

## **Weekly Update and Duty Rota for the week beginning 8 June 2020**

Dear all,

Please find attached the finalised Duty Rota for the week commencing 8<sup>th</sup> June 2020. Those of you on the rota will also receive your Critical Worker letter from Kirsten Dawson or Jean Rolfe before the end of today. You are to please keep the letter and you ID with you when you are working. For those of you requiring a letter because you are needing to undertake a visit to a family, please agree with your Team Manager and Head of Service and they will then notify Kirsten and Jean. The letter can be shown on your phone. If you are required to undertake a visit to a family, following agreement from your Team Manager and Head of Service, please first attend Perceval House where you will be supplied with appropriate Personal Protection Equipment. These are precautionary measures to ensure your safety and you are therefore not to undertake any visits where it is deemed necessary without this equipment. You will be issued with PPE in line with PHE guidance.

You will have all heard the clear message from our Chief Executive Paul Najsarek this week, celebrating our wonderfully diverse Borough, valuing our diverse workforce and reminding us that our individual and corporate values must continue to drive us to treat each other and those in our communities with fairness and equality. Many of you have been talking to us this week about the deeply shocking scenes from America last week. Scenes which have served to highlight again, the racism and discrimination experienced by many across the world, including in our own country. The publication of the PHE Report on the Disparities in the risks and outcomes of COVID-19 this week has also recognised the increased impact for our BAME population and those living in deprivation, undoubtedly amplifying the experience of inequality. For far too many of you, this week has served as a reminder of discrimination that has been a feature in your lives and indeed is a feature for many of the families we work alongside every day. As ever, I am grateful for your honesty and openness in reflecting on the impact of events over the last 2 weeks. I want to therefore continue a conversation with you all about how we genuinely address issues of inequality and discrimination, how we challenge ourselves to consider our interactions and note our unconscious bias and understand how this influences our work with families. Gary and I will be joining your team meetings over the coming weeks to begin having that dialogue, and as part of that, the next Staff Forum with Judith and I will be dedicated to considering how we tackle inequality and discrimination. The most powerful opportunity we have to make a difference in this space is to challenge our own behaviours and responses, and to do that, we need to keep talking and thinking together about what that looks like in practice – for us as professionals and for the families we work with. I would encourage you to continue your discussions in your team meetings, and with your Heads of Service, and Judith, Gary and I look forward to joining those conversations wherever we can. You are of course welcome to contact me directly if you would prefer to share your views in that way.

Following my email last week where I shared our updated practice guidance , one of you wrote to me to reflect back the challenges of using MOSAIC and asked about the progress of the journey to improve the system for you all. As part of the work to improve your experience of using Mosaic, we are looking at turning on the traffic light facility which will assist you in prioritising work and managing workload. This change will come into effect over the course of the next 2 weeks. In addition to this we are also looking to switch on some of the group-based working which will enable case-

notes and documents to be automatically shared across sibling groups. This should go live by the end of July and is the first stage in what will be our move to group-based working. It allows us all to become familiar with this way of working before other workflows and areas are moved to group-based working.

Additionally, the use of Edge to access Mosaic as opposed to IE has proven to be beneficial and reduce issues of typing freezing, pages not loading and comes with a spellcheck. Guidance on accessing Mosaic through Edge was sent recently by John Churchill, so please review it as appropriate. We are continuing to create and redesign forms we use on Mosaic to improve user experience and over the next few weeks you will see new forms come online that relate to the VST, MAVES referral and the AROH process.

Huge congratulations this week to **Kitty Newman, Leah Morgan, Natalie Alleyne** and **Sylvie Oyoko** who have all successfully passed their ASYE. **Well done to all 4 of you!**

Every week, I look forward to the opportunity to recognise the wonderful practice of individual social workers that get highlighted in the weekly audits. This week we are focussing on some of our Deputy Team Managers who all had a sample of their records of Developmental Supervision audited and received Outstanding Gradings in the audit. Congratulations therefore to :

**Bhavna Guar**

**Jalamang Camara**

**Jodie Milne**

Shining examples from all of you of best practice – very well done.

Thank you all, as always, for your continued hard work and commitment. I wish you all a restful weekend.

For those of you on duty next week, I will see you all refreshed on Monday morning.

Kind regards

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