

Dear colleague

We know that COVID-19 is putting significant strain on the whole health and care system. We would like to take this opportunity to thank you for your dedication and support at this challenging time.

We would like to give you details of support that you can access including our Rapid Response Team who can help with urgent, COVID-19 related, critical issues.

Provider Portal

The [Provider Portal](#) includes links to the latest updates, and local and national information and advice. It also includes answers to frequently asked questions which are updated regularly.

Non-critical queries

If you cannot find the answer in the portal, email us at provider.resilience@essex.gov.uk.

The mailbox is monitored every day between 8:30am and 5:30pm

Safeguarding referrals

Safeguarding referrals should be reported in the usual way by emailing socialcaresdirect@essex.gov.uk or calling 0345 603 7630.

Emergency Duty Out of Hours

For out of hours queries contact the Emergency Duty Out of Hours Team on 0345 606 1212 or email emergencydutyteamoutofhours@essex.gov.uk

Urgent issues

As we move into a more critical phase, there may be times when you need an urgent response to COVID-19 related critical issues.

If this is the case, contact our Rapid Response Team on 033 301 31271 which is open between 8:30am and 5:30pm every day.

We hope this provides you with the reassurance that we will do everything in our power to support you during this time.