

Deployment of resources - Process

Overview

Meeting the challenges of the coming months is going to require the Council to change its shape, focusing only on critical services. To react to the evolving situation, we will need to allocate potential resource to critical services:

To meet some of the challenges three workstreams are in place to support:

- 1. Resident volunteers to help (via Help Hub & with VCS)**
- 2. Resident's requests for help (via Help Hub)**
- 3. Deployment of staff internally to support delivery of council services**

Initial Team:

- Matt Banks
- Angie Mallhi-Johal
- Julia Duncan
- Anna Berus

High level process

External Facing:
Volunteer to Help

External Facing:
Request for Help

Internal Facing:
Deployment of staff

Separate process

All staff sent deployment form link to complete or phone service with those experiencing IT issues

Requestor completes form and sends to dedicated mailbox or phone service with those experiencing IT issues

Database formed

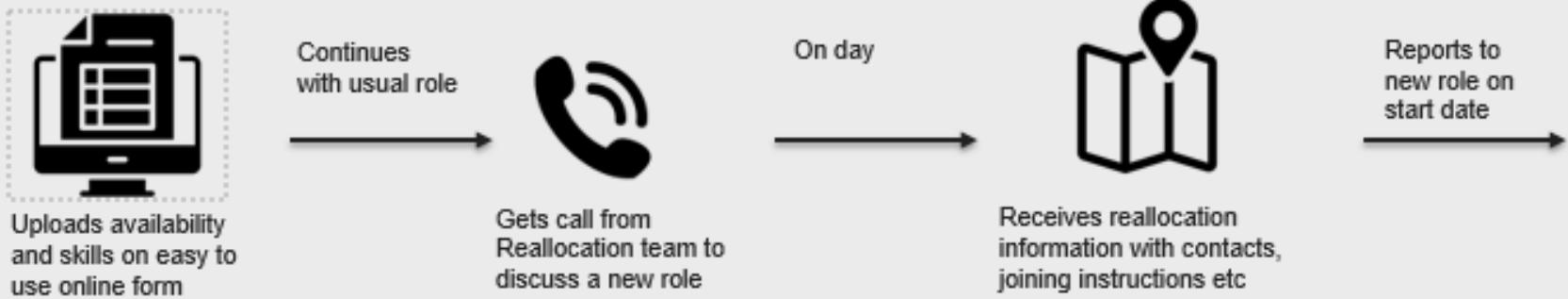
Central Deployment team matches requests with available staff (reconfirms before match)

Central Deployment team makes the necessary introductions

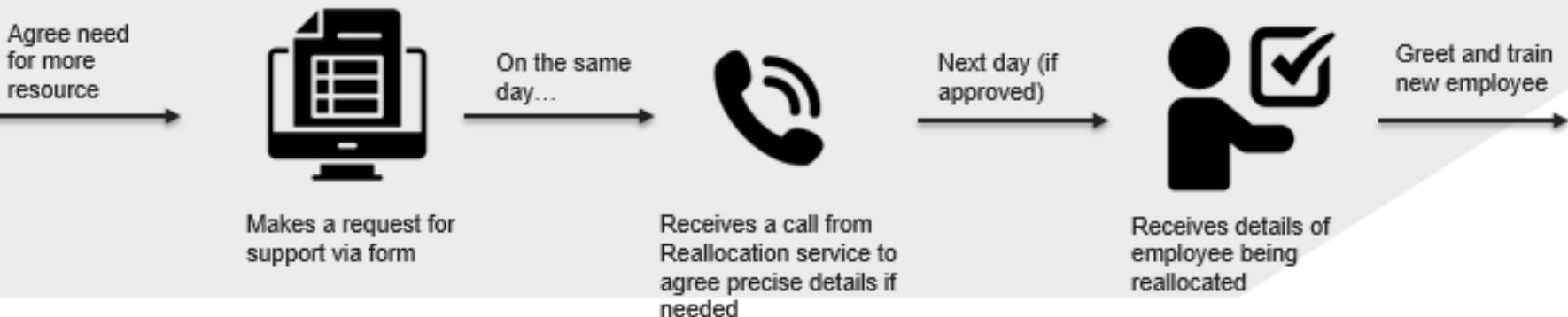
Requestor makes all necessary arrangements to effectively use staff in the agreed deployment

Deployment of staff - User Experience

Member of staff



Critical service



Internal facing: Deployment of staff

Central deployment team (four staff team initially including HR representative).
Offers a matching service to requested needs with available employees.
Central place for staff to call in sick who are on deployment.
Dedicated email address for requests Covid19.StaffDeployment@barnet.gov.uk
and phone service for those experiencing IT issues.

Deployment volunteer form

Web based form found [here](#)

Aims to balance creating a form staff will complete with the necessary information needed for a match

Deployment Request form

Form designed with essential information only to maximise matching speed



Microsoft Word
Document

To note: the deployment team only finds potential suitable resources. The requestor will need to ensure the resources become functional within their service area.