

Subject: All staff Update
Date: Friday, 3 April 2020 at 16:21:00 British Summer Time
From: Vicky Maloney
To: Mailing List - Everybody
Attachments: SD Forename.png, image002.jpg

Sent on behalf of Stephen Davis

Good Afternoon Everyone

I just wanted to drop you a note given we haven't spoken this week and to give you some updates of progress in week. Firstly, let me start with thanks to all for the way in which the vast majority of you have tackled these uncertain times both professionally and personally.

I am sure many of you have been affected directly with friends and family afflicted with Covid-19 and I wish those individuals a speedy recovery. The news that we hear each day only reinforces our view that moving to remote working sooner rather than later regardless of the government advice was the appropriate course of action. Your support, the support of our trade union partners and of course the engagement of our students has allowed us to get to where we are as we break for Easter. However, as I have said on many occasions this will be an iterative process and we hope that week on week we will improve our offer to students.

It was with this in mind that Claire, our Director of People and Communication issued our first pulse survey and we are pleased to say that of the respondents we were told that:

- 87% of you say that you have the tools they need to do their job
- 88% say that the College has communicated well
- 90% say the College is providing the support they need

Now as I mentioned above we will be looking to improve on this as we move through this crises and I would like to thank the vast majority who engaged in this survey in the manner that it was intended - to help us improve with the vast majority of proposals measured and constructive.

There are many positive lessons that we are taking from this experience and thank those who have helped make it run as smoothly as possible:

- Our IT team working alongside our marketing and our student facing staff have shipped nearly 300 laptops to our students who are without hardware
- Ian Smith and the team is currently distributing over 100 dongles and Sims to students and staff to help their connectivity.
- Our finance team who made sure we all were paid a couple of days ago and will continue to do so during the current crises.
- Our estates team led by Floyd Milligan and supported by Roy Croasdaile who are currently investigating how we might offer Paddington to support our NHS and wider Community

The issuing of hardware and dongles will no doubt be the tip of the iceberg as we followup with students who are not engaging where hardware and connectivity is an issue - so more laptops and dongle packages will no doubt be needed. Our thanks to everyone engaged in delivering this.

I would also like to make particular mention to the staff who work with our LLDD learners. When we met with them we had to deliver what was a difficult message that we potentially needed them to continue to work whilst all other student facing staff worked remotely. They met that

challenge with a level of professionalism that was exceptional and were ready and willing to fulfil their professional responsibilities to their learners and colleagues. Hyperbole is used a lot to describe average things but not on this occasion - their response and commitment to our learners was truly exceptional. This response was evident in our LSA staff who we met that day also.

Business As Usual

We have continued with business as usual and I would also like to thank everyone who has been involved in our OFSTED Short Life Working Groups that are continuing to develop our response to our recent visit - I look forward to seeing everyones input on how we make UCG better. Our Making a Difference programme will also continue for staff as we look to move that into the virtual space facilitated by RRM Consulting. We have also turned our mind to next year's enrolment and work has started on that based on what that may look like in this new Corona world. I met with all the London CEO/Principals on Thursday who are grappling with these self same challenges. We also heard today from OFQUAL who have just issued their plan for how our A-Level and GCSE Provision will be assessed and you can find that [here](#).

Wellbeing

We also recognise that working from home can have a debilitating effect on our mental health so thanks to our HR & OD team we have partnered with The Big White Wall (TBWW) to offer support in this area <https://www.bigwhitewall.com>. This should come on stream no later than the end of our Easter Break. One of the reasons for partnering with TBWW is that they are also expert on what digital wellbeing looks like which is crucial when we are working remotely.

I am also pleased to report that after a period of self-isolation Nick Bell, our Chief Executive is now fit and well and will be fully back in action after a short Easter break. He has also posted a video message for staff that can be accessed [here](#) and I would urge all staff to take the time to view it. Finally, try and have a break and look after your physical and mental well being and remember we have taken a community college and transformed it into a virtual one in less than two weeks. This is a fantastic achievement recognised by not only Governors but my fellow Principals and CEOs in London and you should all be extremely proud of your efforts whether you have a student facing role or a student support role.

From me a big thank you and enjoy the break.

Best wishes



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