

Chief Executives / AOs
Human Resources Directors
Directors of Nursing
Medical Directors
in Providers and Clinical Commissioning Groups
STP/ICS Leaders
STP/ICS Workforce Directors

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Dear Colleague

SOUTH EAST #HAY (How Are You) GUIDE

For Leaders, Managers and Staff during Covid-19 phases of Response, Resilience and Restoration.

Further to the exceptionally useful presentation from Col. Simon Browne from the British Army, I commissioned some joint work between the military and our region to benefit from their experience and learning in order to build on our focus of supporting staff through this pandemic.

There are many offers and opportunities for staff to reach out and ask for input, but we also needed a Guide to ensure that all employees, and team leaders within those employers were equipped, across the region, to have a consistent and high standard of expectation of what needs to be in place and what staff can expect from us as their leaders. This is particularly true for the vulnerable, those in under-represented and BAME groups where there appears to be disproportionate negative impact. There will be more work in this area but it very well timed to have this #HAY Guide.

The #HAY Guide has 3 parts;

- A 2-sided precis visual – as an overview of the #HAY intention supported by clear expectations.
- A short (7 page) document – giving more detail of each of the elements in the visual.

- A set of Annexes with useful collateral, templates and 'how to's' for managers and staff, and for leaders to be aware of.

#HAY has a '3x3' intention. It focusses on three groupings of people; **Leaders**, **Managers** and **All Staff**, over the three time periods of; current **Response** phase, the phase of **Resilience** where there is the continuation of the high levels of the pandemic, and the **Restoration** phase as we begin to reset and develop our new business as usual.

The Guide intends to complement that which you already have in place and fills gaps where you may not have the necessary structures or ways of checking in with your people, and even, checking in to look after yourself.

It does not supersede your own current policies and processes, simply helps to improve or share where appropriate and acts as a guide where these elements are not in place.

I would like to thank the military colleagues for their time and expertise working with my regional colleagues and those who helped in its development from across the region and commend it to you.

Yours sincerely,



Anne Eden

Regional Director – South East