

# CONNECTED

#14 JUNE 2022

## Future Ways of Working

**Digital Champions**

**Management  
Changes**

**Going Green**

**Top Awards**

# Chief Executive Perspective



## Dear Colleagues

Since our last edition of Connected, there have been many changes to the way we are now living our lives. While Covid is still a present force in all our lives, it has become less of a dominant one and as a result, restrictions that we had all been living under have eased.

As you will be aware, this will have an impact on our working lives going forward. In Council buildings we have lifted the one way system that was in operation throughout the Pandemic but the health and safety of our staff remains our priority so we continue to ask staff to wear a mask when not at their desks and walking around communal areas of the building.

In this edition of Connected, you will be able to read about the work being carried out by our Future Ways of Working group who are looking in depth at what the Council's working practices will look like going forward (Page 1). This is particularly important as we welcome more staff members back into their places of work.

Our Support for People Helpline and the community testing programme have now been wound down but you can read about the fantastic work carried out by our staff who were involved in these significant pieces of work (Page 7).

Elsewhere in this edition of Connected you will find articles detailing the results of the recent Council elections and which new councillors were elected to represent our residents (Page 8); the launch of the new Clacks Academy (Page 6); the latest on our programme of Digital Transformation (Page 4) and the awards won by our STRIVE Team, CHART team, Sports Development Officer Kirsty Wilson and librarian Ian Keane (Page 11).

As well as this, you can also find out about our Keep Well Assessments and where to go for help to cope with loneliness (Page 9), along with many other articles.

My SLG colleagues and I would like to thank you again for all your hard work. You are our biggest asset and I am proud of all that we have achieved by working together as a team.

Best wishes

**Nikki Bridle** Chief Executive

# Future Ways of Working



Our Future Ways of Working group has been working over a period of months on what the Council's working practices will look like going forward. In order to take forward the work needed to transform how we will work in the future 3 sub groups have been set up:

- **Group 1 - People** – Lead by Ali Hair  
(Team Leader – Workforce Development and Learning)
- **Group 2 - Process** – Lead by Cherie Jarvie  
(Senior Manager – Partnership and Transformation)
- **Group 3 - Policy** – Lead by Sarah Farmer  
(Team Leader - HR Policy and Operations)

Each of our sub groups are meeting regularly and a number of important actions have been identified and are being worked through.

Group 1 will be taking forward work on induction, training and staff engagement, Group 2 is focusing on developing future ways of working workstyles, developing a list of standardised ICT equipment to support workstyles, reviewing future customer management and reception services needs and models as well as looking at redesign of office spaces in Kilncraigs whilst Group 3 is reviewing the Council's policies which will support our new model.

The move to this new style of working will be gradual and we know that a one size fits all approach will not work for every service so to explore all options we are also working closely with services and our trade union colleagues to ensure that changes will be introduced fairly, safely and will meet the needs of our citizens, services and staff.

As we work at introducing these new ways of working, our office staff will continue to work as they have been but will be asked to attend an office location more frequently than over the last two years.

Managers have been and will continue to be engaging with staff to look at how best to reintroduce them back into Council premises whilst ensuring a balanced approach is maintained between office/home. Services may approach this differently depending on the needs of the service but any reintroduction will be discussed fully with you.

More information will be available over the coming weeks and months and we would encourage you to continue to check Keeping Staff Connected for further updates.

In the meantime if you have any queries or questions, please contact your line manager.

## Support for Staff

The wellbeing of all our staff continues to be a priority for us and advice and guidance as well as contact details for support agencies can be found on the Wellbeing page of Keeping Staff Connected.

## FAQs

We are developing a series of FAQs in relation to the return to office areas and these will be issued on Keeping Staff Connected shortly.

# Digital Transformation at our council

Digital transformation is a key part of the Council's Be the Future programme. Digital goes beyond IT and is focussed on our people, our customers and how we design and deliver Council services. It is also about how we use data and technology to drive organisational transformation with improving outcomes at the heart of that work.

## Internet of Things



The Council is piloting a range of innovative technology called internet of things (IoT). Essentially this just means devices that connect over the internet and provide real time data.

The Council will be using sensors in our offices, buildings, schools, roads and surrounding area to measure changes in the environment such as, temperature, humidity, carbon dioxide (CO<sub>2</sub>), air and water quality. This will help us address challenges in our communities, reduce our carbon footprint and deliver sustainable economic growth.

The Council has already deployed the national IoT Scotland network across the county. IoT Scotland is a wireless sensor network for applications and services to collect data from devices and send that data without the need for cellular or Wi-Fi. The network can be accessed not only by the Council but by businesses and other enterprises which increases the appeal of Clackmannanshire as destination for businesses.

We have completed the discovery phase of the project with the Place Directorate and have developed a prioritised pipeline of IoT pilots over the next 2 years. The projects will be based on use cases ensuring benefits and efficiencies are captured and measured.

The pilots will cover a range of Council services including monitoring Co<sub>2</sub> within our primary schools and council offices, enabling the Council to take corrective actions to improve and manage working and learning environments. They will also monitor property conditions to prevent issues related to moisture and ventilation which can lead to serious issues with damp, maintenance costs and health issues.

The Council is developing its digital vision for Clackmannanshire and ensuring that sits right at the centre of our ambitious transformation activity. For now the Council is focussing on a number of initial digital transformation workstreams.



Many staff will be using Microsoft Teams for virtual meetings and online chat. However, there is a much wider range of features, tools and applications available with Microsoft 365 which are currently being configured for roll out across the Council.

Microsoft 365 creates an opportunity for staff to collaborate more effectively utilising a single integrated platform of familiar applications. It also provides a reliable, secure and accessible platform for improving communication, sharing and retrieval of information between staff and partners. It also provides opportunities to improve the ways that we manage, store and share information and data and we will be asking services to help with this.

The solution offers a significant opportunity to improve working practices and business processes and to support the cultural change required for flexible and remote working. In order to fully realise the benefits of Microsoft 365, the project will have a significant business change approach alongside the technical implementation.

The IT team is working with several technical partners to develop the roadmap for Microsoft 365 deployment across the council. Over the summer staff groups will be migrated over to Outlook mail and calendar with further deployment of Microsoft applications later in the year. Look out for more information on Microsoft 365 deployment over the coming weeks and information on the steps that what we will need employees to take to support this deployment.

In addition, road works have started around Kilncraigs in connection with the Police moving in, which includes improved road safety measures. Please note that the rear car park will be closed during the road works over the summer months.

# DIGITAL CHAMPIONS



**We have launched our Digital Champion network.** Digital Champions are a group of friendly and patient volunteers who are good at explaining computers, without using jargon, and who have an enthusiasm for all things digital. There are currently 26 Digital Champions across the Council from various service areas.

They have been busy working behind the scenes to scope out their own role and this is developed into the Digital Champion declaration. They have also been personally developing their own digital skills and collaborating as a group using their Microsoft Team channel. The Champions recently supported the retiral of

Lotus Notes Sametime and will be supporting the roll out of M365 and the digital skills survey.

If you require support with Microsoft Teams or another system or application, then ask a Digital Champion, their contact details can be found at <https://www.clacks.gov.uk/coronavirus/digitalchamps/v/>

Two of our Digital Champions talked to Connected about their experiences and why they decided to volunteer:

## **Carmel Lindsay** Customer Service Advisor



### **What made you want to volunteer to become a Digital Champion?**

Initially I chose to volunteer to be a digital champion because I knew changes were coming within our organisation and I wanted familiarise myself with what the process would involve so that I would be in a position to help my team during the transition period.

### **Did you have technical knowledge before you volunteered?**

I have basic technical knowledge of the systems I am familiar with but by no means am I highly qualified or clued up when it comes to technology. In my role as a customer service advisor it has been a real eye opener to speak to people on the phone who literally have no technical knowledge, in the very basics like Google and email. As a consequence they are left very isolated.

### **What has been the best thing about being a Digital Champion?**

Being a Digital Champion is affording me the ability to challenge myself and gain confidence in my own abilities. I really do want to help people when it comes to digital inclusion because I believe it can open up a whole new world for specific groups of people, especially for the elderly. So much so that I decided to sign up to do a course with Kelvin College in Glasgow. The course is Essential Skills for Digital Champions (Level 6).

### **How are you going to be supporting colleagues over the coming months as we transition to Microsoft 365?**

Going forward I want to be in a position where I can share the new skills I am developing with others so that they can learn too, without feeling intimidated or overwhelmed by 'jargon'. We live in a digital world now and I would like to play my part so that others are not left behind and can embrace learning new skills that will enhance their lives for the better.

## **Kevin Graham** Revenues Controller



### **What made you want to volunteer to become a Digital Champion?**

I have always been interested in how technology can impact worklife for the better and the Pandemic lockdowns brought that further into everyone's mind as we had to shift work processes. Also, outside of work we saw a major shift to on-line and digital services and transactions. I felt that I could help colleagues with this continuous ongoing change that shows no signs of stopping!

### **Did you have a lot of technical knowledge before you volunteered?**

I'm involved in updating and testing our databases in Revenues. I used to manage and edit a wordpress based website and I always seemed to be the person family members came to to set up phones, smart tvs and laptops!

### **What has been the best thing about being a Digital Champion?**

At the moment in this early stages of roll out it has been working with the other digital champions and seeing how enthusiastic they are. Plus the small bits of training that I have done, the staff going "I didn't know it could do that" then saying that they are going to use it, is cracking as well.

### **How are you going to be supporting colleagues over the coming months as we transition to Microsoft 365?**

By being available on Teams to do training sessions as this seems to be the easiest way to deliver the training and the way the staff want the training to be delivered. As face to face as possible.



We recently launched our new and improved Clacks Academy online learning platform which will provide all Council staff with a one stop shop for their training and development needs.

The new version of Clacks Academy is about more than just accessing your annual mandatory training. It's designed to be a social platform, where you can share your learning journey with staff from across the Council, and more importantly, with colleagues within your own areas.

In the coming months we will be developing new features which will enable you to be able to book attendance on virtual and face to face events, undertake learning pathways, and discuss courses, content and other resources with your teams in bespoke learning communities.

Designed to be simple and easy to use, you can log on at any time, from any device, using this link link.

Log on details have been reset for the new platform and are as follows:

**Username:** Your employee number

**Default Password:** [employee number].[surname]

**For example, for David Smith this would be:**

**Username:** 100560

**Password:** 100650.smith

When you log on for the first time you will be asked to create a new password and choose a profile picture. Choosing a picture is entirely voluntary, but we urge you to upload one so that our Clacks Academy can realise it's full social learning potential.

The new Clacks Academy portal also allows Service Managers to create learning communities for groups of staff to share their learning experiences and ideas in a secure, moderated area with colleagues.

For example, if you are Social Worker and have found a new resource related to child protection, you can share this in your learning community for your entire area to see, discuss, and access. It's a fantastic way to support peers, and create a social learning culture in your area, and our organisation.

If you are a Service Manager and would like to create a bespoke learning community area for your Directorate or area, you can do this by contacting Alastair Hair (ahair@clacks.gov.uk) to discuss.

## Mandatory Training

We have also recently launched our annual mandatory training for all staff.

Over the next 8 weeks we are asking all staff to log onto the new Clacks Academy elearning portal and complete their annual mandatory training. This is essential for all members of Council staff, and provides a minimum level of training to allow you to do your jobs safely, and without placing you, or the Council at unnecessary risk.

For any issues logging in to courses, completion queries or anything related to the Clacks Academy, please email [training@clacks.gov.uk](mailto:training@clacks.gov.uk).

### Where do I find mandatory training?

Every member of staff has been assigned a new 'learning pathway' called "Mandatory training 2022". Look out for it on the Clacks Academy homepage, or access it through the "Mandatory Training" resource tile.

### How long should mandatory training take to complete?

In its entirety mandatory training should take no longer than around 2-3hrs, depending at the rate you work through the courses. We recommend you either split up the courses over the 8 week period, or book some time in your diary to go through it.

### I'm a manager, and my staff can't access PCs at work. How do they complete mandatory training?

We understand that not every member of Council staff has access to a PC, and we would always recommend that mandatory training is undertaken during work hours.

As such if logging into the system presents a barrier please email [training@clacks.gov.uk](mailto:training@clacks.gov.uk) to discuss. Whilst in the past we have offered limited alternatives to online learning, this year we want to ensure we can tailor our learning to the needs of individual areas, so please, don't hesitate to get in touch.

The new Clacks Academy will continue to develop over the coming months as we build learning pathways, communities and learning experiences. If you have any questions, or have issues logging in, please contact [training@clacks.gov.uk](mailto:training@clacks.gov.uk).

We wish you all the best on your next learning journey,

The Workforce Development & Learning Team

# Staff thanked for their support during pandemic

Our Covid Support for People Programme was launched in October 2020 to provide support to people who had to isolate due to Covid. The helpline element of the programme has now been wound down following the easing of restrictions in Scotland but work goes on for colleagues involved with grant processing.

Staff from across the Council were part of the Support for People Team which had two key tasks:

- Firstly, they were tasked with contacting everyone who had been advised to self-isolate to ensure they received support to self-isolate if they needed it.
- Secondly, the Team also assessed applications for the Self-Isolation Support Grant which was established to help those who would lose income if they needed to self-isolate, such as people unable to carry out their work from home.

**They have done a phenomenal job and since October 2020, have:**

- responded to 2539 grant enquiries.
- organised delivery of 339 food parcels.
- arranged for the delivery of more than 70 medical prescriptions.
- Received more than 2000 phone calls from people in need.
- Made more than 11,000 phone calls to people who were advised to self-isolate.

Chief Executive Nikki Bridle said:

“The Support for People Team displayed a tremendous pride in the job in sometimes very challenging circumstances. They played a crucial role in the pandemic response, supporting some of our most vulnerable citizens to isolate, protecting them and their fellow citizens from harm. They provided a lifeline to people in Clackmannanshire during a challenging and difficult time.

“It once again shows the fortitude and resilience of our staff which was on display throughout the pandemic. I would like to pass on my sincere thanks to all those who were and are still involved with the Support for People Programme.”

With the end of community testing for Covid-19, we have also reflected on the efforts of staff who helped to slow the spread of Covid-19. Since mobile testing began in June 2021, over 118,000 packs of lateral flow tests and over 800,000 single LFD tests have been handed out to Clackmannanshire residents. Mobile testing teams operated across sites in Stirling and Clackmannanshire, running Monday to Friday one week and Wednesday to Sunday the following, operating in almost every town in Clackmannanshire at least once a fortnight.

A partnership with Ochil View Housing Association meant that staff had access to regular tests which allowed them to visit tenants in their homes. They were also able to give test kits to tenants and contractors who needed them.

Thanks go to our staff as well as staff at Stirling Council and NHS Forth Valley for their continued support throughout. And to the Army, Navy and Active Stirling who helped get things moving in the early days.

## Find us on LinkedIn

As we move forward with some exciting projects over the coming years, we continue to grow our presence on social media, including LinkedIn.

As a social network that focuses on professional networking and career development, our content on here will focus on the themes of investment, such as Be The Future, jobs and business.

For those of you using LinkedIn already, check out our profile and please do share any posts with your own networks. The advocacy of our colleagues is a powerful tool in sharing the great work that goes on across the Council to support the residents and communities of Clackmannanshire. It's a great opportunity to shout about your own professional achievements too!



If you have some news to share that you think fits with any of the themes, please get in touch with the Communications Team at [press@clacks.gov.uk](mailto:press@clacks.gov.uk).

Check us out at [www.linkedin.com/company/clackmannanshire-council](https://www.linkedin.com/company/clackmannanshire-council)

# Election Declaration

The Scottish Council elections were held on Thursday 5th May and elected 9 SNP, 5 Labour, 3 Conservative and 1 Green councillor to represent Clackmannanshire. The following councillors were elected in Clackmannanshire's 5 wards:



## We welcome new and returning councillors after election

### Ward 1:



**Phil Fairlie**  
SNP  
Convener



**Darren Lee**  
Conservative



**Graham Lindsay**  
SNP  
Depute Leader



**Mark McLuckie**  
Labour

### Ward 2:



**Donald Balsillie**  
SNP  
Provost



**Martha Benny**  
Conservative



**William Keogh**  
Labour



**Fiona Law**  
SNP

### Ward 4:



**Kenny Earle**  
Labour



**Ellen Forson**  
SNP  
Leader



**Craig Holden**  
SNP  
Depute Convener



**Bryan Quinn**  
Green

New and returning councillors attended a recent induction day at Kilncraigs and at a statutory meeting on 25th May Cllr Balsillie was elected Provost, Cllr Forson elected Council Leader and Cllr Fairlie elected Convener.

### Ward 3:



**Wendy Hamilton**  
SNP



**Jane McTaggart**  
SNP



**Janine Rennie**  
Labour

### Ward 5:



**Dennis Coyne**  
Conservative



**Scott Harrison**  
SNP



**Kathleen Martin**  
Labour



# Keep Well Health Assessments for all Employees



Our Healthy Working Lives group, in collaboration with NHS Forth Valley Keep Well Service, is offering free Keep Well health assessments to all staff.

The Keep Well health assessments seek to identify people at particular risk of preventable serious ill-health, including those with undetected chronic diseases, and offer appropriate interventions and services. The assessments are one to one, and cover a wide range of health issues, including:

- ✓ Cholesterol, blood sugar and blood pressure checks;
- ✓ Weight, weight loss and healthy eating;
- ✓ Diabetes risk;
- ✓ Healthy heart;
- ✓ Mental wellbeing;
- ✓ Men and Women's health;
- ✓ Healthy living;
- ✓ Smoking cessation, and,
- ✓ Coping with stress.

The Keep Well Service will, where necessary, provide monitoring and follow up, and could also request assistance from other services if required.



Each assessment will take about an hour - 20 mins information gathering over the phone, and 40 mins in-person health assessment at the Keep Well Clinic, Sauchie. After each assessment, Keep Well will explain the results to the member of staff and work with them to improve or maintain their health. Staff would also have the opportunity to talk to the assessor about anything else that may be worrying them about their health.

We are happy to announce that the Council Senior Leadership Group (SLG) has given their backing to this programme, and staff members interested in the health assessments are only required to agree paid time off with their line manager, in advance, in order to participate.

## How to make an appointment:

Call the our Health & Safety Team on 01259 45 2225, or email [hands@clacks.gov.uk](mailto:hands@clacks.gov.uk) with your full name and phone number.

## Coping With Loneliness

This year's Mental Health Awareness Week focussed on loneliness, which is particularly relevant following the pandemic where many people felt isolated and alone.

According to the Mental Health Foundation, one in four adults feel lonely some or all of the time. There's no single cause and there's no one solution but the longer we feel lonely, the more we are at risk of mental health problems.

The organisation raised awareness of the impact of loneliness on our mental health and the practical steps we can take to address it as part of the recent Mental Health Awareness Week at the beginning of May.

### If you or someone you know is feeling lonely, here are some coping strategies you may find useful:

1. Try to do some enjoyable things that will keep you busy - one way of trying to manage loneliness is by keeping busy and doing things we enjoy. This might be a hobby such as a bit of gardening, going to the gym or even sorting out your kitchen cupboards, jigsaws, puzzles or knitting. Small activities can give you energy and positive feelings. It's important these things are fun or fulfilling.
2. Do things that stimulate your mind - this can include the benefits of taking courses or listening to podcasts on topics from comedy to fitness.
3. Try to use social media in a positive way - find digital communities that you share interests and passions with. Focus on topics and activities that work best for you.
4. Find people that "get you" - interacting with others that "get you" and understand how you're feeling can give you the sense of belonging that may be missing.

**You can find more advice and information on how to cope with loneliness and improve your mental health on the Mental Health Foundation website.**



# Budget 2022/23

**Our budget for the year ahead was agreed by Councillors in March as part of a budget setting process which seeks to transform service delivery and with a strong focus on investment led recovery.**

Councillors agreed a revenue budget of £141.362 million to spend on services in 2022/2023. The capital budget for 2022/23 onwards follows on from the significant work last year to develop a 20 year (£255m) rolling programme that marked a significant change in the Council's approach to its capital investment. The capital investment programme includes:

- Wellbeing Campus - The Council has committed to invest £15.3m to create a state-of-the-art Wellbeing Campus, including a swimming pool, and interim swimming pool arrangements.
- Family Wellbeing Partnership – Part of a wider programme of work aimed at preparing our young people for life, work and the future.
- Transformation Zones – An innovative approach which aims to improve the quality of life for our residents by improving economic performance through the creation of more and better paid jobs and development opportunities as well as sustainable health and social care.
- Community Wealth Building / Wellbeing economy – A people-centred approach to local economic development; is focussed on social goals, social justice, environmental sustainability, and prosperity for all.

The Council also agreed a 3% increase in council tax of £39.14 for a Band D property as well as an increase of 5.4% to some of our fees and charges in line with inflation.

A total of £4.5m is included in the budget to cover inflationary increases in the Council's costs.

Councillors also agreed that the £150 Cost of Living Award for households in council tax bands A to D and those in receipt of council tax reduction in bands E to H will be allocated to council tax accounts and deducted from annual bills across the year.

While tough decisions have had to be made as part of the 2022/23 budget setting process, the budget aims to minimise the impacts on the delivery of vital services to our residents and communities.

## People Directorate encourage colleagues to 'GO GREEN'

A number of staff within the People Directorate have taken up the offer of the loan of an electric bike for a few months provided by Clackmannan Development Trust.

The ebikes use rechargeable batteries and can travel up to 25-45km per hour, much faster than people would cycle, getting you to your destination quicker and also in less puffed out. Although they are not effortless, they offer low cost, energy efficient and emission free transportation which also has physical and health benefits.

Strategic Director Lorraine Sanda, is leading the way. She said: "I am thoroughly enjoying my commute to work; not only am I saving on fuel but I am loving passing fellow cyclists and dog walkers saying good morning, you don't get that in a car. I am converted! We are

so lucky in Clackmannanshire with cycle lanes and paths that are car free."

Improving Outcomes Engagement Officer Judith Morrison has also taken up the offer. She said: "After cycling to work now for three months I feel the ebike is just as good as a regular bike at improving my fitness. I feel it has improved my health, both mentally and physically and the hills are much easier!"

Following Lorraine and Judith's example, a further five staff have taken up the offer of using ebikes for their commute for three months, provided by Stirling Active Travel.

"As a Directorate we want to adopt any small practices that encourage our staff to play their part in tackling climate change, the environment and sustainability and look after their wellbeing," added Lorraine.

If you are interested in cycling to work, there is more information about the Cycle to Work scheme on CONNECT, plus information about discounts on bikes at local shops.



# Special award for Bookbug Hero Ian Keane



**Ian Keane**

**Bookbug Hero Award  
2022 Winner**

**#ScottishBookTrustAwards**



Congratulations to librarian and Bookbug Co-ordinator Ian Keane who recently won the Scottish Book Trust's Bookbug Hero Award for 2022.

Ian was nominated by colleagues from Library Services as well as parents who described him as a "great role model and advocate for Bookbug."

The Scottish Book Trust said that Ian's work has had a huge impact on children and families, putting them at ease and motivating them to return week after week.

The Trust said he also encouraged parents and guardians to mix, and for some this was a lifeline, particularly during the pandemic, and helped to make them feel less lonely or isolated. Some of the Bookbug attendees do not have English as a first language, and the Bookbug Sessions provide a fun and relaxing way to meet others and work on their language skills.

Ian was also praised for making his Bookbug Sessions inclusive for wheelchair users, making sure that all attendees are able to take part.

After winning the award Ian, told the Scottish Book Trust: "I was very surprised to win The Bookbug Hero Award.

"The idea expressed by the people who nominated me was that somehow during Covid times, I had offered an anchor that helped bring a bit of stability to the week. However, the truth is they offered me an anchor, a light to cling to in darker times, I'll forever be grateful to the attendees for recalling me to life. I think without Bookbug we have all been a lot poorer – it is a panacea for our times."

## CHART Team's hard work during pandemic recognised with award nomination



**Clackmannanshire & Stirling  
Health & Social Care  
Partnership**

The work carried out by Clackmannanshire and Stirling Health and Social Care Partnership to support care home residents and staff throughout the pandemic was recognised earlier this year after the Care Home Assessment and Review Team (CHART) were shortlisted for a COSLA Excellence award.

The CHART team made it through to the final stages in the "Achieving Outcomes in Partnership" category for the annual ceremony, which recognises excellence in local government service delivery, and just missed out on the top award.

The team was established initially to provide expert support to care homes in the Forth Valley area which were caring for residents with Covid-19 during the early stages of the pandemic in 2020.

This subsequently developed to provide support and advice to care home staff to help monitor care and effectively manage their response to Covid-19 during the ongoing pandemic.

On top of the COSLA Award nomination, the Care Assurance Framework developed by the team has also been advocated by the Scottish Government for adoption across the country as a nationally recognised model of excellence.

# Management Changes in People Directorate

Alloa Academy Headteacher Colin Bruce has been appointed as the new Chief Education Officer.



Colin, who has been at Alloa Academy for the past five years, will take over from current Interim Chief Education Officer Cathy Quinn when she retires. He is due to take up his post in August.

Prior to working in Clackmannanshire, Colin trained as Teacher of Design and Technology and gained experience in leadership positions within Pupil Support (Guidance and ASN) and as a Senior Manager in three secondary schools in Fife.

Colin said that there have been many highlights during his time at Alloa Academy including the outstanding positive destinations for school leavers, improved attainment, and in recent years the staff have been nationally awarded Excellence in Professional Learning from the General Teaching Council for Scotland (GTCS). In recent months Alloa Academy has also had strong feedback from a HM Inspectorate for Education with a focus on wellbeing and recovery.

He added: "I am looking forward to starting in the role of Chief Education Officer from August 2022. I am very proud to

be part of a strong and forward-thinking People Directorate at Clackmannanshire Council, who are passionate about empowering our communities and improving experiences and outcome for children and families.

"I have relished being Headteacher at Alloa Academy over the past five years. I am very proud of the school and the community. The staff, parents and partners have worked amazingly well to ensure young people are supported and thrive.

"The school is in a good place with many sector-leading initiatives that are focused on supporting learners and families.

"I am confident the school will go from strength to strength in the coming years."

The People Directorate has welcomed five new Senior Managers into post in March as part of its redesign.

The appointments were:

- ▶ Veronica Cully – Senior Manager, Partnerships and Inclusion
- ▶ Margaret Lewis – Senior Manager, Care and Protection
- ▶ Johan Roddie – Senior Manager, Permanence
- ▶ Gillian Scott – Senior Manager, Early Intervention
- ▶ Scott McDonald – Senior Manager, Justice

They joined Senior Managers, Lynda McDonald and Catriona Scott.

# Management changes in Place Directorate

There have been a number of recent changes to the management team within the Place Directorate.

The Directorate has welcomed three new Team Leaders.

Chris Hargrove has recently been appointed as Team Leader for Land Services and joins us from the British Standards Institute where he was a Lead Auditor for Quality & Asset Management Systems Certifications. He will take up his role in July replacing Kenny Inglis who retired from the Council after almost 40 years of service.

Glenn Stuart has joined the Council as Waste Team Leader from Bury Council and Gordon Maclachlan is the Team Leader for Roads & Street Lighting, joining us from Falkirk Council.

Senior Manager (Property) Michael Hilarion has also left the Council to take up a post with CHAS (Children's Hospice Association) and the recruitment process is underway to fill his position.

Senior Manager (Housing) Murray Sharp begun a 12 month secondment working with the Scottish Government and Columba 1400 in April and his new role will see him helping to progress the transformation work underway as part of the Family Wellbeing Partnership. The Partnership cuts across all portfolio areas, including Housing, and will bring wider benefits to the Council and to our communities. Recruitment is underway to back fill Murray's role as Senior Manager (Housing), on a temporary 12 month basis.

# New Officers Join Transformation Team

## Welcome to five new Transformation Officers who recently joined the Council's Transformation Team.

They will form the core Team that includes Heather Innes, the PMO Administrator, and in due course, a Funding Officer. The Team reports directly to Fiona Grinly under the directorship of Fiona Colligan.

The Transformation Officers will be supporting the operational delivery of our Be the Future transformational programme.

### Jane Burridge

Jane's background is in architecture, regeneration and education which in recent years has centred around Community Development projects, working with community groups, the communities they serve, stakeholders and funders.



She said: "The ambition of the Transformation programme clearly resonates with my own professional experiences and priorities and I enjoy being part of diverse teams.

"I'm really looking forward to getting to know Clackmannanshire and it's communities and new colleagues at Clackmannanshire Council."

### Tracey Drummond

Prior to joining Clackmannanshire Council, Tracey worked as an Investment Manager with Social Investment Scotland, providing loans and business support to social enterprises and charities across Scotland.



She said: "The common thread throughout my career and what I'd describe as one of my core values is my desire to make a difference. I am passionate about improving outcomes for communities and working with organisations looking to do things differently.

"I'm excited to be joining Clacks and can't wait to begin working on all the exciting and ambitious transformational activities."

### Julie Haslam

Julie's background is in community education, third sector and social enterprises.

Julie joined the Transformation Team on an external secondment from Clackmannanshire Third Sector Interface where she has worked for the past 10 years supporting third sector organisations throughout Clackmannanshire.

She said: "I am excited to be involved in the Be the Future programme and be part of the transformation team.

"I am passionate about the local community and third sector and hope to embed their ideas and needs into future projects."

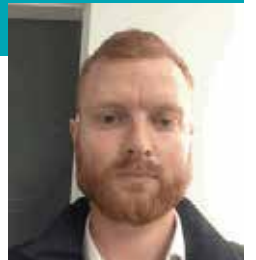


### Stuart Kennedy

Stuart is an internal appointment and joins the Transformation Team on an internal secondment from Property Services where he was a Project Co-ordinator in the property department mainly dealing with public buildings and the education estate.

He said: "The transformation role gave me an opportunity to join a team working in a pro-active environment.

"I am looking forward to being part of and learning more about digital transformation and the benefits that it can provide."



### Neil Ramsay

Neil has been working within the Transformation Team for the past year in his substantive post as Funding Officer. Prior to joining the Council he worked in the third sector managing projects and then as a funder distributing EU funds to community-led rural projects.

Neil said: "I've really enjoyed my role within the Transformation Team over the last year and I've developed skills and knowledge which I'm looking forward to bringing to the exciting transformational activities the team we will be working on."



# Top award for Council's First Aid Course

The Council has been named "Organisation of the Year for First Aid" at the recent St Andrews First Aid awards at the Radisson Blue Hotel in Glasgow.

The event was opened by Princess Anne and Sports Development Officer Kirsty Wilson, who is responsible for Coach Education and has First Aid at the top of her list as one of her priority courses, received the winning trophy on behalf of Clackmannanshire Council.

The council was competing against several other national organisations in the category. Kirsty has worked closely with St Andrews since March 2020 to run extra courses and to comply with Covid-19 regulations offering creative solutions.

Many congratulations to Kirsty for having her hard work recognised by an external agency and for representing the Council at the Awards ceremony.



## Silver Success for STRIVE Team

Congratulations to the STRIVE team after they were awarded Silver in the prestigious iESE Transformation Awards.

The multi-agency team which supports vulnerable people in Clackmannanshire was nominated in the category of Best

Transformation Team in recognition of a team who has made an exceptional contribution and long-term positive impact within their organisation. The Clackmannanshire team were only one of two local authorities recognised at the Awards ceremony in London and joined the ceremony virtually to receive the award.

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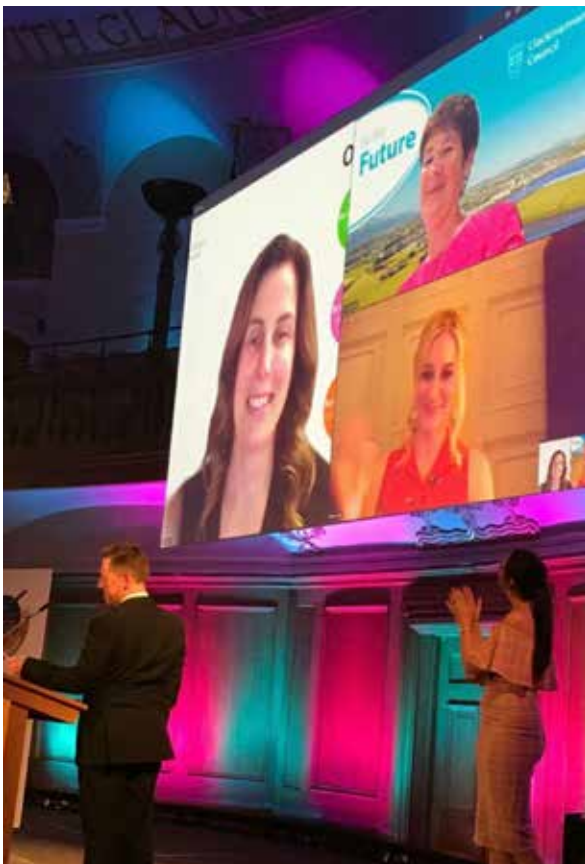
STRIVE (Safeguarding through Rapid Intervention) works on the principle that a multi-agency team working together can help people faster and get better outcomes for them. The team includes professionals from our Housing and Money Advice Services, Children and Families team and Education team working alongside Stirling & Clackmannanshire Health and Social Care Partnership and Police Scotland.

More than 330 adults and families in Clackmannanshire have been supported by STRIVE since it started in February 2020 and the team has also developed strong

working relationships with other agencies in the community to enable a range of interventions to be available for people in crisis including:

- mental health interventions;
- preventing homelessness by supporting individuals and families to obtain and sustain new or more suitable tenancies;
- improving financial security by undertaking immediate financial assessments, accessing crisis funds, improving access to benefits entitlements and access to further education and employability;
- reducing police involvement;
- addressing trauma support; and
- appropriate support to reduce alcohol and drugs use.

Lorraine Sanda, Strategic Director for People, said: "This is an amazing and well deserved achievement for the STRIVE team. This shows the true value of transforming the way we work in partnership with other to support the most vulnerable people within our communities and make a difference in their lives."



# A Good Time to Join a Credit Union

As we all experience the squeeze of the rising cost of living, now is a good time to consider joining a credit union, where you can begin to save money safely.

A credit union is a financial co-operative which provides savings, loans and a range of services to its members. It is owned and controlled by the members.

Each member has one vote and volunteer directors are elected from the membership, by the membership.

Credit unions are owned by the people who use their services, and not by external shareholders or investors. So the emphasis is always on providing the best service to members – not maximising profits.

Membership of a credit union is based on a common bond. This can be working for a particular employer or in a particular industry, or simply living or working in a specified geographical area which could be as small as a village or as large as several local authority areas.

There are two credit unions that staff can join.

Clackmannanshire Credit Union is based in Alloa, and you can find out more about them on their website [clackscu.com/](http://clackscu.com/)



Capital Credit Union is based in Edinburgh, and staff can save direct from their pay into the credit union. You can find out more on the Keeping Staff Connected web pages <https://www.clacks.gov.uk/coronavirus/staffbenefits/>



# Cyber Security - everyone's business

Staff are being reminded of the need to be extra vigilant to the risks of cyber security.



## Stay Safe Online Top tips for staff

Regardless of the size or type of organisation you work for, it's important to understand why you might be vulnerable to cyber attack, and how to defend yourself. The advice summarised below is applicable to your working life and your home life. You should also familiarise yourself with any cyber security policies and practices that your organisation has already put in place.

Our ICT team continue to ensure that appropriate measures are in place to protect the Council's network, but cyber security is everyone's business and there are a number of precautions that staff should be taking.

As we embrace the use of more digital technology to deliver services, the threats and risks from a cyber crime also increase. Hackers - organised and state sponsored criminals - continually attempt to access personal information, bank accounts, intellectual property and critical national data. They also try to disrupt public services from operating effectively.

Council staff are one of the main assets we have to prevent and mitigate cyber crime and fraud. The National Cyber Security Centre (NCSC) has developed a range of resources to help raise awareness of cyber threats and the steps that everyone can take to be as safe as possible.

These steps are as important in day to day life as they are within the workplace. The graphic above includes the simple steps that everyone can take to help prevent cyber incidents.

For more information on cyber security and how to be vigilant to cyber risks keep an eye on the Staff News pages as we will be updating these pages regularly with helpful information and resources.

Can you spot when you're being phished? Take the Google phishing quiz - there's a link on the staff news page. You will also find cyber security eLearning modules on Clacks Academy.

And lastly if you have any concerns or see any unusual or suspicious emails please let ICT team know as soon as possible by emailing [it@clacks.gov.uk](mailto:it@clacks.gov.uk).

**Who is behind cyber attacks?**

- Online criminals** Are really good at identifying what can be monetised, for example stealing and selling sensitive data, or holding systems and information for ransom.
- Foreign governments** Generally interested in accessing really sensitive or valuable information that may give them a strategic or political advantage.
- Hackers** Individuals with varying degrees of expertise, often acting in an untargeted way – perhaps to test their own skills or cause disruption for the sake of it.
- Political activists** Out to prove a point for political or ideological reasons, perhaps to expose or discredit your organisation's activities.
- Terrorists** Interested in spreading propaganda and disruption activities. They generally have less technical capabilities.
- Malicious insiders** Use their access to an organisation's data or networks to conduct malicious activity, such as stealing sensitive information to share with competitors.
- Honest mistakes** Sometimes staff, with the best of intentions just make a mistake, for example by emailing something sensitive to the wrong email address.

**Defend against phishing attacks**

Phishing emails appear genuine, but are actually fake. They might try and trick you into revealing sensitive information, or contain links to a malicious website or an infected attachment.

- Phishers use publicly available information about you to make their emails appear convincing. Review your privacy settings, and think about what you post.
- Know the techniques that phishers use in emails. This can include urgency or authority cues that pressure you to act.
- Phishers often seek to exploit 'normal' business communications and processes. Make sure you know your organisation's policies and processes to make it easier to spot unusual activity.
- Anybody might click on a phishing email at some point. If you do, tell someone immediately to reduce the potential harm caused.

**Secure your devices**

The smartphones, tablets, laptops or desktop computers that you use can be exploited both remotely and physically, but you can protect them from many common attacks.

- Don't ignore software updates - they contain patches that keep your device secure. Your organisation may manage updates, but if you're prompted to install any, make sure you do.
- Always lock your device when you're not using it. Use a PIN, password, or fingerprint/face ID. This will make it harder for an attacker to exploit a device if it is left unlocked, lost or stolen.
- Avoid downloading dodgy apps. Only use official app stores (like Google Play or the Apple App Store), which provide some protection from viruses. Don't download apps from unknown vendors and sources.

**Use strong passwords**

Attackers will try the most common passwords (e.g. password1), or use publicly available information to try and guess your accounts. If successful, they can use this same password to access your other accounts.

- Create a strong and memorable password for important accounts, such as your work account. Use a separate password for your work account. If an online account gets compromised, you don't want the attacker to also know your work password.
- If you write your passwords down, store them securely away from your device. Never reveal your password to anyone: your IT team or other provider will be able to reset it if necessary.
- Use two factor authentication (2FA) for important websites like banking and email, if you're given the option. 2FA provides a way of 'double checking' that you really are the person you are claiming to be when you're using online services.

**In if in doubt, call it out**

Reporting incidents promptly - usually to your IT team or line manager - can massively reduce the potential harm caused by cyber incidents.

- Cyber attacks can be difficult to spot, so don't hesitate to ask for further guidance or support when something feels suspicious or unusual.
- Report attacks as soon as possible - don't assume that someone else will do it. Even if you've done something (such as clicked on a bad link), always report what's happened.
- Don't be afraid to challenge policies or processes that make your job difficult. Security that gets in the way of people doing their jobs, doesn't work.

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[www.ncsc.gov.uk](http://www.ncsc.gov.uk) @ncsc National Cyber Security Centre

# Leavers

We say a fond farewell to a number of staff from across the organisation and acknowledge their years of service, support and commitment to their role.

41 Years	
Fiona Anderson	Customer Service Adviser
Linda Coutts	Headteacher
38 Years	
Jennifer McMillan	Chartered Teacher (Special Needs)
37 Years	
Kenneth Inglis	Land Services Contracts Manager
36 Years	
Stephen McGuffie	Maintenance Operative
Anne Marie Strathearn	Social Worker
Anne Taylor	Chargehand Cleaner
33 Years	
John Cranston	Maintenance Officer/Inspector
Owen Munro	Team Leader Planned Works & Compliance
David Stewart	Multi-trade Chargehand (Painter)
Mildred Whelan	Catering Assistant
32 Years	
Margaret Barbour	Cleaner
Tracy Docherty	Customer Services Team Leader
John Drummond	Assistant Mower Mechanic/Storeperson
Lorna MacFarlane	Quality & Support Manager
Yvonne Paterson	Chargehand Cleaner
31 Years	
Denise Thomson	Customer Services Adviser
Christine Wallace	Group Secretary
30 Years	
James Brisbane	Support Assistant
29 Years	
Shirley Mccouat	Administrator
Eileen McHale	Assistant to Senior Officer
Joan Stoddart	Caretaker
28 Years	
Margaret Fern	Learning Assistant
Audrey Pearson	Cleaner

27 Years	
Iain Harvey	Teacher
Ana Hughes	Teacher
John Lamont	Clerk of Works
Wendy McGhee	Assistant Catering Manager
David Sharp	Principal Teacher
26 Years	
Mary Cunningham	Early Learning and Childcare Educator
Rona Grant	Improving Outcomes Principal Teacher
Scott Walker	Team Leader (Roads & Street Lighting)
25 Years	
Mary Leitch	Home Carer/Rehab Support Worker
Hilda McDade	Learning Assistant
Elizabeth Mrozs	School Assistant
Jill Muir	Administrator
Christine Stillie	Cleaner
Gail Watson	Teacher (Primary)
Edith Wilson	Learning Assistant
Shirley Jeffrey	Business Support Officer
23 Years	
Marion Aitchison	Vocational Training Officer
Lorraine Farrell	Senior Catering Assistant
Linda Conlan	Early Learning and Childcare Educator
Llynn McCulloch	Home/School Officer
Linda Mclean	School Crossing Patrol Officer
Alan Murray	Team Leader (Traffic & Transportation)
Donna Reid	Social Care Assistant
22 Years	
Stuart Landels	Service Manager (Criminal Justice)
21 Years	
Caroline Cumming	Teacher
Marion Harrower	Learning Assistant
Rhona Heddleston	Learning Assistant
Diane Lindsay	Support Worker
Rachel McGhee	Customer Service Adviser
Margaret McGrath	Chargehand Cleaner

20 Years	
Marion Fraser	Learning Assistant
Anne Hepburn	Learning Assistant
Emer Kennedy	Senior Care Officer
Sheila McCall	Learning Assistant
Eric Westland	Area Supervisor (Grounds Maintenance)
19 Years	
Irene Barclay	Learning Assistant
Gordon Barnaby	Social Worker
Morag Firth	Learning Assistant
Pearl Lightowler	Learning Assistant
Linda Mcfarlane	Teacher
Gillian Millar	Project Support Officer
18 Years	
Morag Cantwell	Early Years & Family Worker
Jacqueline Greenlees	School Support Officer
Fiona Haughton	Early Learning and Childcare Educator
Valerie Hollinshead	Senior Catering Assistant
Audrey McQueenie	School Assistant
Ann Mortimer	Customer Service Adviser
17 Years	
Angela Bruce	Social Care Assistant
Paul Marshall	Skilled Roadperson
Euphemia McAviney	Learning Assistant
Sarah Mcgirr	Teacher
Hazel Meldrum	Supply Teacher
Fiona Mitchell	Teacher
16 Years	
Diane Harrower	Escort
Grant McGarvie	Leisure Attendant/Fitness Coach
Jackelyn Perez	Active Primary Co-ordinator
15 Years	
Deborah Carter	Economic Development Strategy Officer
Margaret Cree	Resource Worker (MECS)
Andrew Hamilton	Leisure Attendant/Fitness Coach
Ewan Murray	Depute Headteacher
Thomas Rennie	Social Care Officer