

LAPTOP LOANS AND GIFT CHROMEBOOKS – GUIDANCE FOR MANAGERS (updated 15 September 2020)



This is guidance for duty oncall managers on the 5PS rota. It tells you what to do if a loan laptop is being collected, or if a gift chromebook is being delivered.

If a loan laptop or gift chromebook is needed, you will be expected to be in 5PS during these times. A service manager will contact you in advance to confirm.

BEFORE THE DAY OF LAPTOP DELIVERY

- The loan laptops are kept in locker L912H on the 9th floor. The locker says 'Carmen' on it, but it is ours currently. The locker is on the social work side of the 9th floor, about 3 blocks down from MASH. The locker is on the bottom row of the block of lockers.
- The key for this locker is in the FSCF safe. The safe code has been emailed to you separately.
- You will be contacted by a service manager in advance to confirm a loan laptop is being collected and on what day.
- The service manager will give you the contact details for the delivery (name, address, mobile number, email address).
- The service manager will tell you which worker/volunteer is coming to collect the delivery and what time to meet them.

ON THE DAY OF LAPTOP DELIVERY

- On the day, contact the service manager to ask them to ring the family to confirm they will be in the house to receive the delivery, and to check if there are any people with COVID symptoms in the home or who are self isolating.
- IF YES, provide the volunteer/worker delivering the laptop with PPE kit (this is in the FIF cupboard – provide gloves, mask and hand sanitiser). If NO, then no PPE is required.
- Get a laptop kit from the locker. This consists of:
 - 1 x laptop
 - 1 x charger
 - 1 x mouse
 - 1 x EWS bag (to put the laptop kit in, we don't have laptop bags)
 - 2 x receipt letter

- Open the laptop loan spreadsheet you have been sent. Insert the family name, mobile, and email address next to the corresponding laptop IDN number. You will find the laptop IDN number on the yellow sticker.
- Write the family details on both copies of the receipt letter.
- Put both letters in an envelope (do not seal), and put the family address on the front
- Put the family mobile number on a post-it note and stick on the front of the envelope (this is if the volunteer delivering it needs to ring the family e.g. if they can't find their address)
- Meet the person collecting the laptop on the 2nd floor at the agreed time and issue them with 1 x laptop kit and the receipt letters envelope in an EWS bag.
- Give the worker/volunteer a copy of the Loan Laptop Delivery Procedures document (printed copies are with the laptops) and ask them to read it.
- Give clear instructions that they are to deliver the laptop to the address on the envelope, and return to 5PS with one signed copy of the receipt letter and give this to you.

AFTER DELIVERY

- Email the service manager to confirm the laptop has been issued and what time the volunteer/worker left 5PS to make the delivery.
- The volunteer will return to 5PS to give you the signed receipt letter. Please scan this and send to Becca by email
- If you have any questions about this procedure, please contact Becca

GIFT CHROMEBOOKS AND RETURNING LOAN LAPTOPS

We have a limited number of chromebooks to gift to families who currently have loan laptops. The family can return the loan laptop to their worker and receive a chromebook to keep. The gift chromebooks are only for family who have loan laptops.

The gift chromebooks are kept in the FIF cupboard. They are in large, long cardboard boxes on the lowest shelf.

The FIF cupboard is locked. The key is in the safe.

If a member of your team wants to replace a loan laptop for a chromebook follow this process:

- Arrange a day when the worker will deliver the chromebook to the family and return the loan laptop to 5PS
- You or another manager in the team will need to be at 5PS that day
- On the day, open the laptop loan spreadsheet you have been sent. Go to the green tab.
- Get a chromebook from the FIF cupboard (the cupboard key is in the safe). Return the key to the safe.
- Insert the chromebook EAN number, serial number, S/N number, UPC number, model, name of the family receiving the laptop ('final user'), their phone number and email, and comments (e.g. name of the family worker, who delivered the chromebook, on what day/time and confirmed delivery was successful). You will find these details on the chromebook box.
- Give the chromebook to the worker to deliver to the family
- When the worker returns the loan laptop to 5PS, open the laptop loan spreadsheet again. Go to the orange, blue or yellow tabs and find the right IDN number for the loan laptop (this is on the yellow sticker on the laptop).
- Update 'laptop returned' section to confirm the loan laptop was returned and on what date. If there is any problem with the laptop (e.g. isn't working, not returned in good condition etc), put this in the comments section.
- Store the returned loan laptop in the laptop locker on the 9th floor (key is in the safe).
- Lock the locker and return the key to the safe.