

Frontline Fife, Partnership Case Study

Registered charity Frontline Fife provides housing advice, housing support, recovery link, temporary accommodation and employment support.

Key priority: to prevent homelessness by raising awareness through the education and taking responsive action to reduce harm.

- 47 staff employed.
 - Varying roles to meet service requirements.
- Continuing motivation for Quality Improvement across the service to benefit clients & staff alike.

Frontline Fife works with the Workplace Team, Fife Health Promotion Service - demonstrating their ongoing dedication, initiatives & approaches to staff health, safety and wellbeing.

They also maintain contact with partnership programmes such as Fife Voluntary Action's Fife Employer Engagement Forum.

Highlights of Staff Support & Sustaining Service during COVID-19

- **Swift action** to support continued, quality staff interaction during restrictions.
- **Supported connections** between staff and clients.
- **Maintained priority services** such as:

- Emergency food provision;
- Financial crisis support;
- Homelessness triage services;
- Client PPE & hygiene packs;
- Wellbeing calls to clients.



"I have achieved so many professional goals with the help and support of Frontline Fife. The pandemic has been a learning experience on both my professional and personal life, but I have always been supported and listened to."



"I work for an understanding and caring company that are supportive of their staff."

Frontline Fife puts a lot of effort into supporting staff with their Health, Safety & Wellbeing and the following actions demonstrate this:

Weekly Staff Survey: Staff are asked to complete an anonymous online wellbeing survey each week to allow managers to gauge general wellbeing across the organisation. Data is discussed at fortnightly managers meetings and where there is a cause for concern; staff will be encouraged to come forward to raise issues with their manager.

Management Support: As well as regular Team Meetings, there are also opportunities for staff to meet managers on a one-to-one basis to discuss any concerns or raise issues through the Staff Committee.

Policies & Procedures: Frontline Fife introduced a Home Working Policy as part of its wider Covid-19 policy. This ensures that health and safety is maintained whilst staff work remotely. Changes to delivery of services/working arrangements are discussed with staff and views/feedback used when developing new approaches, e.g. office bubble working.

PPE: All staff have been issued with a PPE kit containing barrier protection such as gloves and masks to support ongoing face-to-face work with clients. Staff replenish their own stock of PPE when required to ensure that they remain safe and have sufficient stocks at all times.

Communication: Fortnightly management updates are emailed to all staff updating staff on any news or actions regarding Covid-19 and service delivery. Staff have also been provided with a laptop to enable remote working and digital delivery of services.

Supporting connections between Staff and Clients: Fundraising activities have enabled Frontline Fife to provide clients with mobile phones/top ups in crisis situations to enable continued communication.

Contact the Workplace Team:

Email Fife.hwlfife@nhs.scot Webpage: [The Workplace Team](#)

Social Media [Workplace Team Twitter](#) [Workplace Team LinkedIn](#)