



## **Worcestershire County Council care worker recognised for outstanding contribution to community**

Claire Bailey, Senior Support Worker, at [Worcestershire County Council](#), has been recognised for her outstanding contribution to the council and her community as part of West Midlands Employers (WME) #EverydayHeroes campaign.\*

Claire was more worried than many about the pandemic with some justification having an underlying health condition herself. Her dad died of winter flu when he was just 46, and her mum and step dad both caught the virus in Spain and had unknowingly passed it on to her step grandparents – both aged 91. Despite this concern Claire was adamant she wanted to take on a new role helping vulnerable people even if this couldn't be face to face.

After 18 years of working for Worcestershire County Council in face to face roles Claire has moved to a virtual support, offering support to vulnerable people that the County Council's Adult Social Care teams know need additional support, including people with mental health problems and learning disabilities. She makes phone calls to her "caseload" of 35 people, including some of the people who attended the Centre she was based at before the lockdown.

Claire says, "I was very touched to be nominated as an everyday hero. I enjoy being able to build relationships with people, developing their trust and explaining how we can support them. I absolutely love my job and the people I work with so to be recognised for this is amazing."

**Rebecca Davis, Chief Executive of West Midlands Employers, said,** "Claire put herself forward to help and continues to provide support to vulnerable people at a particularly challenging time. She plays an essential role in making sure vulnerable people in the community get the support that they need."

**Councillor Adrian Hardman, Cabinet Member with Responsibility for Adult Social**

**Care, said:** “We are extremely grateful to those members of staff, like Claire who have stepped up, to move from their normal day job to provide extra support to vulnerable people in Worcestershire where it is needed most. We rarely know people’s background. Finding out about Claire has made her commitment to helping others in the county at this time, even more inspirational.”

You can view a short interview with Claire here:

<https://www.youtube.com/watch?v=TptWpJnoSLg> and [read more about Claire here.](#)

\*Local authority improvement body WME, owned by [33 councils](#) across the West Midlands, launched the campaign this month to recognise #EverydayHeroes – council workers who are working around the clock to keep essential services running and keep us safe through the coronavirus crisis.

Anyone can nominate one or more local council heroes [here](#). West Midlands Employers will review nominations in partnership with the relevant council and we will share their stories via <https://wmheroes.co.uk/meet-your-heroes/>.

Ends

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**Notes to editors – About West Midlands Employers**

West Midland Employers (WME) is one of 9 independent regional employer organisations nationally.

WME is a not for profit membership organisation owned by the 33 West Midlands local authorities. We are led by an Elected Member Management Board representing the membership body with a Chief Executive leading the organisation. Chief Executive Rebecca Davis is available through media interviews through the contact details above.

WME’s vision is **“to advocate, build and champion people centred organisations for a resilient and diverse public sector workforce that benefits everyone in the**

**West Midlands”**. WME launched their new Strategic Plan 2020 -25 earlier this year <https://bit.ly/3aYsvHF> <http://www.wmemployers.org.uk/ourwork>

WME is playing a pivotal role in the Local Government response to the Covid-19 crisis and is providing daily support through their Covid-19 site (<https://wmeccovid19.org.uk/>), including provision of advice, innovative webinars, recruitment and resourcing and weekly bulletins [Pulse Extra bulletin](#)

WME also work in partnership with public and private sector organisations to design and deliver services on behalf of the 33 Councils in the Region, which span the employee lifecycle including: candidate attraction, recruitment, talent management, training and development, executive coaching and mentoring, leadership development, organisational design and restructuring, job evaluation, investigations, mediation and exit plans.