

20/03/2020

Dear Colleague

I wanted to write to everyone who works for or volunteers with the Council's social care providers to personally thank you for your dedication and hard work as we face these challenging times together. In recent years you will have got used to requests from the Council and our NHS partners asking you to support the Council and NHS at times of great strain. That remains truer now than ever.

Our social care sector is made up of a diverse range of dedicated organisations and staff; from care homes, homecare agencies and supported living services to a host of voluntary sector services and personal assistants. You are our valued partners and colleagues. Your dedication is crucial to supporting the most vulnerable people of all ages across Wiltshire. I want to reassure you that you do not face the challenges ahead alone.

I have been impressed by how we are responding together with the common goal of protecting our most vulnerable residents in Wiltshire. Such times place a heavy burden on our systems and our fantastic workforce. Many of you will understandably have concerns about our collective ability to cope with the pressures and demands to come.

As I write, we await the government's direction on the range of support that will be available to social care. The Council will do all it can to support you and the organisations that you work for to carry on delivering high quality care.

We have put in place measures to make it easy for providers to get accurate information on national guidance, health issues and to ask us questions:

- Webinars & conference calls hosted by the Director of Commissioning, Helen Jones
- A COVID-19 provider support team with a dedicated phone line **01225 718777** and email address CandF.Commissioning@wiltshire.gov.uk
- A webpage with up-to-date information about council services that may be affected by COVID-19, plus health advice and information: <http://www.wiltshire.gov.uk/public-health-coronavirus>

Please take advantage of these to stay connected with us.

In the months ahead, we will need to work with each other in new ways and jointly face the challenges ahead. I am confident we will rise to this, together.

My warmest regards,



Terence Herbert

Chief Executive Officer (People), Wiltshire Council