

Our commitment as voluntary sector funders in Trafford to the Covid-19 pandemic

The collective response from Trafford Council, Trafford CCG, Trafford Housing Trust and Thrive Trafford to the Voluntary, Community and Social Enterprise Sector

Firstly we would like to thank all of you for your unwavering support in providing services at this challenging time. We know that you all have pressures both personally and in the workplace and are doing your best to manage these whilst providing vital lifelines to people throughout Trafford. Safeguarding and protecting the welfare of the most vulnerable residents in Trafford remains a priority for us all at this time.

Secondly please be assured that we are here as commissioners to help, guide and support you to ensure that the impact on Trafford residents is lessened. We want to enable you to be as proactive as possible and as such understand that there will be times when you may need to make difficult decisions about how to deliver your services, but that this gives us an opportunity to utilise your creativity; harness your knowledge of the community, and protect your staff teams both physically and mentally.

Communication with us and with your fellow providers will remain of utmost importance at this time, perhaps even more so than ever. If there is anything that we can do to support the provider networks then please let us know as we want to work alongside you closely to make sure that you are able to focus on what you do best, helping people and achieving the best outcomes possible within the landscape we are now working in.

On that note we know that as funded providers you feel the added responsibility to report back to us through the usual channels, particularly with this being the end of the financial reporting period. We will be taking the following approaches to contract management:

- Previously proposed deadlines for monitoring returns will be relaxed and the need to provide services will be prioritised.
- We will still want to reflect on this period of time at a later date and so would encourage you to keep tracking work in the usual way where this

is possible, but understand that this will be naturally impacted by the crisis situation.

- We will not be chasing reports at this time but will focus on regular check ins, and will work with you to understand how and when you will report back once the workforce becomes more stable after social isolation period.
- We will work with you with the aim that services provided reflect the current demand and understand that this may vary depending on staff and resource availability, the adaptation of current services and financial challenges you may be facing.
- We encourage you to share with us your position in all the above areas (Staff, Resource, Financial) so that we can help you with this where possible, offering practical but also moral support. We hope you can offer this to us as well!

We know that you can't support others without our support so we hope that this offers some reassurance. Situations like this show us that we are all merely human and doing our best to manage a difficult time. Your role in this is so important and we appreciate everything you are doing at this time.

Sara Todd- Chief Executive, Trafford Council

Andrew Western, Leader of Trafford Council

Martyn Pritchard- Accountable Officer, Trafford CCG

Larry Gold- Chief Executive, Trafford Housing Trust

Chris Hart- Executive Director, Thrive Trafford

