



Direct Tel No: 01923 699 487
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30th March 2020

Michael Voges
Executive Director
Associated Retirement Community Operators Ltd
The Heals Building, Suites A & B
3rd Floor, 22-24 Torrington Place
London
WC1E 7HJ

Dear Michael

Urgent request for assistance for older people moving in to care settings

Thank you for your letter dated 27th March 2020 in which you outline the case for exemption from the recommendation made by the British Association of Removers to its Members on 23rd March to suspend all moving activity, with that exemption to be considered for moves to care settings. I am mindful of the particular settings of such moves and can assure you that we have no wish whatsoever to add to the physical and mental stresses that many of those involved in such moves may find themselves under.

These are unprecedented times and the stance adopted by the BAR takes the form of a recommendation as we have no statutory authority to mandate that our Members must cease their day to day business. That said, most have done exactly that and in accordance with government guidelines. Those guidelines stipulate the following;

There will be people who have already committed to moving home; where possible we are encouraging them to delay their move but a small number of moves may need to go ahead. We would urge everyone to take all sensible precautions to ensure the move can happen safely.

- Removers should honour their existing commitments where it is clear that the move can be done safely for the client and your own staff and it is clear that the moving date cannot be moved.
- Removers should follow the latest Government guidance which currently (26 March 2020) states that work carried out in people's homes can continue, provided the tradesperson is well and has no symptoms or coronavirus (COVID-19).
- **It is important to ensure Government guidelines are followed, including maintaining a 2 metre distance from others, and washing their hands with soap and water often for at least 20 seconds (or using hand sanitiser gel if soap and water is not available).**
- No work should be carried out by a person who has coronavirus (COVID-19) symptoms, however mild.

The key message to take from that update is that although a 'small number' of moves may need to be completed the overwhelming majority must be delayed. Those that are to be completed, for essential moves only and that may include vulnerable people, must only happen if the necessary risk assessments are made and adhered to and that

The British Association of Removers Limited

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British Association
of Removers
Tangent House
62 Exchange Rd
Watford
Herts
WD18 0TG
T: 01923 699 480
E: info@bar.co.uk
www.bar.co.uk

the health, safety and welfare considerations relative to the government's own guidelines for the control of the spread of the virus are absolutely ensured and maintained at all times for all involved in the process.

The recommendation made by the BAR to its Members on 23rd March still stands as it is, in our considered opinion, impossible to adhere to those guidelines during the course of a removal transaction. However, the recommendation from the BAR is exactly that, and each Member company will consider the urgency, and associated risk, of any move request that they may receive and will respond according to their individual company policies for accepting and managing the associated risks. In the meantime, we would strongly encourage you to 'shelve' all moves wherever possible for the duration of this heightened period of risk.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Ian Studd', enclosed within a faint, light-colored oval shape.

Ian Studd
Director General