# Key workers – Template letter

# Care providers may wish to provide staff with a letter to clarify their key worker status.

# Produced 30 March 2020 by CPA

# How to use this template letter

*(****Please note -*** *If you are a branch of a multi-branch organisation, please check with your head office about how they would like you to do this).*

**We suggest that you complete this exercise in the following order:**

1. Read the letter, below, to decide whether it would help members of your workforce.
2. Decide which members of your staff are essential workers and should receive a copy of your finished letter.
3. Consider how you would distribute this letter, for example by printing copies and sending them to your workers by post or sending by electronic mail, etc.
4. Decide on the most appropriate format for use and whether copies are produced for individual staff members, or a more standard letter produced for everyone.
5. Make a copy of the text of the template letter and adapt it to your business.  We have indicated text which should be amended, but you may want to make other changes or additions.
6. Produce the final version of the letter and distribute it to staff — We encourage you to produce printed versions on company headed stationery or to make electronic copies which contain your company branding.
7. If you are able to personalise the letter with each individual staff member’s name and ID number this may make it easier for schools, supermarkets or others to validate the staff member’s entitlement.
8. Encourage your staff to remember that such a letter relies on trust and good will: It is for their use only and should not be shared with friends or family members.

To whom it may concern,

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

**[Insert company name]** has provided this letter to our staff member because they work for a company involved in providing essential social care and support services to older and disabled people.

The government has confirmed that social care is an essential partner to the 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:

* A member of the front-line social care workforce, or
* A volunteer undertaking similar work; or
* A member of staff whose role is essential in supporting front-line social care workers to undertake their role.

**If your organisation is tasked with overseeing social distancing and ‘stay at home’ measures (for example the police or local authorities):**

Key workers in the social care sector are involved in working either directly or indirectly (through back office roles) with older, disabled or other vulnerable people during the COVID 19 response. This means that as part of their role, they are likely to have to travel to and from work, which could be within e.g. a care home, delivering care in people’s own homes, or working from a central office.

We are grateful for your understanding that our members of staff have very legitimate reason to use public transport and be outside their own homes while delivering these vital service to vulnerable people in the UK at this time.

**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-7HD0WR-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 **[insert telephone number]** during our office hours, which are:

* **[Monday to Friday: XX am to XX pm]**
* **[Saturday: XX am to XX pm]**
* **[Sunday: XX am to XX pm]**

**[Outside these times, our on-call service can be contacted by telephoning XXX XXXX XXXX].**

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,

**[Your name and job title]**