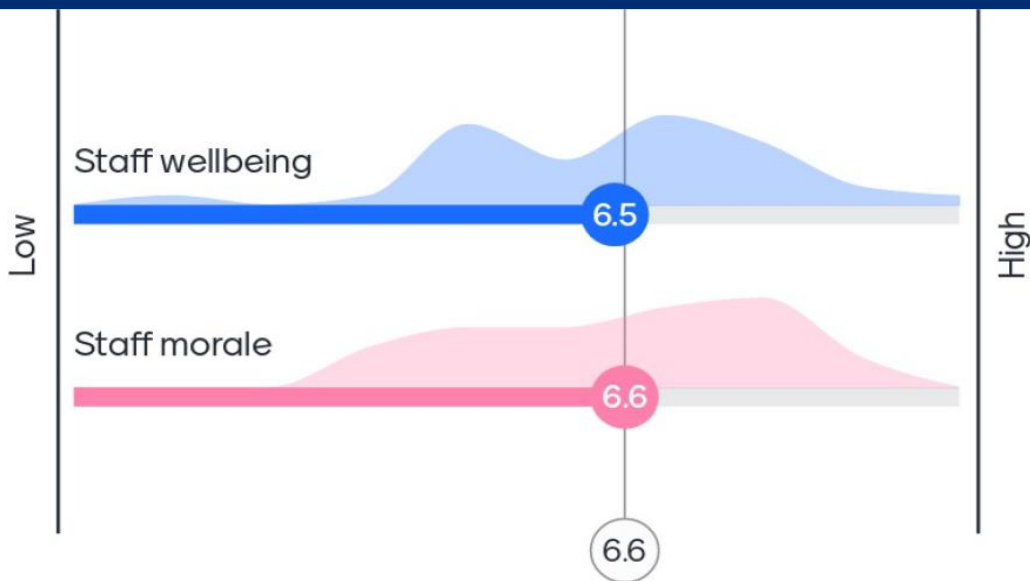




A network of services that support adult and child victims and survivors of domestic abuse in Scotland. Sharing practice, voicing questions and drawing on the expertise of colleagues in the sector, as we look to COVID-19 recovery planning

Monthly call theme:  
Staff resilience and wellbeing

## We asked attendees to rate staff wellbeing and morale...



## How Covid-19 has impacted staff wellbeing

**Isolation** – peer support is vital in the sector and it's been challenging for many to be apart from colleagues without the usual opportunities for face-to-face support and debriefs.

**Work/life balance** – working from home means a lack of distinction between work and personal life. Many practitioners are balancing childcare and other responsibilities with work.



**Fatigue** – some experiencing burnout from busier and more complex caseloads along with stresses of providing support, assessments and screening over the phone. Frustration with ongoing uncertainty and how to provide best possible service.

**Pressure on managers** – the additional work of creating Covid-19 protocols alongside providing the vital additional support staff need is increasing the workload of service managers.

# What services are doing to support staff wellbeing

## Increased contact through virtual methods



More supervision, team meetings & debriefs through various virtual channels. Buddy systems. Informal support through online lunches, coffee breaks.

## Flexible working



Encouraging flexible hours, use of annual leave and parent/carer leave, regular breaks in workdays, reduced Friday hours.

## Wellbeing activities



E.g. yoga sessions, mindfulness and self-care packs in the post.

# What services need to support staff wellbeing

## Flexibility



Recognition from funders that outcomes can be achieved differently and targets reasonably adjusted.

Flexibility to continue to adapt and develop new ways of working to support work/life balance (e.g. keeping good parts of digital work)

## Security and resources



Security of funding so posts are safe.

Additional resources to respond to the challenges for staff, e.g. for external supervision, childcare, travel costs.

## Getting back to the office safely



Practical guidance and a clear, well-disseminated plan.

## What next?

- Next meeting will focus on **Black and Minority Ethnic victims' experiences**
- **Survivor consultation:** Scottish Government asked us to speak with victims and survivors to find out what they need right now. We're about to launch a brief online consultation. We'll be in touch soon with more information.