



## Surrey Independent Living Council

### COVID-19 Service Briefing 1

23<sup>rd</sup> of March 2020

#### Provision of SILC services

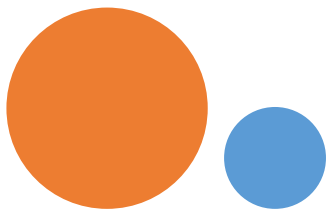
SILC will continue to provide services, receive respond to referrals. However, there will be changes to the way we support people in line with Government guidance.

- The service will operate during usual office hours of 9.00 to 17.00 Monday to Friday with SILC telephone lines, SMS, emails and answerphone operating as normal.
- SILC Advisers and Advocates will be working their normal hours but mainly based at home. Phone messages for them will be passed on by the SILC Admin staff and they will respond as soon as possible.
- SILC Admin staff will continue to work from the office which will be closed to non-SILC staff.
- No face to face meetings will be arranged or attended until further notice but phone conferences, Zoom or Skype meetings can be arranged or attended if required.
- No home visits will be arranged or undertaken but high levels of support will continue to be provided by telephone, email, SMS, facetime or skype. Where a service user cannot be supported in these ways SILC's Chief Executive will take decisions as to how the service users concerned can best be supported. We will inform Surrey County Council or the relevant Clinical Commissioning Group of any service user we cannot support remotely.
- Organisational governance by trustees will be maintained by telephone and email contact.

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- Surrey County Council has set up a Coronavirus hotline to give non-medical advice and community support.

This is for Surrey residents who need support from the community, or who want to help others.

To access this service you should call **0300 200 1008**.



*For general information about Covid-19 and the steps you should take to protect yourself and those around you, then please see the government or NHS websites at:*

*[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)*

***and***

*[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)*

*For any other queries please contact us on 01483 458 111 (Text: 07919 418 099)  
(please note that our phone lines are very busy at the moment so if we are unable to answer you when you call please leave a message or email us at [admin@surreyilc.org.uk](mailto:admin@surreyilc.org.uk))*

