff have forwarded their phones so will be available during working hours as usual
- The HR email address will be accessed by HR staff every day and repeat queries will be used to update the FAQs on the microsite
- HR will be updating FAQs and uploading links to helpful information/ support based

on regular queries to the Microsite

- HR will also be using surveys to assess impact of what is working well for staff but to also identify where we can improve.

- **Marketing & Comms**

Contact: marketing@cw.ac.uk
reception@cw.ac.uk

Phone: 07786 448540

- All staff working remotely
- Portal moving to UCG Website so accessible to everyone
- Reception being covered by Security
- All college-wide comms to be signed off by SLT
- Any external comms to be signed off by SLT

2. Information Technology Services

Contact CWC: itsupport@cw.ac.uk

Contact CNWL: it.support@cnwl.ac.uk

- UCG IT Support Services will be available between 09.00 – 17.00 daily, Monday – Friday
- All staff working remotely
- There will be skeletal onsite provision intermittently for essential services.
- The support mailboxes will be continually managed throughout and tasks/queries allocated to appropriate team members for action.
- The UCG IT Team will internally plan, coordinate and collaborate through use of TEAMS to allow daily meetings to occur.
- Users should make use of central staff Portal or microsite mentioned above to access other useful advice around IT access, etc.

3. Finance & Payroll

Contact: Payroll

CWC payroll

payroll@cw.ac.uk

CNWL payroll

payroll@cnwl.ac.uk

Contact : Finance

Supplier payments

vicki.jeziarski@cw.ac.uk

maynaka.maheswaran@cw.ac.uk

Invoicing requests

vicki.jeziarski@cw.ac.uk

arlene.laurance@cnwl.ac.uk

Budget queries

martin.shelley@cw.ac.uk

CWC tuition fee refunds

ratnam.sivakaran@cw.ac.uk

CNWL tuition fee refunds

lubna.rehman@cnwl.ac.uk

Bursary payments

akilah.dale@cw.ac.uk

General queries

alec.meyeringh@cw.ac.uk

- All staff working remotely
- Whilst we are doing our best to operate as normal, responses may be a little delayed.
- Payroll will be processed as normal and we are currently looking at increasing the number of supplier payment runs we do per month.
- If you have expenses to reclaim, please take a photo of your receipts and e-mail these, along with a completed expense form, to your line manager for approval. Line managers, please then forward the e-mail with your approval to finance@cw.ac.uk.
- A further communication with changes to the invoice approval process and supplier payments will be sent to budget holders on Thursday.

4. Safeguarding

Contact: safeguarding@cw.ac.uk
safeguarding@cnwl.ac.uk

- All safeguarding staff working remotely
- UCG safeguarding officers continue to maintain regular contact and to provide support to vulnerable students via phone calls, Teams and email.
- The safer schools police officers are no longer available to us however we remain in contact with local authorities and social services.
- Social isolation and on line working may in itself result in students being at risk if you have any concerns regarding a student please email concerns to the email above.

5. Estates & Facilities Management (FM)

Contact: fm@cw.ac.uk

- Whole Estates and FM team are working remotely
- Week Commencing 30th March all college sites will be closed except where there is an essential business need for access
- Essential business access requests can to be made through your head of department or faculty who have the authority to make site access requests
- If essential need, your planned method of travel to and from your place of work will be required to minimise risk both to you and any other staff on site
- There will be no catering on sites other than vending
- Ad hoc visits will not be accommodated on any site
- Site opening hours currently are:

Site	Weekdays	Weekend
Paddington Green	06:00-17:00	Closed
Maida Vale	Closed	Closed
Willesden	06:00-13:00	Closed
Wembley	Closed	Closed
Kings Cross	Closed	Closed