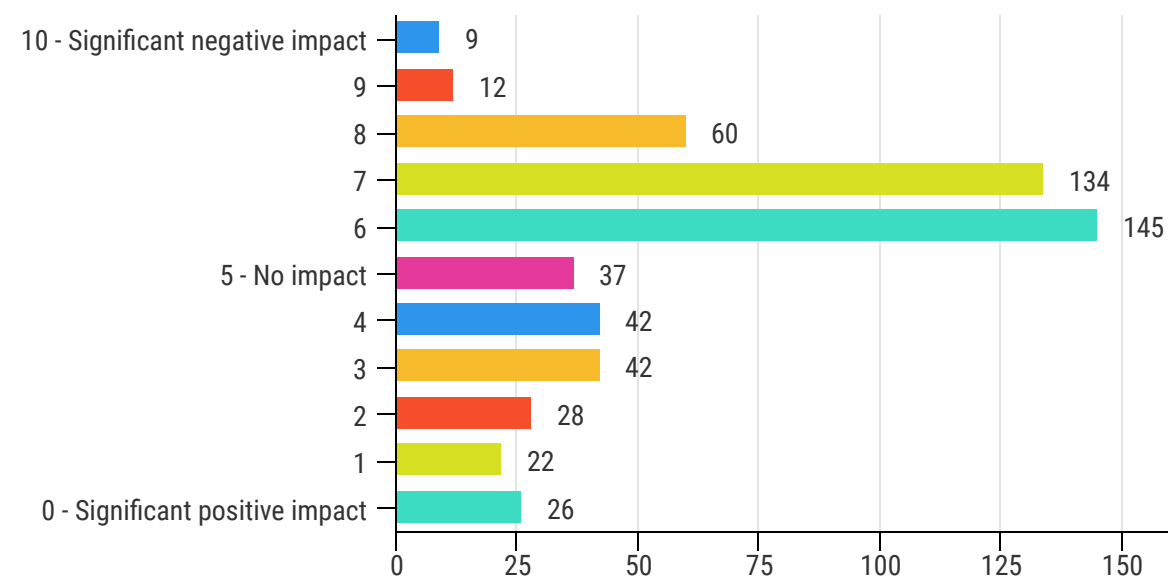


Children's Services Wellbeing Survey

You Said, We Did

Covid-19 is impacting your wellbeing in different ways...

How has your personal wellbeing been affected by Coronavirus & the associated changes to working practices from lockdown?



65% of you said that Covid-19 is having a negative impact on your wellbeing, whilst 35% said it was either having no impact or a positive impact.

If your wellbeing is being negatively affected by the current situation, we would really encourage you to speak about it to a colleague, manager, Head of Service or Operational Director. It's absolutely understood that people will be dealing with the current situation in different ways, and that some people will have been negatively impacted. There's also lots of guidance and support available internally and externally – with the below providing a summary of what's available.



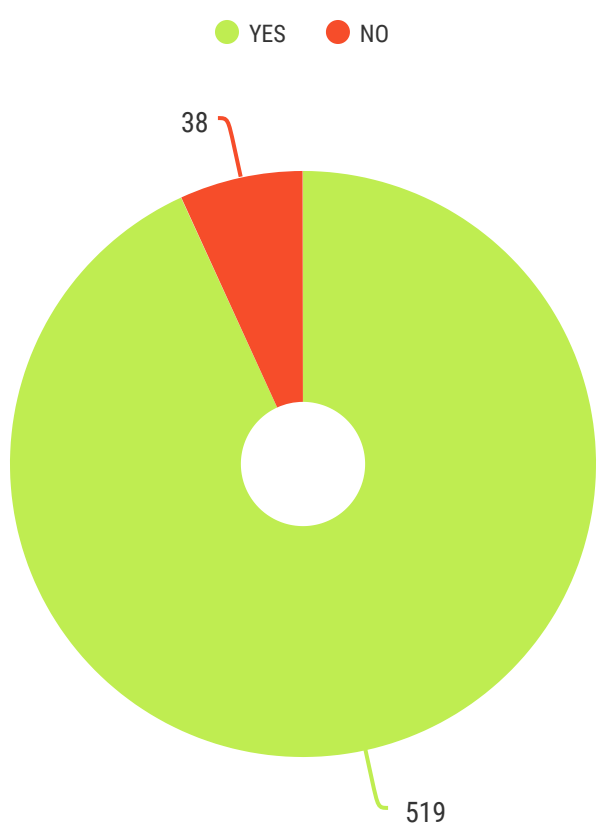
Finally, we'd also encourage you all to think about how we apply the Children's Services outcome bees to ourselves and to our wellbeing:

- **Be Healthy** – look after yourself, eat and drink well and spend time outside, take breaks and have some leave. Give yourself permission to leave your workstation over the course of the day, take a walk, go for a bike ride, just take a break
- **Be Safe** – follow guidance, risk assess your activities, talk to your manager if you're uncertain. If you need help or things aren't ok, find the strength to talk/message a colleague or your manager
- **Be Ambitious** – we know we aren't going to go back to how we were, start thinking about that better place we are going to, what we will carry with us from this difficult time, share your thoughts
- **Be Resilient** – look after your mental health, talk to friends and colleagues, remember it's physical not social distancing. Be kind to yourself as well as to others, give yourself a break!
- **Be Independent** – accept those things you can't change and make positive choices where you can. Make sure you are telling us if you need different or additional support
- **Be Happy** – treat yourself, enjoy those little things, have a laugh with family, friends or colleagues, look forward to our new, different and exciting future – and most of all, feel proud of how you have managed and what you have achieved!



93% of you are getting the support you need from your team...

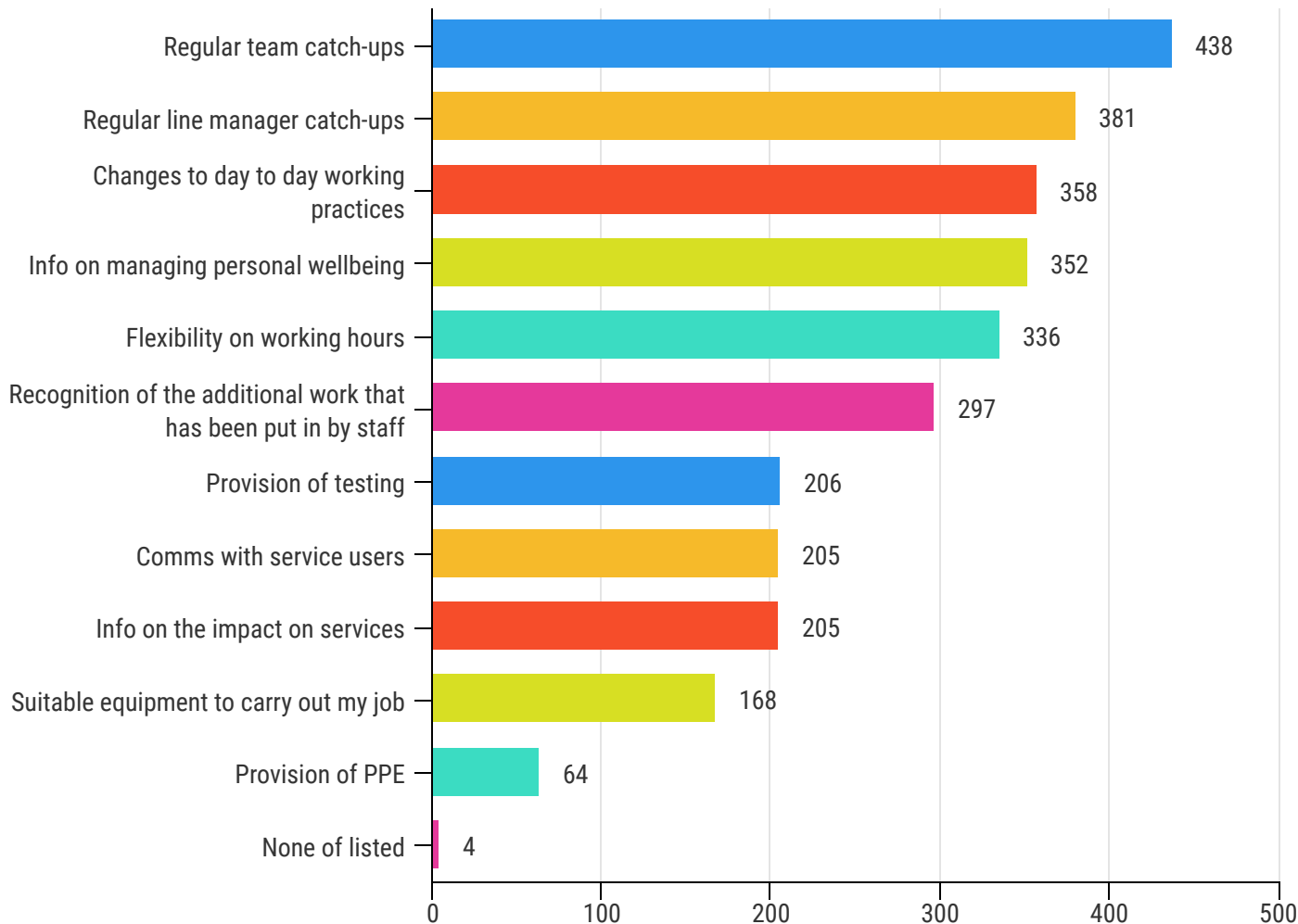
In terms of your personal wellbeing, are you getting the support you need for your team - i.e. fellow team members, your line manager & other colleagues?



It's really positive that the vast majority of you feel like you're getting the support you need. It's our responsibility to support to you – so, particularly for those who don't feel supported, we'd encourage you to speak to a colleague, manager, Head of Service or Operational Director – and we'll make sure that we improve things.

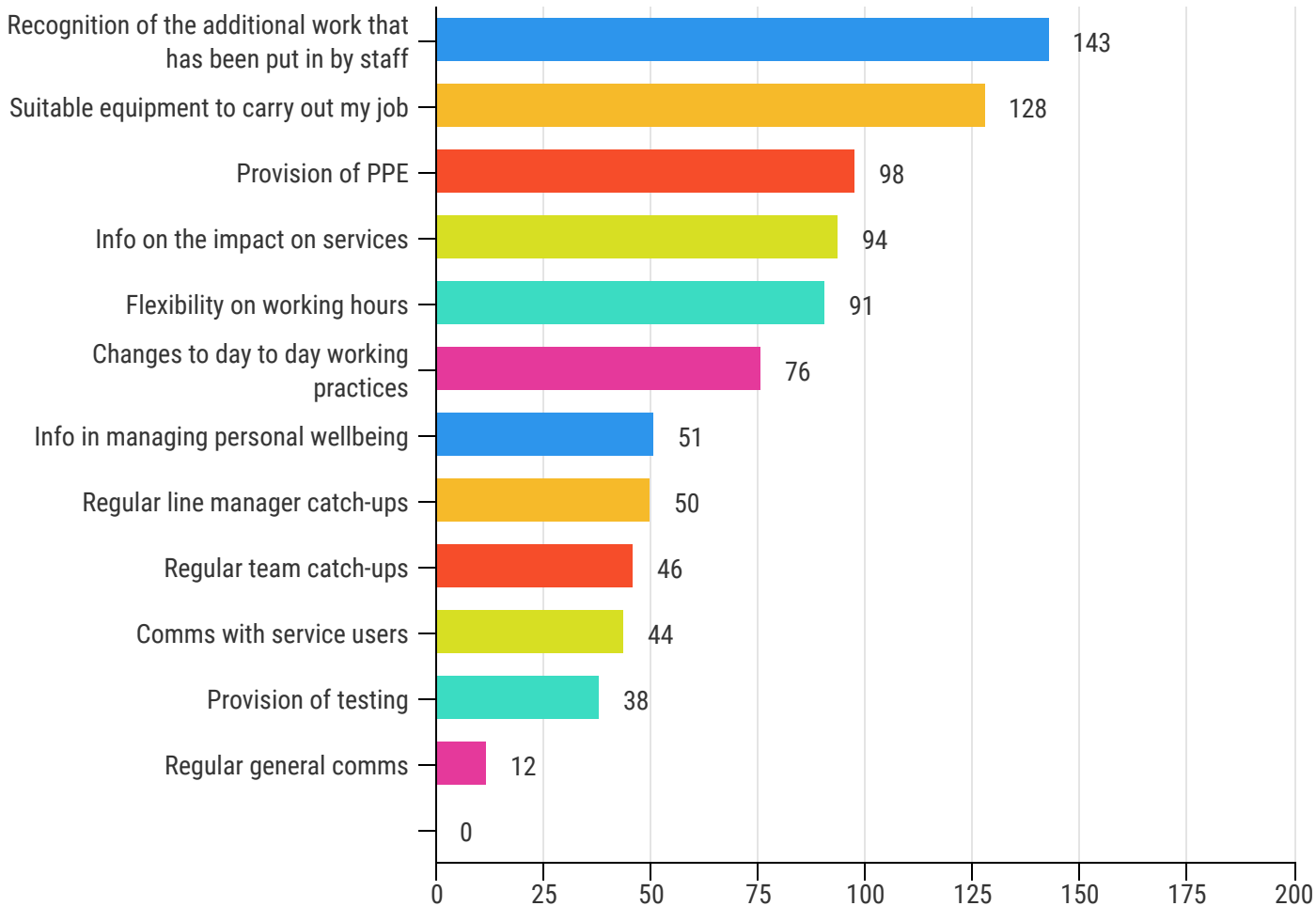
We're doing lots of things well...

What are Children's Services doing well?



...but we could do some things better...

What can Children's Services do better?



The three main areas that we could be doing better on are:

- Recognition
- Homeworking
- PPE



Recognition

You are all doing an amazing job, and we continue to be humbled by the way in which you have all adapted working practices to support not only the children, young people and families that use our services, but also to each other during these challenging times. On this:

- We're highlighting good work through the regular communications to all CS staff. Please do keep emailing us examples so we can highlight your excellent work;
- We're still actively running the 'You're a Star' award so if you want to nominate anyone then please email Sandra Barley (Sandra.Barley@hertfordshire.gov.uk) or to csnews@hertfordshire.gov.uk;
- We're encouraging all teams / managers to make sure that they're recognising your efforts; and
- We're also keen to hear your ideas about how we can make sure that your work gets recognised. So please feed any ideas into your manager, Head of Service or Operational Director.

Homeworking

Setup – We know that some of you do not have an ideal setup for working at home. We'd encourage everyone:

- To speak to your manager if you have specialist requirements that we need to take account of;
- Take a look at the [Display Screen Equipment \(DSE\) guidance](#) for more information on reviewing your computer workstation set-up;
- It is important to carry out a risk assessment before Reasonable adjustments are put in place and for these to be reviewed regularly. [Template risk assessments](#) are available on the Health and Safety pages of the intranet. All additional equipment requests need to be agreed with your line manager; and
- Make sure you're taking regular breaks, ideally getting up and stretching every 25 minutes. Try going for a walk and taking in some fresh air

Technology – although our Technology has overall stood up well, we know some of you don't have appropriate IT equipment to work from home:

We'd encourage everyone to read the [guidance on technology for remote working](#) where you will find the following advice:

- top tips for effective remote working to help reduce the strain on our network;
- guidance specifically for RBA (Remote Broadband Access) users (staff using their own IT to connect to their virtual desktop) and desktop users; and
- information on the roll-out of Microsoft Teams to as many staff members as possible - this will provide an effective solution for internal video and phone conferencing and connecting with team members.

If you need more support on working remotely, including tips on getting the most out of our technology, there's also support and training available from our Business Support Managers and our SmartPros. Access a list of SmartPros in CS at:

<https://hertscc365.sharepoint.com/sites/intranet/Services/Resources/continuesmartjourney/Pages/SmartPros.aspx>

We are currently reviewing the IT equipment that staff currently use. As part of this, the next phase of the CS Device Replacement Programme has been initiated and over the coming months work will take place with teams based at County Hall, Farnham House and other remote sites to offer staff the option of a laptop or iPad Pro. Managers will be contacted shortly to start the process of collating staff choices, and it is anticipated that the rollout will commence late Summer 2020 – depending on availability of devices and technical resource.



PPE

It's really important to us that you can do your job safely. We've recently updated the process for obtaining PPE if you have to carry out a face to face visit or assessment where you can't keep 2 metres apart, so please follow the steps below if you feel need PPE.

You can also find the PPE Risk Assessment Template and full guidance in Section 2 of the Covid-19 Practice Standards [here](#).

The new process is as follows:

- Practitioner completes [PPE Risk Assessment](#)
- Ensure form is signed by both Team Manager and Practitioner, send to CSBusinessContinuity@hertfordshire.gov.uk
- Request will be logged and an authorisation email sent to Practitioner, Team Manager and site from which collection is being made
- Practitioner attends site, shows authorising email and will be provided with equipment
- The CS Business Continuity mailbox will be monitored and acted upon Monday to Friday between 9am and 5.30pm.



Thanks again for all the work you are doing and do take care of yourself.

Core Board

Jenny, Matt, Marion, Jo & Simon