



## **Message from the Chief Executive Althea Loderick**

I want to extend my ongoing thanks to you all! The current situation is incredibly difficult for people in terms of their physical and emotional wellbeing and I know all staff are working above and beyond the call of duty to support residents, particularly the most vulnerable, often while trying to care for friends and family.

This update has been created specifically for staff who don't have access to council IT systems so that we can keep you up-to-date on general news about Coronavirus and any issues specific to your service. Please check the new staff pages on the website: [www.Newham.gov.uk/staffinfo](http://www.Newham.gov.uk/staffinfo) regularly for updates.

Thank you!

# Coronavirus (Covid-19)

## Keeping you in touch

- This is a slide-based briefing which should be cascaded to all staff through line management chains and shared / discussed with all those who are not on email at weekly or daily briefings. It is issued to Managers at least 2x per week on Tuesday and Thursday, or more frequently as required. It can be also be accessed on the new staff information page: [www.Newham.gov.uk/staffinfo](http://www.Newham.gov.uk/staffinfo)
- More detailed information and guidance is on the [new Covid19 pages](#) on the Intranet and managers should ensure all staff (who have email) are able to access it.
- **This briefing covers:**
  - Latest national / regional / local figures re cases
  - Latest guidance and advice
  - Key local updates
  - Key messages for staff in Newham

# National and local status

The number of infections continues to grow, as of **5.26pm on 26 April 2020**:

- **152,840 cases** of coronavirus have been confirmed.
- There have been **20,732 deaths** in hospitals the UK.
- Newham has **926 confirmed cases**.
- We have had to reduce many council services to support social distancing or due to lack of staff.



# PPE update

- The safety of our staff is paramount, and we continue to admire the dedication and commitment to public service shown each day by colleagues delivering frontline services.
- Last week we received a delivery of over **100,000 face masks**. The council is working with **25 suppliers to source the different types of PPE** required for our frontline workers.
- We are working across the council on how to maximise staff and service user safety, and use PPE appropriately, trying to ensure that the **highest risk settings don't run out**.
- If you require PPE, please contact **your PPE team lead who will escalate to the central repository**.



# Testing update

- **Testing is now open to a wide range of key worker roles** and their household members who may be self-isolating due to symptoms. The full list of essential workers can be found: <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#essential-workers>
- The **test must be taken within the first 5 days of symptoms**, therefore is unsuitable for people who have self-isolated longer than 5 days.
- The turnaround between test and result is 48-72 hours.
- **Access a test at home:** book an online test: <https://self-referral.test-for-coronavirus.service.gov.uk/> (select home test)
- **Access a fixed site:**
- There are currently 2 sites near East London
  - O2 Arena, Edmund Halley Way, Greenwich, SE10 0PH
  - Lee Valley Athletics Centre, N9 0AR
- The sites are open between 10am and 5pm.
- You can book a test site appointment through the self service portal : <https://self-referral.test-for-coronavirus.service.gov.uk/> (select the test site which works best for you).
- Booking can also be made through your line manager. Forms need to be completed- registration and phone number required and sent to the central WEL CCG email: [thccg.cv19@nhs.net](mailto:thccg.cv19@nhs.net) by noon each day.



# Key updates for staff 28/04/2020

- A member of staff who was working in the **Temporary Accommodation team** has **sadly died from Covid-19**. The staff member, who only joined the team in February, had made a really positive impression on the team in a short period of time. We send our deepest condolences to his family and friends. His colleagues are being **offered support through our welfare channels**.
- If any member of staff needs advice or support, please **ask for help at any time**. You can access our Employee Assistance Programme [www.employeeassistance.org.uk](http://www.employeeassistance.org.uk) (access code: Newham), with freephone access 24 hours-a-day, 365 days-a-year to counsellors and advisors on 0800 328 1437 (minicom: 01482 661 814). You can also contact [hr@newham.gov.uk](mailto:hr@newham.gov.uk) to request a chat with a Mental Health First Aider.
- The **Sheltered Housing and Independent Living Teams** who support over 380 residents in our six sheltered housing schemes have been supporting residents with daily welfare checks and assisting them with food parcels. The dedication shown by the team truly puts people at the heart of everything we do. Thanks to the team including Karen Jones, Debra Baird, Manisha Jha, Johura Sultana, Margaret Goode, Samina Shahzad, Christian Benedict, Olayemi Odusote, Rosslyn Rodney, Rajesh Patel, Abosede Obasa and Andrew Syers.

# Key messages for staff 28/4/2020

- In her CEO update Althea has outlined how the **leadership team is now looking towards a “recovery” phase** and how **we restore services to a ‘new normal’** by supporting and working with our partners.
- The Covid-19 crisis has demonstrated just how beneficial it is when communities, businesses, voluntary sector and the Council work closely together.
- **#HelpNewham** has delivered over 5,000 food parcels and over 1,000 prescriptions to our residents.
- Each time deliveries of **food, essential goods and PPE arrives**, a troupe of staff receive, unpack, store and move those deliveries in a military-style operation. Thanks to the work of the entire team helping to distribute items across the borough.



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# Key updates for staff 28/04/2020

- The latest #AskAlthea online session was attended by 50 members of staff asking a variety of questions on topics included our **finances, partnerships with the voluntary sector, PPE for staff, volunteering, returning to work, and Ramadan.**
- **Ramadan awareness and support information** for staff, colleagues and line managers is available online: <https://www.newham.gov.uk/coronavirus/ramadan>.
- The CEO is keen to ensure more **frontline staff have the opportunity to get involved** in future calls. To ensure they are more accessible the calls will be made available via Zoom, where staff can join via mobile app or laptop.
- The **next #AskAlthea call** will be held on **May 7, 2.30pm**. All you need to do is sign up on the Eventbrite page, and we will send you details to join: <https://www.eventbrite.co.uk/e/askalthea-a-virtual-town-hall-for-all-staff-in-newham-council-tickets-103512484628>



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# Thank you Newham staff

- The **Pupil Services team in CYPS** has been busy processing applications for free school meals from families affected by Covid-19, to ensure as many children as possible receive free meals.
- The **Perinatal Mental Health team** shared a moving story of how they helped a family of five, recently arrived in the country, with Covid-19 symptoms and no support network. Staff became aware of an urgent need for food and baby essentials and by working with a local food distribution centre managed to secure nappies and food items. The staff member said: “I was extremely pleased to have been able to support this family during their time of dire need.”
- There are some **amazing volunteers working full time in our community hubs** who are captured on this video: <https://youtu.be/MwtwsDyAbal>



# Thank you frontline staff

- We've received more words of **thanks from residents** for the work of Newham Council staff. Thanks again to all our frontline staff who are continuing to deliver services for our residents during these challenging times.



**Fabienne Jenny Jacquet**

@ArtoutlawsUK

Follow



Big respect to everyone who works for [@NewhamLondon](#) . Every day in Stratford they are out emptying our bins, cleaning the streets & keeping everything going.  
[#Thankyou](#) Not easy jobs at the moment!

12:41 am - 24 Apr 2020

9 Likes



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