

A message of thanks from Peter Schofield

News story

A personal message from Peter Schofield, Head of the Operational Delivery Profession (ODP).



As you're aware, the UK is facing some of the most difficult times in recent history. Now, perhaps more than ever before, our citizens are becoming reliant on the vital public services that you deliver every day.

That we have come together as a community to meet these challenges head on makes me immensely proud of the Operational Delivery Profession. Despite significant changes to our working environment and practices you continue to uphold our commitment to support, assist and protect every customer that depends on us.

That's why I wanted to make absolutely clear my appreciation of the work you do. In a period that is unsettling for all of us, you continue to provide reassurance by being there for the people that need us; often some of the most vulnerable people in society. Your work is recognised and thoroughly appreciated.

So I'd like to send you my personal and heartfelt thanks. It is clear to me from the responses I see every day from members of the profession that by working together, and by being there for each other, we can overcome the challenges we face.

Thank you again for making me so proud to be your Head of Profession.

Peter Schofield Operational Delivery Head of Profession; and Permanent Secretary of Department for Work and Pensions.

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