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**All Surrey Members & Councillors  
All Leaders of Districts & Boroughs  
Partners of LRF Executive Group**

Dear Surrey Partners and Leaders,

I am writing to give you a further update regarding the ongoing work of the Local Resilience Forum in responding to the coronavirus pandemic.

As you are already aware, the LRF is coordinating the county-wide response, which incorporates all partners across Surrey. This is led by Surrey County Council, Surrey Police and Surrey Fire & Rescue Service working closely with all health partners to protect the NHS and to help deliver the government's national plans, here in Surrey. The partnership has been working over several weeks now and the achievements to date have been nothing short of remarkable. We are certainly demonstrating the value of us all working together. It is something that I sincerely hope is one of the enduring positives to come out of this crisis – the relationships and working practices that have become so strong and so natural during this difficult time will stand us all in good stead as we look forward and begin to think about how we will work in the future.

One way that we have communicated our ongoing work and the partnerships involved is through an infographic, published last week and attached to this letter. It serves to demonstrate visually the variety of accomplishments we have achieved so far together, and all the organisations that are involved. We will be updating and adding to this infographic as the weeks progress but please feel free to use it to let people know what Surrey is doing to help its residents in this crisis.

Since I last wrote to you just after the Easter weekend, the Strategic Coordinating Group (SCG) has re-shaped and streamlined its structure to re-focus on the most urgent and long-term issues. This has released capacity from some of the workstreams where work had been completed to now focus on the priorities with extra resource and focus on new and emerging workstreams.

One of the new workstreams that is emerging is **testing**. This team started stepping up in the LRF at the beginning of last week to understand how we can support Health in delivering the testing strategy here in Surrey. In line with the government announcement on Thursday evening, testing is now available for all key workers across Surrey through an online registration system. Communications to staff throughout all partner organisations went out on Friday and I expect to see a significant increase in the number of tests being completed in the coming days. This will give some degree of certainty to much of our collective workforce and enable some of our key workers who may have been isolating to get back to work safely and with confidence. A new regional testing site, along with satellite and mobile testing facilities will be announced in the coming days.

The other urgent area of focus, as has been the case throughout much of this response, is **PPE**. Our work on sourcing PPE for our frontline staff has been relentless. We are leaving no stone unturned and exploring every possible avenue available to get more.

Our 4 main ways of getting PPE are through our strategy of:

1. Receiving Government supplies and distributing them across Surrey
2. Procuring our own supplies and distributing them across Surrey
3. Receiving donated PPE, checking and sorting before distributing across Surrey
4. Receiving locally produced PPE, checking and sorting before distributing across Surrey

We have had a fantastic response to both our call to businesses for donations and our request to the community to help make PPE through our 'Handmade for Heroes' campaign. We are working through these incredible offers of help at the moment and are already seeing some very valuable contributions from the people of Surrey coming through to the frontline. We have also stepped up our LRF procurement, with Surrey County Council's procurement streams combining in the past few weeks with the National Fire Chiefs Council and National Police Chiefs Council procurement initiatives, to jointly buy additional PPE directly for the LRF from around the world. This is underpinned by the deliveries received from government, and the LRF is talking to ministers and government representatives every single day. These are all being very well coordinated by the LRFs Logistics Hub led by Chris Moon, which means we are able to have more confidence in keeping the front line going, making sure that all our frontline workers, in all settings, are properly equipped. The safety of our frontline staff is paramount in our efforts in order to beat this virus and protect the people of Surrey.

Another development expected imminently is the opening of **NHS Headley Court Surrey** in Leatherhead. The work that has gone into standing up a new hospital in just a matter of weeks is nothing short of incredible. It is another great example of Health and LRF partners working together to deliver a much needed facility at pace. The new Headley Court facility will begin taking patients in the coming days, and will prove to be essential in relieving the pressure not only on our hospitals but also to our **care homes**, with step down bed capacity for patients coming out of acute hospital settings.

Headley Court also has on site **mortuary provision**, which means the two temporary mortuary sites that were stood up in the early weeks of this response - at our Fire Service Headquarters at Wray Park in Reigate and at the University of Surrey in Guildford - will go back to being contingency sites. The very tricky task of managing Surrey's body storage capacity during this pandemic has been handled with the upmost professionalism and dignity and I want to pay tribute to Jerry Kirkby, formerly of Surrey Police, for leading that workstream effectively. Our faith leaders have been fully engaged with this work, along with Surrey County Councils registration team and death management procedures, and I also want to thank Bishop of Dorking Jo Wells, Imam Hafiz Hashmi, the Head Imam at the Shah Jahan Mosque and Jewish Chaplain to the University of Surrey Rabbi Alex Goldberg for their leadership in supporting our community during this difficult time.

As well as these major updates, our work continues in the LRF Resident Welfare and Volunteering cell led by Jon Savell, in supporting the **most vulnerable people** in Surrey (the number of whom is growing as this crisis continues). Our welfare hub at the Spectrum in

Guildford is getting hundreds of food parcels out every week – with the help of volunteers from Guildford Borough Council, Team Rubicon UK, Surrey County Council and other members of the community. There have also been over 15,000 calls now to shielded residents, checking that they are OK and what support they may need. This work also includes home visits to some hard to reach people who are vulnerable and isolated, and is in addition to more than 4,000 calls to our community helpline.

This work will continue day and night and you will see more public information in the coming days and weeks looking to support people with befriending, mental health support, advice around domestic violence, scams and exploitation, as the lockdown and its impact continue to take effect.

Our work around **Surrey's recovery** from this pandemic is also now in full swing, with a vast array of people looking across public finance, local economy, young people, health and social care, workforce, transport, the voluntary community and faith sectors, transport, physical environment and climate change impacts. This work will ensure that Surrey comes out of this pandemic ready to recover and prosper.

As outlined above, we are working relentlessly, together, to protect the people of Surrey as best we can during this unprecedented crisis. The work has been going on for months now, and will not let up.

Thank you again for your unwavering support. Please keep sharing and echoing our public messages, and do not hesitate to contact me with any concerns, issues or updates about the current situation and our response. We are all tackling this well together, and I'm confident we will recover together too.

Yours sincerely



Steve Owen-Hughes

Chair of Surrey Local Resilience Forum