

## Amended escalations process: Category one key workers (home addresses)

We will introduce a criteria to our existing escalations process to give CPs a firm contact point for Key workers that are working from home and need support on their orders or faults. This will be live 1<sup>st</sup> April.

### Criteria:

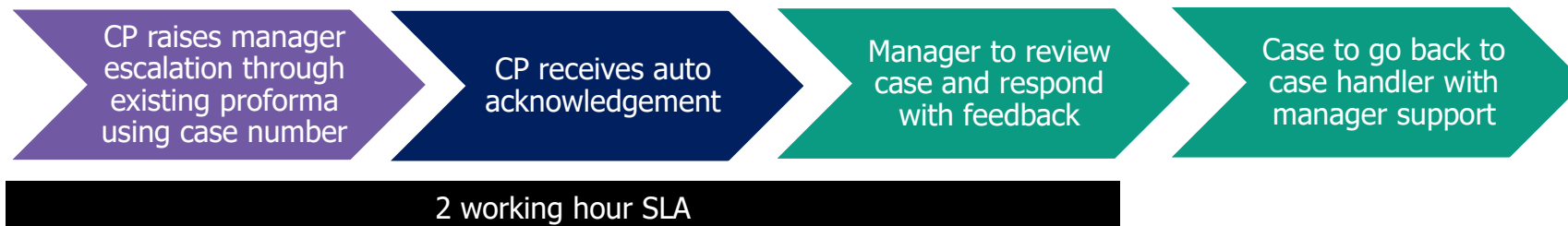
- Provision and repair for category one key workers – home addresses only
- Repair beyond SLA
- Home move orders needing cancellation past PONR
- Divert requests where the CP can't raise these themselves

We are scaling up to deal with additional demand which will be in place by 20<sup>th</sup> April. At present we are not enforcing a limit per CP on the basis this will be used fairly. We may need to review that if required.

### Process



### What if I need further support?



### Category 1 criteria: Health and social care

This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; those working as part of the health and social care supply chain, including producers and distributors of medicines and medical and personal protective equipment.