

Subject: FW: COVID-19

From: Commissioning <Commissioningand.Investment@northtyneside.gov.uk>

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Hello everyone,

North Tyneside Council recognise that we need each other's mutual support over the coming months. We are doing our best to mitigate the impact of the coronavirus on our services and hope to support your service(s) in the same way. Our focus at present and over the coming weeks will be:

- To ensure you have channels of communication available to you and up to date information as the situation changes, this is being delivered by regular email updates, and through our website;
- To do all we can to help you to continue to deliver services safely but taking account of potential changes to the workforce;
- To utilise the staff available across the care sector to best meet the needs of as many service users as possible over the coming months.

We realise you are likely to experience increased staff absences during the outbreak due to illness, self-isolation and caring responsibilities, at precisely the time when the challenge presented by the virus will be at its height. There will be pressures on everyone from the NHS to informal carers which makes usual contingency planning as challenging as it could be.

So that we can respond to these projected challenges, we are asking for your help, to help us understand your workforce levels. We will be asking you to provide us with the numbers of staff that you have in the following categories (or profiles):

- a. Nurses
- b. Care / support
- c. Housekeeping, domestic / kitchen
- d. Admin
- e. Activity

Knowing this information allows us to plan how we are best able to support you, your workforce and service delivery. We are in the process of thinking about how we will collect this information in a timely and accurate way over the coming weeks and also in a way that is not an added pressure to the critical work that you do. We will be in touch in due course with an update on this. However, we will be contacting you individually in the first instance to obtain the information.

Alongside this, we know you have been looking at your own services and identifying priorities and how people can be supported. We are doing the same with our social workers and will be sharing this information with you next week, so we can get a consensus of those areas of critical service delivery and how we might help some people to be supported in different ways during this time. This will be done with each service and organisation individually.

We would like to thank you and your staff for continuing to provide vital support to citizens of North Tyneside and working in partnership with us to maintain service levels to meet the coming challenges. We are grateful for your continued cooperation and understanding.

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