

Date: 18/3/20

Dear Parent/Carer

Coronavirus update

I am sure many of you are anxious about the prospect of experiencing disruption to your child(ren)'s social care provision during this time of uncertainty due to the unprecedented situation around the coronavirus.

I am writing to give as much clarity as I can regarding Children's Social Care's position although this is a changing picture. Firstly, I would like to reassure you that all of our staff are instructed to follow the Government guidance around health and hygiene, home working, self-isolating and social distancing.

We are working as a Local Authority across health, education and social care to try our best to avoid disruption to the support we provide to you as a family. We are redeploying staff where we can to ensure the most urgent and prevalent needs are met as consistently as we can, and we are using resources creatively to continue to provide supportive services. We know however that disruption will be unavoidable at times over the weeks ahead.

With regard to your packages of support, we will try to keep this in place in the way they are currently delivered. However, with the changes in government advice we are unable to guarantee that this will be consistently achievable. I can assure you that we will work to ensure the least disruption we can. However, we will be in a position of needing to prioritise the most at risk children and families and making difficult decisions about service delivery during this unprecedented period.

Please see the enclosed factsheet which will provide you with the most up to date position for each service area. We will update our Somerset Local Offer website every few days as the situation evolves. Somerset Parent Carer Forum will also share information via their website.

Somerset County Council

County Hall, Taunton
Somerset, TA1 4DY



As a Local Authority we are having daily briefings to ensure we are meeting the most up to date Government guidance and will seek to return to normal service as soon as possible.

We thank you in advance for your understanding at this time.

Yours sincerely