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Department
of Health &
Social Care

From the Rt Hon Sajid Javid MP

Secretary of State for Health and Social Care

*39 Victoria Street
London
SW1H 0EU*

26 May 2022

Dear partners at Volo,

We would like to take this opportunity to express our gratitude for your services during the COVID-19 pandemic.

At the height of the pandemic, eBay and Volo provided integral expertise and critical capability through establishing an online platform for the distribution of PPE. For nearly two years, you have worked tirelessly and on a pro bono, voluntary basis, demonstrating the very best capabilities of your industry. This project has been amongst those at the forefront of our response to the COVID-19 pandemic and you have all played a crucial role in it.

The adaptation of this platform, that was stood up at an exceptional pace within an extremely pressurised environment, has grown to become the primary route for non-acute health and social care to access their critical COVID-19 PPE.

Your efforts have helped provide protection for staff, patients, clients, workers, service users and communities across England. By the New Year of 2021, over a billion items of PPE and related products had been shipped across England. As of March 2022, well over 6 billion items have been shipped (with [distribution statistics](#) for the PPE Portal being published alongside other releases on GOV.UK).

The success of this initiative and the reach across the health and care sector has led to the Department of Health and Social Care, in collaboration with NHS Supply Chain, implementing a new platform to build upon these successes and learn from them. This will ensure supply and distribution routes are sufficiently robust and adaptable for evolving requirements and future crises.

This project is an excellent example of how government and industry can join forces to overcome key challenges. The PPE Portal was recognised as an “outstanding innovation” when it was shortlisted to the final three for the Civil Service Awards category of ‘Collaboration’ in 2021.

Although countless individuals have worked on the platform throughout its lifespan, we would especially like to (re-)acknowledge the following:

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- **Chris Farrelly, Scott Bagnall and Tony Kyberd** for being available throughout operations and ensuring the vital transmission of orders data continued right up until April 2022.

Finally, we'd like to re-thank the Volo leadership team for helping to make this initiative a reality and a tremendous success. The UK's Department of Health and Social Care is immensely grateful for your invaluable contributions to our collective efforts during the COVID-19 pandemic.

Yours ever,

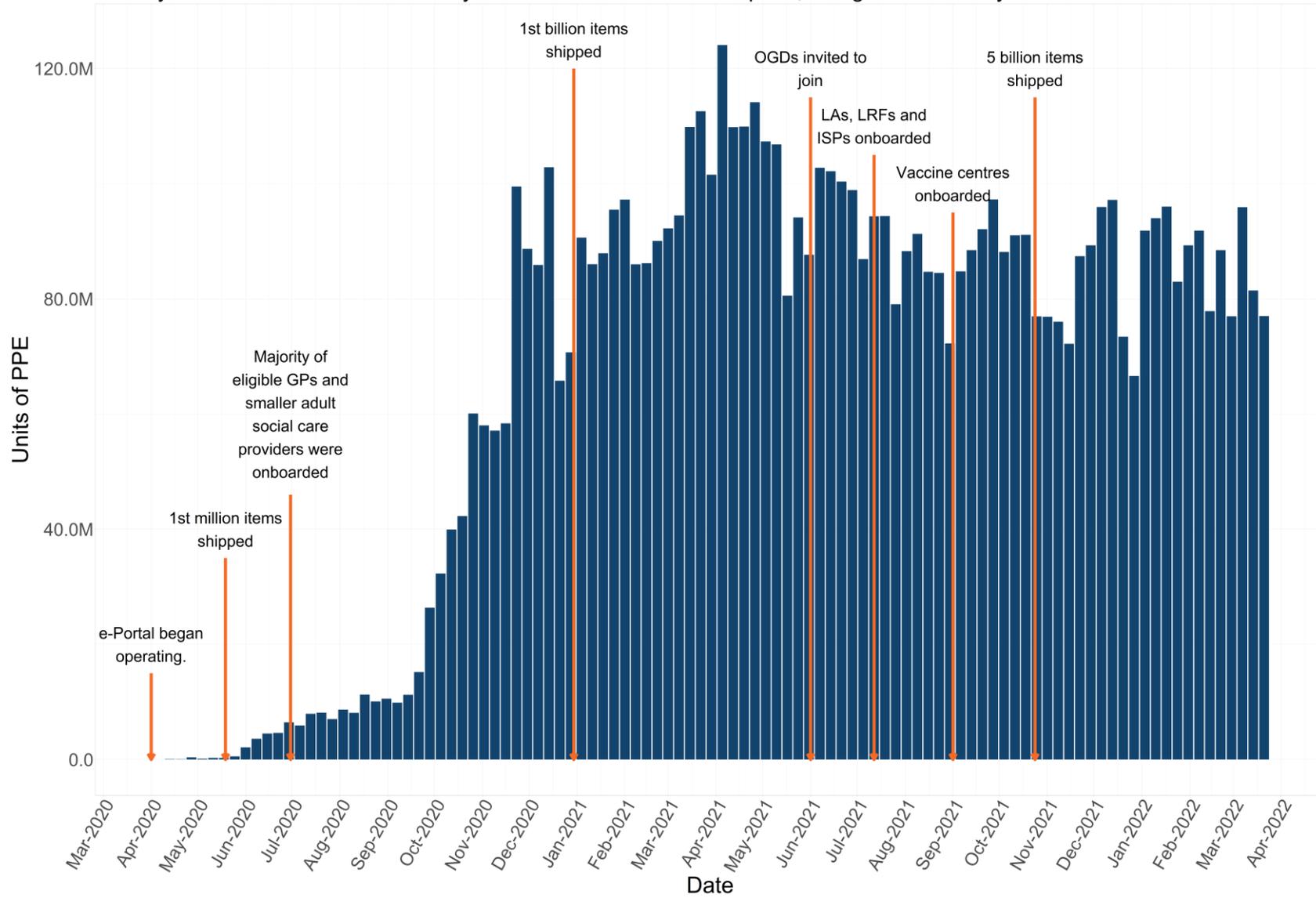
A handwritten signature in blue ink, appearing to read 'S. Javid.', is centered on the page.

RT HON SAJID JAVID MP

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Volume of PPE distributed

Weekly volumes of PPE distributed by the e-Portal since its conception, alongside some key dates.



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Volume of PPE distributed
Weekly volumes of PPE distributed, broken down by distribution channel

