



KENSINGTON PALACE

I am writing to convey Catherine and my personal thanks for the truly remarkable work that the Ambulance Services of the United Kingdom are doing, day in day out, to keep us all safe and keep the country going during these extraordinarily difficult times.

The willingness of emergency service personnel to work tirelessly to protect the interests of others is a source of tremendous pride for this country. Having spent the last few weeks speaking with members of the emergency responder community, I have heard first-hand about the challenges they are facing at the moment, but I have also been struck by their remarkable commitment and 'can do' attitude at a time like this.

I saw from my time working with the East Anglian Air Ambulance that even in normal times, emergency responders encounter distressing events on an all too frequent basis. Each day, they put not only their physical health but also their mental health at risk to help others. So in this challenging and unsettling period, it seems more important than ever for those on the frontline to know where they can turn to for information and support.

I know you take the wellbeing of your staff extremely seriously and I have heard about the helpful services provided internally to your teams, such as occupational health support and employee assistance schemes - all of which will be of vital importance as you support your staff through the weeks and months ahead.

In addition to that support, I also wanted to make you aware of *Our Frontline*. It brings together a package of support from leading mental health charities working in partnership with Police Care UK, the Ambulance Staff Charity and the Fire Fighters Charity and offers confidential support tailored to a person's need and preferences. We hope this service will complement existing provision and make a real difference in supporting the mental wellbeing of those on the frontline. I hope you will find it of interest.

If there is anything else we can do to help at this time, please do not hesitate to let us know. In the meantime, I wanted to take this opportunity to thank you and all your colleagues for your work, your determination and your courage. The country owes you all an enormous debt of gratitude.