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Dear colleagues,

I am writing to once again thank you for your hard work and commitment at the end of a week that has seen the Council's response to the Covid-19 pandemic continue to ramp up.

At this stage it is perhaps the scale and breadth of our response that is most astounding. Through the course of the daily CMT conference calls this week I have received updates from departments that really make the scale and reach of our collective efforts clear.

Many of you may already have seen the news item on StaffNet with the information that more than 286,000 items of PPE have now been distributed to our frontline staff. It has been a phenomenal effort by those staff redeployed into roles in the distribution team to get his vital protective kit to our key workers, and an equally impressive one from our Emergency Planning, HR and Social Services teams to administer operations behind the scenes. We continue to receive stock from national supply chains but have also sought to extend this supply by sourcing our own from local businesses wherever possible to ensure that wherever possible we are carrying sufficient stock.

Supporting our frontline staff is one of our absolute priorities and this why as well as suppling PPE to these key workers we continue to test more of our staff each week, with a focus on those working in social care. We are ensuring that we are using all available testing slots available to us at the new testing station in Leckwith and our efficient approach has meant that over the last week we have been able to take advantage of slots that have not been taken up by partner organisations and authorities.

The newly formed Crisis Support Team within C1V have so far made 635 calls to vulnerable residents, received another 143, and arranged the delivery of food parcels to 121 people who may otherwise have been left with nothing to eat. The

The Covid-19 Crisis Line has handled

143 calls

635 outbound calls have been made to those receiving the shielding letter

Telecare have undertaken 45 emergency installations since lockdown began



Telecare call handlers have taken 3,221 calls

C1V has handled 5,221 calls



121 requests for Welsh Government food parcels

team are working with Glamorgan Voluntary Services, Age Connects and the Foodbanks to make sure our most vulnerable residents have support in place. We are also working with Admiral Insurance so that we can ensure foodbanks in the Vale have adequate supplies of food for those households and individuals who are in desperate need of support at these challenging times.

Working alongside these our Telecare team who support some of those most at risk from Covid-19 have taken over 3000 calls since March and added 45 new clients to the service.

I am grateful for the work of our waste and recycling teams that continue to offer a full waste and recycling service this week, including the reintroduction of the garden waste collection service that is greatly valued by our residents. Our approach to waste collection and recycling means it is very much business as usual despite the crisis.

Our innovative tannoy vans – an idea that is now being implemented by neighbouring local authorities – have covered almost 4000 miles taking the stay home, protect the NHS, save lives message across the Vale.

Teams in our Regeneration and Finance departments have processed nearly £18 million worth of payments to businesses hit by the Coronavirus outbreak, offering countless hours of support and guidance to many who are fearing for their livelihoods while doing so.

Meanwhile, in what would have been their Easter holiday, our schools are providing care for 282 children of key workers. This is while their colleagues in Learning and Skills process food vouchers for more than 3000 children and young people.

Alongside this, I am mindful that much of the other important work of the Council continues and I regularly receive updates of the valuable work and services that continue to be delivered at this difficult time when we have all had to work very differently.

In writing these messages each week I hope to make you all aware that your work at this challenging time is not going unnoticed. And I should stress that it is not only within the organisation that it is being recognised.

Tens of thousands of residents read about the work of the Council in the press and online via our website and social media channels every week. Alongside these pieces and posts there are now countless messages of thanks and support from our residents.

Please do not underestimate the difference that your work is making. I have heard too many reports this week of heartfelt thanks being given by residents and service users to our teams to list them all here. However, if you have chance this weekend I would recommend looking at a post on our Facebook page showing residents at Ty Dewi residential home in Penarth clapping their carers on Thursday night. It is a particularly touching reminder of the difference our staff make.

Thank you all once again for your efforts this week. Diolch yn fawr.

Rob Thomas
Managing Director