**Dated: 24th March 2020 – Email Communication**

**Between Surrey County Council and Surrey Care Association on: Audit of Requirements**

Thank you for your recent correspondence.

We appreciate that our partners will be responding differently to the COVID-19 situation as things unfold and implementing a range of business continuity plans. Meeting the needs of vulnerable residents and maintaining staff health and wellbeing is paramount for us all at this unprecedented time. We are working hard to ensure national guidance from Central Government and PHE are translated into positive steps that we, Surrey County Council, can take in order to support our invaluable providers, our own staff and of course residents and their families.

It is therefore, unfortunately, not appropriate or indeed possible in some cases, for us to be able to provide definitive answers to some of your questions. We are unable to make assurances or commitments to all of the proposed plans relating to your business continuity arrangements and proposed risk mitigation steps.

We would however ask that these are proportional and in line with the national guidance and where possible communicated to us at your earliest opportunity.

However, to reassure you, Surrey County Council is taking the below steps;

* We are having daily calls with colleagues across public health, CCG’s, hospitals and front line social work teams in order to manage this daily evolving challenge
* We are speaking with Government ministers and colleagues from ADASS to request the support we, and our providers require, such as PPE and hand sanitizer
* We are working with voluntary sector partners to identify opportunities to meet the inevitable challenge that our care workforce will face in the coming weeks and months
* We are requesting additional funds to support the development of bespoke solutions to this pandemic including supporting providers financially where possible
* We have set up a **dedicated email address** to field questions and aid ongoing communication asc.covid19@surreycc.gov.uk

We will be providing updates and information as we have more to share on a regular basis as COVID-19 guidance and programmes of support evolve and develop.

**Surrey coronavirus helpline being set up to give non-medical advice and community support**

Surrey County Council is launching the phone line to help direct people to support and tell those who want to help how they can volunteer

<https://www.getsurrey.co.uk/news/surrey-news/surrey-coronavirus-helpline-being-set-17939980>

 For links to national guidance please visit;

<https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>

<https://www.surreycc.gov.uk/people-and-community/emergency-planning-and-community-safety/coronavirus>