Hi

Welcome to a bumper update.  Note the 29 April deadline to complete the new SurveyMonkey questions.

**Communications cascade**

A new comms cascade video will be sent out today by Adrian.

**New SurveyMonkey**

Thank you to everyone who completed the first Business Continuity SurveyMonkey in March on the back of us all suddenly finding ourselves working from home full time!  The information gathered from the survey was extremely helpful in enabling the BC team to address both general and common issues and individual ones as far as possible. For instance, we have addressed as many workstation/equipment issues as possible and were able to follow up on any identified gaps in communication with teams/line managers.  If, however, you raised a point in that survey that you feel hasn’t yet been addressed, please speak to your line manager or a member of the BC team.

We have produced a second SurveyMonkey following the Government’s announcement of an extended lockdown, as there doesn’t appear to yet be an end in sight to the prolonged period of working from home (although the BC team are being optimistic and beginning work on a transition back into the office plan, which will be shared with you all at the appropriate point!).  This second survey is designed in the context of us having worked from home for a month or so, which will have enabled  line manager and team communication structures/methods to become established, and our home workstations to become the new normal.  Coupled with some roles/colleagues having been furloughed in recent weeks, there are likely to be some ongoing challenges with prolonged remote working alongside some positives.

The survey covers the following topics:

* Ongoing connectivity
* Workstation set up arrangements
* Effectiveness of Communication
* Wellbeing/Productivity

Here is the link: <https://www.surveymonkey.co.uk/r/VGZKHKY>

There is some duplication in a few of the survey questions, which will enable us to track progress, but there are also some new areas of focus, such as wellbeing.  The survey shouldn’t replace the raising of any concerns/issues through the usual channels, but is an opportunity to understand how everyone is managing and to enable us to respond accordingly where we are able to and to collect your ideas/suggestions.

Your responses will be collected by the People Team, and distributed to the relevant business services manager or manager/partner who needs the information or can act on any feedback or issues.  **Please complete the survey as soon as possible and if possible, by Wednesday 29 April.**

**Gill Household**

Things were fine for the first few weeks.  Everyone was happy and getting on well.  Then, about a week ago, my remote desktop connection to work slowed down.  I became grumpy and even more uncommunicative than usual.   I tried all the usual tricks.  Restart the computer.  Restart the router.  Shout at the computer.  Speak nicely to the computer.  Turn it off and on.  Again.  And again.  Check the internet speed.

Then, on Tuesday, I found out that my lovely daughter Millie (9) had unplugged our Wi-Fi booster so she could plug in a speaker to listen to music.  [Deep breath.]  The speed of your internet connection is something for you and your broadband provider to discuss, but once the connection is in your house there are lots of things you can do to maximise the speed, particularly if using Wi-Fi.  See the Wi-Fi tpis section below.

Second prize this week in the competition is my normally charming 9 year old daughter who is looking for a new home.

**Wi-Fi tips**

A wired connection is ideal.  You can achieve this without rewiring the house with “[powerline adaptors](https://www.techradar.com/uk/news/the-best-powerline-adaptors)” which run the signal through your mains power circuit so you can plug in an adaptor near the router and get a wired connection from any other normal plug socket in the house.  (Note however the plugs need to be on the same electrical circuit which might be an issue with older or shared houses.)

If you are using Wi-Fi then note the speed is dependent on your distance from the router or any booster.  If you can’t get close to the router or a booster consider adding a further booster (and check any boosters are not unplugged).  If you have an option for a 5Gz setting then use it.

**Competition time**

Back to the old favourite of Where’s Ian?  So you can relive those happy moments looking for me, I have attached the first two photos showing where I placed myself and a new photo.   All the photos were taken on the same day.  Where do you think I am in the new photo?  Please mark a cross where you think my head is and return your guess by **10am on Monday** for a chance to win the top £25 prize!

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