

# FENLAND DISTRICT COUNCIL

## PRESS RELEASE

April 20, 2020

### **Council thanks residents for “heart-warming” gratitude and support**

Messages and letters of thanks and colourful children’s drawings are brightening up the days of frontline council staff who continue to work through the coronavirus pandemic.

Fenland District Council has thanked residents for their gratitude and continued support for staff as they do everything they can to help keep communities going during the crisis.

Chief executive Paul Medd said: “The messages we are receiving are truly heart-warming, and are helping to keep our staff motivated through these challenging times.

“The work being undertaken day in, day out is immense. But our staff have worked at pace through complex and challenging situations, created new ways of working and gone above and beyond to ensure our vital services keep running and that residents and businesses receive the help and support they need.

“I am extremely proud of the fantastic work being delivered and continue to be impressed by the resilience and dedication of our workforce.”

Council Leader, Cllr Chris Boden, added: “At times like these, local government comes into its own, helping those who are in urgent need. Our keyworkers are doing an incredible job in difficult circumstances. Every bin emptied, every emergency payment processed, every food parcel delivered, and every non-essential trip avoided, all add up. Together we will make it through this period and come out stronger.”

Here’s a flavour of just some of the messages received:

*“Thank you very much for your continuous support during this crisis and please stay well and safe.” – Jacqueline, on our refuse collectors*

*“Thanks to your young collector today for our conversation via sign language checking I am ok. Stay safe.” – Sylvia, on our refuse collectors*

*“Thank you to your bin men. Our garden is our only safe space, from two OAPs.” – Lynda, on brown bin collections*

*“Thank you so much and thanks for all your hard work during this difficult time.” – Debbie, on confirmation of receiving a Business Support Grant*

*“That’s brilliant. Thank you so much. That’s a huge weight lifted for us and our business.” – Tom, on confirmation of receiving a Business Support Grant*

*“Oh what a relief I am so grateful for your help on this. Thank you again.” - Amy, on confirmation of receiving a Business Support Grant*

*“Thank you so much for everything.” – a 94-year-old March man, on receiving medication and food shopping via the Council’s COVID-19 response hub*

*“I would just like to send a massive thank you to your community hub! A member of staff provided advice for support that can be provided to my elderly grandparents who we are unable to see due to living in Kent. I have now been able to arrange for them to have some shopping delivered over the next few days, so thank you again.” – Helen, on the COVID-19 response hub*

*“Thank you for what you have done so far and are continuing to do. Those already on the frontline are taking on far more than ever before while other staff have been diverted to other roles. You are all going the extra mile and I should like to thank you all very sincerely for keeping the show on the road.” – Cllr Kay Mayor, Chairman of Fenland District Council*

*“There are...many public sector workers like yourselves with essential jobs that are taking on far more than ever before. Thank you’s are often implied. They can be casually placed in a box labelled “take it as read”, presumed too self-evident to be publicly stated. I just wanted to take a moment to say thank you to all our brilliant Fenland District Council teams for all their help and support, it’s very much appreciated.” – Cllr Dee Laws, Fenland District Council’s Portfolio Holder for Planning*

*“I would personally like to thank you...for the proactive approach being taken to assist all businesses as far as is possible. I know that these are busy and testing times for you all and you are having to adjust to changes on a daily basis and that in itself can be challenging. As a councillor having the support and guidance from Council officers makes life so much easier when dealing with constituents as I am able to say with confidence that if the Council can help, it will. All too often people are of the misconception that the Council is an uncaring and bureaucratic organisation. Obviously rules and procedures have to be adhered to but working on the inside, I see a team of dedicated people working hard to make the life of the Fenland folk better. Please keep up the amazing work you guys do and I for one will champion the Council and ensure those I speak to understand the work being done.” – Cllr Andy Maul, District and Town councillor for the Waterlees Village Ward, Wisbech.*

- The Council currently has six out of 303 members of staff who are self-isolating in line with Government advice.
- For the latest coronavirus information and advice, visit: [www.fenland.gov.uk/coronavirus](http://www.fenland.gov.uk/coronavirus)

**ENDS**

**For more information contact Fenland District Council press office on 01354 622226**