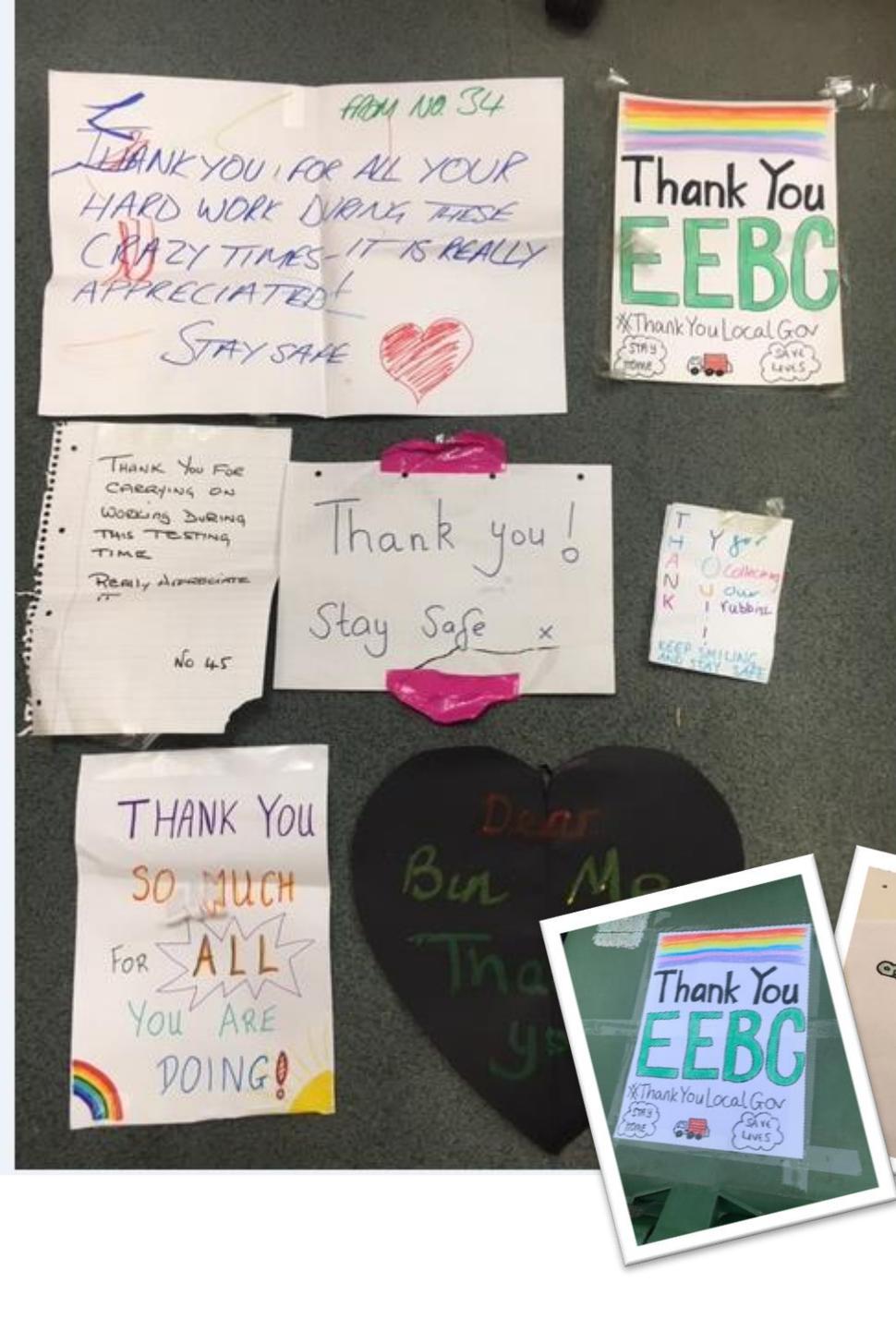


Examples of thank you messages received from residents

Thank you to all the local council workers, waste collectors, street cleaners, emergency planners and others who are keeping the country moving during the #coronavirus outbreak. We are all so grateful for the work you do.

@EpsomEwellBC I know we are very lucky locally to have so many staff going above and beyond to keep core services going and reaching out to those in our community in need of help. As the minister says we are unbelievably grateful for work you are doing.

“A huge thank you to all the borough employees who are helping to support the community at this difficult time.”



THANK YOU
FOR THE
GOOD WORK
and looking
👍 after us.
YOU ARE MUCH
APPRECIATED 🙌

Refuse technicians,
you so much for the work
doing, protecting us all
our gangs and classes,
our environment,
to you all the truck/boys
of you that empty our bins
the year that empty
thank you.
-S and the public-

THANK
YOU

Dear "Garden Waste"
refuse collectors!
Thank you!
Please enjoy
vxx

THANK YOU
SO MUCH
FOR **ALL**
You ARE
DOING!

THANK You
so very much
Stay Safe.

Thank You for
Collecting Our Rubbish



Thank-you!
"from the bottom
of our bins!!"

Thank You
EEBO

Thank You Local Gov
STAY HOME
SAVE LIVES

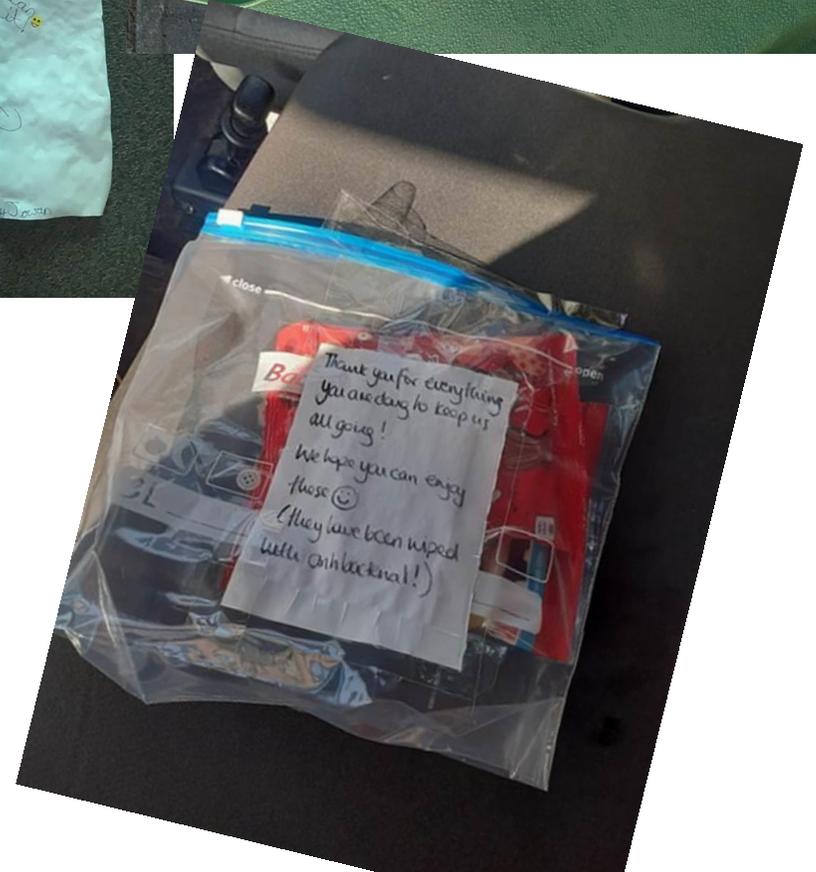
Dear Bin collector
Will share on your performance
I am so happy you are feeling well and
still collecting our bins. We are very proud
of you and your team for helping us.
Hope you soon it will give up for helping.
Thank you!

THANK YOU FOR
CARRYING ON
WORKING DURING
THIS TESTING
TIME
REALLY APPRECIATE
IT

Thank
You
for Collecting
our bins!!!

T H A N K
Y O U
! !
for
collecting
our
rubbish

Examples of thank you messages from residents to council staff pinned to refuse and recycling containers





We are very thankful to EEBC for making our life run smoothly through various services. Keep up the good works.

Message received via Facebook this morning:
I would just like to say a massive THANKS to the staff at Epsom and Ewell for supporting us during this 12 week lockdown, regular phone calls to see how we are doing and offers of help.

Thanks to all of the EEBC staff that are currently working both on the phones and out and about and for always being so cheery during the current situation

@EpsomEwellBC I would like to say a massive thank you to all your dustmen for all the hard work they do its extremely appreciated

Just to say a big thank you to all of you for keeping our waste and recycling collections going, and a massive thank you for collecting our garden waste today. Can get some gardening done again, hurrah.
Well done for everything in this strange and troublesome time, STAY SAFE all of you.

Having spoken to Mrs A, she is very grateful for all our help and support and overwhelmed with the support she has been getting.

I just received a call from Ms B, who wanted to compliment Epsom and Ewell Council on what we are doing to help residents. She was extremely impressed with the call she received from our Community Hub, and said that the questions asked and the help offered was very kind, and that it was such a nice phone call to receive. She also said how grateful she is for the Operational Services crew to still be emptying rubbish and working hard. She said Epsom and Ewell Council are doing a fantastic job all round.

Thank you so much for your help at this difficult time. I love your visit, little chat and lovely smile. I appreciate all you do. Keep safe and many thanks. *Pat*

Thank you to all concerned for the thoughtfulness and hard work that went into the preparation and delivery of the V.D dinner. It was very much appreciated and enjoyable and I am very grateful to you all.

Thank you so much for your help in this matter and for all you and your colleagues are doing during the current situation. My best wishes to you all and thank you on behalf of the community you are supporting.

Another resident wanted to compliment Epsom and Ewell Council on what we are doing to help residents, saying she was “extremely impressed with the call she received” from our Community Hub and said that “the questions asked and the help offered was very kind, and that it was such a nice phone call to receive”. She also said how grateful she is for the Operational Services crew to still be emptying rubbish and working hard. Epsom and Ewell Council are doing a fantastic job all round.

Community Hub mini case studies



Case Study 3:

The Community Hub Team were contacted in April by a woman who had recently moved into the area with her three young children, two of whom were shielding for medical reasons. She had no friends or family in the local area that she could call on for support and help with essential supplies

The Community Hub team helped her access food parcels, register for online supermarket delivery slots and linked up the family to the NHS responders for medical and other essential supplies. They also helped her with her social isolation by calling her each week to discuss any issues that she had.

Case Study 1:

The Community Hub was contacted by a single man living at home with his elderly father who had dementia. He was struggling with his father's care and that due to lockdown was unable to get the additional support as his father was too anxious about COVID.

The Community Hub Team facilitated the support of the GP, Epsom and Ewell Adult Social Care and Dementia Navigator service for additional support and guidance during lockdown. The resident's own emotional health improved significantly due to the support received and the continued 'check-ins' from the team.

Case Study 4:

A young mum was contacted by the Community Hub as she needed help sourcing specialist food for one of her children due to a medical condition that also required the family to self isolate. Unable to access the special food by the usual means and in the waiting process for a priority shopping service with the supermarket, she was in urgent need of assistance. The Community Hub Team responded by making an on-the-day emergency shop with the specialist supplies she needed for her child and helped ensure that she was able to access the priority shopping service from the supermarket to meet the special needs of her family going forward.

Case Study 2:

The Community Hub Team called an 88yr old, man living alone. He was very lonely, unsure of how, or where, to secure support, and becoming increasingly desperate. The Team immediately arranged the shopping service via Age Concern Epsom and Ewell and then continued to call him every week, gradually introducing, and discussing his options for on-going support to reduce isolation. He was referred by the team to the Brigitte Trust for support and the Community Hub continued their relationship until things has stabilised and he was able to cope again.

Case Study 5:

An elderly woman who was shielding was contacted by the Community Hub for a general welfare check. She had food and medication but was upset about her elderly husband who had just been admitted to hospital and, because of Covid19, the hospital was not allowing her to visit him. Added to this she had been contacted by her housing association who she felt had been insensitive. The Community Hub was able to offer words of comfort and make sure a wider network of support was available and spoke with the housing association to arrange for someone else to make contact with her. The woman was called each week to ensure she was coping and receiving the support she needed. Unfortunately her husband passed away within a few weeks but there Council was able to be there for her to offer support, comfort and a listening ear.



The friendly voice of the Council throughout the Pandemic

Preparing and delivering food parcels and essential supplies for those unable to leave their homes during the Pandemic



75 VE DAY

To celebrate VE Day, Council staff volunteered their time to cook and deliver of a special hot roast dinner to almost 200 our older and most vulnerable residents



Helping re-open our high streets by making them safe and welcoming



WE ARE OPEN
SHOP SAFE & BE KIND!

LET'S LOOK OUT FOR EACH OTHER!

#WeAreOpen
Remember to follow the latest government guidelines

European Union
European Regional Development Fund

HM Government

EPSOM
EWELL
BOROUGH COUNCIL

SHOP SMART
FOR A SAFER BOROUGH

WE ARE OPEN
SHOP SAFE & BE KIND!

PLEASE FOLLOW THESE SIMPLE STEPS

- KEEP SOCIALLY SAFE
- CLEAN YOUR HANDS
- STAY ALERT!
- FOLLOW THE SIGNAGE
- PAY WITH CONTACTLESS
- PLEASE BE PATIENT

LET'S LOOK OUT FOR EACH OTHER!

#WeAreOpen
Remember to follow the latest government guidelines

European Union
European Regional Development Fund

HM Government

EPSOM
EWELL
BOROUGH COUNCIL



Letter to all Members of staff

Dear Colleagues

In these extraordinary times, when already many of you are facing new and unexpected challenges, Clive and I want to express, on behalf of all Members, our support and thanks for what you have all been doing in your various roles and for the important work you are preparing to do in the future.

In line with the emergency services and our schools, local government is seen as one of the key public services that will need to continue to function in support of the elderly, the vulnerable, the financially insecure and those affected by coronavirus itself. You will, of course, be responding to those community needs whilst dealing with many of the challenges to your own family and personal lives that are being faced by our residents. Clive and I hope that you and your families manage to keep safe and well during this time.

Going forward we know that for many of you your roles will change through the taking on of new responsibilities, working in new areas of service provision, doubling up and covering where there are gaps. Our thanks to all of you, whatever your role, for your part in the on-going delivery of our services to residents.

The future will be challenging but Clive and I will use all the legal powers, influence and contacts we have to support you in your work for our residents.

With all good wishes

Eber Kington & Clive Smitheram

Chairman of Strategy and Resources & Vice Chairman of Strategy and Resources

MEMBERS ROOM

To All EEBC Staff

When Clive and I first wrote to you towards the beginning of the Covid-19 crisis you were already preparing for major changes in work patterns and service roles. Since then there has been a massive strategic shift for the Council with many of you taking up those new positions and providing new services such as prescription runs and door to door welfare checks for the more vulnerable members of our community. We'd like to thank all of you who have stepped up and taken on these new roles. Your commitment and dedication has been both outstanding and inspiring.

We also know that that many of you are continuing to work in your service areas, but under much more challenging circumstances, and as Councillors we are seeing so much goodwill and appreciation amongst our residents for your work in keeping those basic services going. Providing the normal, when so much of our residents' life is not normal, is as vital to our community's well-being as is ensuring that the vulnerable and those living alone are supported. We thank you. It makes us proud when we hear so many positive comments about the valuable work that you are doing.

We also know that many of you have been working from home in a variety of capacities, and that in itself can present challenges. Working remotely is not easy, with colleagues and information not always as readily accessible. It can also be isolating. We thank you for adapting to meet the challenges, supporting the team effort and for keeping essential services going in these difficult times.

Whatever your role, and wherever your current place of work, we wish you well and we urge you to stay safe. But above all we thank you for the work you have already undertaken, and which we know you will continue to do until, as a community and a nation, we come through this Covid-19 crisis.

With all our good wishes

Eber

Councillor Eber Kington

Chairman of Strategy & Resources

Clive

Councillor Clive Smitheram

Vice Chairman of Strategy & Resources

Example letters to all staff from the Chief Executive

Kathryn Beldon CPFA
Chief Executive



To All Staff
By email

Town Hall
The Parade
Epsom
Surrey
KT18 5BY

Main Number (01372) 732000
Text 07960 080202
www.epsom-ewell.gov.uk
DX 30713 Epsom

Date 3 April 2020

Contact
Direct line Kathryn Beldon
01372 732104
Email kbeldon@epsom-ewell.gov.uk

Dear Team

COVID-19 Update

All our lives have significantly changed during the past few weeks with the outbreak of COVID-19. It was not that long ago that we were preparing for the end of the financial year and planning for all the things that were ahead of us for 2020/21.

It has humbled me to see how you have all adapted over the past weeks, moving from a Council that prides itself on delivery and enhancing the lives of our residents to focusing on how to keep us all safe and well during this difficult time.

This change has happened in a very short space of time, and has meant that we have all had to make significant adjustments not only to our working lives but at home too.

I appreciate that personally some of you will be deeply affected by the government imposed changes and that the concerns for not just you but your families will also be at the forefront of your minds.

We have taken steps to support you in your role, moving where possible to home working in line with government advice and seeking to ensure that where people are working to deliver front line services, social distancing is observed.

I would especially like to thank all of the staff who have been out in our community, delivering those essential services such as refuse collection, working in our newly formed Community Hub making calls out to the most vulnerable in our community and to those staff who have been working as part of our emergency response.

This is a challenging time for us all and while the Council continues to respond to the emerging situation we need to ensure that we look after all our staff and create capacity and resilience across our front line services and emergency response.

In order for us to achieve this you may be asked to attend the Depot or Town Hall to support the emergency response in the coming weeks. I know that you will all rise to the challenge like we have done so far and that I can count on your support. The teams have worked so hard over the past few weeks and we need to maintain this momentum over a potentially prolonged period.

We are working on resourcing over the coming days and I would ask you to bear with us while we establish who is needed where.

We are also working on further guidance and FAQs on some of the key concerns that are being raised and we hope to have this with you early next week.

Please may I clarify that access to the Town Hall is restricted to staff working on the emergency response and those who are involved in ensuring critical business activities continue. As you know, the Town Hall has been closed to visitors and members of the public for two weeks now to protect staff who are working in the building by reducing the risk of spreading the virus through unnecessary contact.

Once again I would like to say a huge thank you to you all for doing your bit to ensure the Council is in a strong position to respond to the emergency. Without your support and commitment our residents would not be as well placed to see this through.

I hope that you and your families are well and that you all continue to keep in good health.

Yours sincerely

Kathryn Beldon
Chief Executive

Kathryn Beldon CPFA
Chief Executive



To All Staff

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The Parade
Epsom
Surrey
KT18 5BY

Main Number (01372) 732000
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Date 17 April 2020

Contact
Direct line Kathryn Beldon
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Email kbeldon@epsom-ewell.gov.uk

Hello Everyone

To say we're living through uncertain times is an understatement. And everywhere I look, I see examples of our EEBC colleagues stepping up and stepping forward to make a difference in our community. I am also really pleased to see that our residents are also appreciating the work you are doing and being so generous with the chocolates!

It isn't just been about responding to the pandemic. We've also dealt with a fire in the Community & Wellbeing Centre, rumours of water shortages and even been prepared to respond if required to a suspicious package in Nonsuch Park.

Business as usual has now become 'business as unusual' – and we are changing to meet the demands thrown at us by global circumstances out of our control.

Many of you are adapting to working from home as the Town Hall is restricted to emergency response staff only. This is a challenge, both for our technology and for our ways of working. Where we're used to seeing each other in the corridors and offices, we're now moving to Skype, email and phone contact. This feels very strange, especially in a close-knit team such as the one we have at EEBC.

We don't know what the next few weeks will hold. As we move into a different phase of the crisis response, you may be asked to support your colleagues in the Borough Emergency Control Centre, or on other critical frontline services.

I recognise that some of you may have concerns about what this will mean for you, especially at a time of continued social distancing. I want to reassure you that we're taking action to protect the welfare and safety of you all. This includes:

- Providing anti-bacterial wipes and hand sanitisers throughout our offices, and increasing the frequency of office, community centre and shared vehicle cleaning
- Enabling staff to work from home wherever possible – meaning that there is more space for our emergency response teams in the office
- Empowering managers to manage their teams in new ways

We are looking to increase our remote working capacity in the near future and will let everyone have the new log in details as soon as this has been tested. We're now using GoToMeeting for teleconferences and video conferences. If you need to use this functionality please see the ICT page on E-hub for a list of organisers who can set this up for you. We are also exploring how we can hold virtual planning committees using GoToWebinar.

You are doing a tremendous job under the most difficult of circumstances – thank you.

Staff updates

In amongst all of this change, there are some staff changes which I'd like to keep you up to date on.

Many of you will know that Ruth Ormella has left for a new role at Basingstoke & Deane, with her role being covered by 18 months by Viv Evans. Ruth will be sadly missed, and I'm looking forward to welcoming Viv back to EEBC.

We've also welcomed Neil Hopkins to EEBC. Neil is our interim Communications and Engagement Manager, and is currently supporting the team with the Covid-19 Response.

And finally, as many of you may know, Christine Tyne was due to retire and Lorraine Adams, known as Lolly, my new personal assistant has started in the last two weeks - it has certainly been a bit of a baptism of fire. I am delighted to say Christine has agreed to temporarily postpone her departure to help us with our response to Covid-19.

We are sharing Staff Updates on a regular basis, so please do continue to look out for those. I will do my best to keep you up to date as well.

Stay safe, and stay well.

Yours sincerely

Kathryn Beldon
Chief Executive

Kathryn Beldon CPFA
Chief Executive



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The Parade
Epsom
Surrey
KT18 5BY

Main Number (01372) 732000
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Date 5 June 2020

Contact
Direct line Kathryn Beldon
01372 732104
Email kbeldon@epsom-ewell.gov.uk

Dear

These last few weeks have been some of the most difficult we can remember, with the world facing an unprecedented – and ever changing – challenge.

There is a lot of information out there, and I know that some of you do not have ready access to EHub and email messages. This is why I wanted to write to you at home.

We've achieved an incredible amount in recent weeks to support the residents and businesses in our Borough, and that has only been possible thanks to the resilience, positivity and flexibility of you, our workforce.

Many council roles will not hit the news headlines in the same way as the emergency services, the NHS or other response agencies. However, without your contribution our families, friends, neighbours and businesses would be in even greater difficulty. From our frontline operational staff to those ensuring we contact the people needing our help and the countless back office roles which have kept the council's services running in challenging circumstances, I want to thank you for everything you're doing and ensure that you know how much you are valued and appreciated.

Every single one of you is vital to the EEBC effort and I recognise that it hasn't been easy. We are all experiencing our own very personal challenges in dealing with this situation. You may be worrying about loved ones, feeling isolated or unwell, or struggling to juggle work and childcare. Some of you have taken on new and unfamiliar tasks. Many of you have been asked to work from home and have had to adapt to a very different way of working. Some of you have remained at home to protect yourself and others. Whatever your circumstances, I recognise that you may feel anxious or uncertain at times.

Please look after yourselves. The attached document provides contact details for our Mental Health First Aiders and Employee Assistance Programme. Your manager and the HR team are available to listen to your concerns and will also be able to signpost you to a wider range of resources which are available to help support your physical and mental wellbeing.

We're reviewing the advice from the Government about what happens next. We will need to study the details and decide what we need to do ourselves very carefully. You'll be updated as this work progresses.

We are not there yet, but I have every confidence that we will overcome this challenge through your shared contributions. Please remember that you are doing an amazing job and you should feel very proud of what has been achieved - I certainly am.

Best wishes to you and your loved ones. Stay safe.

Yours sincerely

Kathryn Beldon
Chief Executive