

## Weekly Update and Duty Rota for week beginning 27 April 2020

Dear all,

Please find attached the finalised Duty Rota for the week commencing 27<sup>th</sup> April 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 your 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. The new guidance for the Duty Team has been in place since Monday and appears to have worked well – thank to those of you who have been involved in working to it this week.

As we draw to the end of this week, I want to start by reflecting on the fact that we are now a month into working this way and we are finding our rhythm in our new normal. It is a credit to all of you that you have been able to so swiftly adapt to our new approach to practice, and the audits we have been doing on the work reflect back the skill and flexibility you all have. I can see that there is a huge amount of effort and work being done to keep in touch with our families, to reassure them, and to support them. It led me and the senior management team to reflect on what it must feel like for all of you a month in. You may have noticed (as we have) that although you're very busy seeing your colleagues during Microsoft Teams meetings, you might be missing the connection that came from all of the other interactions that you shared throughout your working day. Maybe we didn't quite appreciate before this pandemic, all of the ways in which our colleagues support us to do our work; that chat whilst making a tea or getting a coffee, the joke you shared, the Netflix show they suggested you watch, asking how you are and checking-in with you when you came back from leave. All these sometimes small interactions can help us to feel connected and content in our working lives. We are inherently social beings and social connection is one of the key ways we cope with stress and distress. We need to ensure that we are making a conscious effort to remain connected with each other in new ways, at this time when we have to be physically distant. I've been glad to hear this week of some of the innovative ways that teams have found to increase their sense of connectedness and have fun with each other. One team were asking for song choices from each person to describe their current mood during check-in, some teams have their own Spotify playlist, a 3pm 'coffee break' and there is a "Big Lockdown Quiz" happening this week (with prizes!) across one of our service areas which will include general knowledge whilst also providing information on things like Covid 19 safety practice, social work, and what's on offer in Ealing for parents and children. It is fantastic to hear how creative you are being in the face of these challenges and it is this spirit and innovation that will continue to support our practice with families.

As part of ensuring that hear from all of you, Judith and I held our first Virtual Staff Forum on Monday afternoon. For those of you who were able to join, Judith showed you her skills with Microsoft Teams backgrounds and you talked to us about your experiences of working during lockdown. Many of you are working at home at the same time as trying to continue to pay attention to your own children and Judith and I

both acknowledge how challenging this can feel. I would encourage those of you who are juggling working from home and parenting at the same time, to talk to your managers about how best to approach this in a way that supports that dual role. Your colleagues in attendance also talked about how helpful it is to know what support is available to our vulnerable families during lockdown, and with that in mind, I am attaching some information on Ealing Together, a collaboration between local community and voluntary groups, Ealing council and other public services and concerned residents that want to help. Ealing Together want to make sure that everyone who is in difficulty feels comfortable asking for help, regardless of whether their vulnerability is physical, emotional or mental, so please make sure you are familiar with how to access the support for your families where appropriate. We will hold another Staff Forum in May, so please let Dan Kelly and Davina Quinlan know if you would like to attend.

All of you will have been working with your families and foster carers to think about how to support your young people to attend school during this period. School is a very important protective factor for many of our vulnerable children and young people and it is important that we continue to do what we came to encourage them to attend. We do however recognise that this is not always going to be achievable for a variety of reasons, and therefore, there is also work going on with schools colleagues to identify children and young people who do not have access to computers or laptops and/or wifi (provided at no cost to families) so that we can enable access to the online education that their schools are providing. Your Heads of service have asked your managers to work with you to identify the appropriate children so could I ask you to think about your families and let your managers have the details.

Finally, to my favourite part of the email...

This week, shout outs to the following:

- **Elizabeth Mundia**, who has this week successfully completed her ASYE. Congratulations!
- **Helen Brookes** and the **UMI HST Team** who have, again, achieved 100% in CIN and LAC visits completed in timescales. Very impressive work – so well done!
- **Clare Blackadder, Emmanuel Owusu, Gary Howett, Heena Shah and Nerissa McNeilly**, for sterling pieces of work identified by auditors over the course of the last week.

I look forward to celebrating more fabulous practice as the results of the audits come in – I know there are many fine examples out there.

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