

To: All CS's staff

Gail Hancock
Interim Director for Children's Safeguarding and Care
Shire Hall
Westgate Street
Gloucester,
GL1 2TG
email: gail.hancock@gloucestershire.gov.uk

Please ask for: Gail Hancock

Phone: 01452 425775

Our Ref: GH/dh

Your Ref:

Date: 8 February 2021

Dear Colleagues

Re: Communication with Partners

In recent weeks I have had a number of conversations with Health Colleagues about communication between social workers and health practitioners/clinicians. As I'm sure you will appreciate, communication is always important but during the COVID-19 pandemic and in the current lockdown, it is especially important. Since we are working remotely and virtually, it's important to make sure we can all have swift and easy contact with each another when we need to.

To support our Health colleagues I have re-shared our management contact details for Team Managers, Service Managers and Heads of Service. I have also reiterated in my recent contact with Heads of Service the importance of the following details. I hope this has been shared with you and that you have been able to take appropriate action where necessary:

- Prepare a clear signature strip to sign off the end of your emails with relevant contact details
- Include your work mobile 'phone number
- Provide the name and address of your team/service even if you are working remotely
- Include the name and contact details of your line manager/supervisor
- If you are away from your laptop for any significant length of time, please leave an 'out of office' email message to explain when and how you will be contactable
- Make sure your mobile 'phone voicemail message is relevant and up to date
- It is also really important that you are logged onto Jabber when using your laptop
- Always follow up messages and respond to emails in a timely manner

Tom Underwood, Business Manager, is in the process of reviewing the 'hunt groups' on landline phones in offices to ensure that these are set up correctly and are diverted appropriately if calls are not answered after a set number of rings. It is anticipated that this review will be completed in the next couple of weeks.

It is also important that we are able to make contact with appropriate Health staff. Please can you familiarise yourself with the link outlined below which has the up-to-date contact details for GP surgeries along with their Health Visitor, School Nurses and Midwife numbers. As a reminder,

please don't save this locally and check the link regularly as this will be updated with changes as they occur.

Primary Health [Practice Liaison Contact Details](#)

Thank you for everything you are already doing to maintain and improve accessible communication whilst we continue to work from home.

Kind regards

A handwritten signature in black ink that reads "G Hancock". The signature is written in a cursive style with a small apostrophe at the end.

Gail Hancock

Interim Director for Children's Safeguarding & Care