23 March 2020

To whom it may concern,

**COVID-19 – Essential “Key Worker” Status for [insert staff member’s name]**

[Insert company name] as provided this letter to our staff member because they work for a company which provides essential homecare services to older or disabled people.

Homecare services are part of the wider network of social care organisations.  They have been confirmed by Government as one of the groups acting as an essential partner to our National Health Service (NHS) in combatting COVID-19.

The bearer of this letter should therefore be regarded as a key worker, whose role is essential for the UK’s response to COVID 19, in line with Government statements.  This is because they are:

Delete as appropriate

* [A member of the front-line social care workforce], or
* [A member of staff whose role is essential in supporting front-line social care workers to undertake their role].

**If your organisation is a school or childcare provider:**

Government have asked that schools and childcare providers make places available to children, whose parents are critical to the Covid-19 response and cannot be safely cared for at home.

This includes the children of our staff who have received this letter.  For more information please refer to Government’s statement on key workers which is available here: [https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision](https://ukhca-mail.co.uk/1DVI-6SS7O-7HD025-401VNG-1/c.aspx)

**If your organisation is a supermarket, shop, café or takeaway:**

We know many of you are doing remarkable things for staff working for the NHS and social care providers.

This means that our essential workforce can shop at certain times of the day or can receive discounts to acknowledge their vital work.

Our careworkers may also be shopping for the older or disabled people they care for.

We’d like to thank you for your generosity and ask that whatever you make available for people employed by the NHS or emergency services you also provide to people who work in social care services like ours.

**Confirming our staff member's identity:**

Our staff usually carry an identity card or badge with them, and you may ask the bearer of this letter to produce their badge to confirm their identity.

However, there are circumstances where staff may not have been issued with an identity badge, or they may not have it with them today.

In which case you may verify their identity by telephoning 01702 361 405 during our office hours, which are every day 8am to 10pm.

In making this request, we recognise that we are asking you to place your trust in us and our workforce.  We have asked everyone who has received this letter to use it responsibly and not to share it with anyone else.

Anything you can do to support members of the social care workforce during COVID-19 is truly appreciated.

Yours sincerely,

[Signature of senior person]