

# HILLINGDON people

News from your council

[www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)



**Continuing  
to deliver  
essential  
services**

**Coronavirus advice  
and support**



HILLINGDON  
LONDON

**CORONAVIRUS**  
**STAY AT HOME. PROTECT THE NHS. SAVE LIVES.**

**Signs of the coronavirus (COVID-19)**

- A high temperature - you feel hot to touch on your chest or back
- A new, continuous cough - this means you've started coughing repeatedly

If you have these symptoms, stay at home for 7 days. If you live with someone who has symptoms, you need to self isolate for 14 days from when the symptoms started.

Do not go to a GP surgery, pharmacy or

hospital, and only leave home for the following reasons:

- shopping for basic necessities - as infrequently as possible
- one form of exercise a day
- any medical need - to provide care or to help a vulnerable person
- travelling to and from work but only where this is absolutely necessary and you cannot work from home.

Don't meet friends or family members who don't live in your home.

Please ensure that you are 2 metres apart from anyone outside of your household if you leave home.

To stop infection spreading wash your

hands with soap and water often.

If you have symptoms of coronavirus (high temperature or a new, continuous cough), use the online NHS 111 coronavirus service.

For urgent medical help, only call 111 if you're unable to get help online.

For life-threatening emergencies, call 999 for an ambulance.

**Get advice via your mobile phone**

The government has launched a free automated 'chatbot' service on WhatsApp that provides official advice and updates on the coronavirus. Simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.

For more health information and advice, visit [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)



**Cancelled events, council meetings and parking**

**Cancelled events**

Where tickets have been sold, we are in the process of contacting people to let them know and to process refunds.

For the full list, visit [www.hillingdon.gov.uk/closed-facilities-and-cancelled-events](http://www.hillingdon.gov.uk/closed-facilities-and-cancelled-events)



**Council meetings**

The decision making process continues.

However, all public council meetings and committees have been cancelled.

Further details can be found on [www.hillingdon.gov.uk/council](http://www.hillingdon.gov.uk/council)

**Parking arrangements**

A free emergency parking permit has been introduced during this period which allows residents to park in the parking management scheme where they live.

Charges and time limits have been removed for all council public car parks and pay and display bays to provide additional parking capacity for residents and key workers.

For more information visit [www.hillingdon.gov.uk/parking-charges](http://www.hillingdon.gov.uk/parking-charges)



Welcome



Dear residents  
 We have made the decision to replace the usual May/June issue of *Hillingdon People* with this special edition to provide you with updates, advice and guidance relating to the council's services and some other forms of support that can be accessed during the coronavirus pandemic.

I would like to reassure residents that the council is prioritising frontline services and taking all appropriate measures to support residents and businesses during this difficult time.

We understand that you will be concerned about the outbreak and may be worried about vulnerable members of the community.

We have well prepared plans in place that will ensure that our most vulnerable residents will continue to receive vital services in the weeks and months ahead.

We continue to work closely together with our partners in health, policing and other vital services to ensure that the Hillingdon community is as prepared as we can be.

I would also like to thank council employees for their ongoing efforts in helping us to maintain essential services.

Please keep up to date with the latest advice from the government and continue to check the council website ([www.hillingdon.gov.uk/coronavirus](http://www.hillingdon.gov.uk/coronavirus)) and our Twitter and Facebook pages as information is likely to change quickly.

Be assured that we will continue to protect our residents and work together to support the most vulnerable in our community.

*Ray Puddifoot*

Cllr Ray Puddifoot MBE  
 LEADER OF THE COUNCIL

## Community support for vulnerable residents

The council is working with H4All, a partnership between five of Hillingdon's leading charities, to provide support to the most vulnerable members of our community at this difficult time.

If you are unable to leave the house because you're ill, because of your caring role or if you are self isolating due to the coronavirus and do not have a friend, neighbour or family member available to support you, then we can offer peace of mind.

### Our services include:

- **help with food shopping** - if you are unable to find a neighbour, friend or family member who is available to shop for you, then we can help to ensure you get a food delivery.



- **emergency food parcels** - H4All can deliver a box of essential food items to eligible residents.
- **prescriptions** - we can help you to register with your local pharmacy and arrange for regular prescriptions to be delivered to your door, to ensure you have a supply of essential medicines for yourself or the person you care for.
- **a regular telephone call** - if you are feeling lonely and isolated or struggling with your emotions during this time, then we can call you for a friendly chat, as frequently as you need, to see how you are getting on.
- **information and advice** - our skilled advice team will contact you on the telephone to support you through the complexities of the welfare benefits system, if you are eligible to



claim, we will help with your claim and answer any questions you may have.

- **dog walking and posting mail** - if you need someone to walk your dog or to post letters we can help.

If you are on a special diet for medical reasons or need essential equipment, we will do our very best to help.

This is a free service, with the exception of food shopping, which will be arranged individually.

If you would like to use this service, email [COVID19Hub@hillingdon.gov.uk](mailto:COVID19Hub@hillingdon.gov.uk) or call 020 3949 5786 from 8am to 5.30pm, Monday to Friday (10am to 2pm weekends and bank holidays).

### Could you volunteer to help?

If you'd like to help the community and deliver support to Hillingdon residents most in need, please fill in our online form at [www.hillingdon.gov.uk/community-support](http://www.hillingdon.gov.uk/community-support)

## Further support for vulnerable residents

If you or someone you know needs help, the council may be able to offer additional support.

**Daily living tasks** - anyone who feels that they may be struggling to manage their own or a relative's daily living tasks, may benefit from home care.

For more information, visit [www.hillingdon.gov.uk/i-need-someone-to-help-me](http://www.hillingdon.gov.uk/i-need-someone-to-help-me)

**Hot meals** - Apetito can provide a hot or frozen meals service to residents in need. For more information visit [www.hillingdon.gov.uk/meals-service](http://www.hillingdon.gov.uk/meals-service)

**Housing** - Discretionary Housing Payments may be available to top-up housing-related benefit for a limited time to cover housing costs, such as rent. For more information visit [www.hillingdon.gov.uk/eligibility-for-discretionary-housing-payments](http://www.hillingdon.gov.uk/eligibility-for-discretionary-housing-payments)

**Council tax** - if you're really struggling, you may be able to claim a reduction in council tax. To find out if you qualify and to apply visit [www.hillingdon.gov.uk/ctrapply](http://www.hillingdon.gov.uk/ctrapply)

**Over-65s** - we offer a discount scheme on council tax for households where the taxpayer or their partner is aged 65 or over. To find out how to apply visit [www.hillingdon.gov.uk/over-65s](http://www.hillingdon.gov.uk/over-65s) or call 0300 1231384.



Be on your guard against scammers and bogus callers. Do not let strangers into your home without checking their ID or hand over cash, credit/debit cards or PIN numbers. If you think you have been visited by a bogus caller, call the police.

## Advice for council tenants and landlords

All non-essential repairs to council properties have been deferred. However, we will continue to deal with emergencies. Report repair emergencies by calling 01895 556600 (available 24-hours a day, every day).

Remember to notify us if you have symptoms or are self isolating.

Your rent must still be paid. If you are struggling

to do so, please call us on 01895 556182 or email [riskmanagement@hillingdon.gov.uk](mailto:riskmanagement@hillingdon.gov.uk).

If you are a private landlord, you are reminded to:

- be available to your tenants by telephone or email
- reach out to your tenants to see whether they need support or advice

- on paying their rent
- continue carrying out essential works and maintain your property
- ensure any tradespeople visiting your property follow advice on social distancing.

For more advice on supporting your tenants visit [www.hillingdon.gov.uk/coronavirus-advice-for-landlords](http://www.hillingdon.gov.uk/coronavirus-advice-for-landlords)



## Guidance and support for local businesses

The government has set out a £330 billion package of temporary and targeted measures to support businesses through this period of disruption, including the following administered by the council:

- an increase in retail rates relief from 50% to 100%, extended to include all hospitality and leisure properties, estate gents, letting agents and bingo halls irrespective of rateable value
- 100% retail rates relief for pubs
- £10,000 grant to small businesses that pay little or no business rates and are eligible for small business rate relief or retail relief
- £25,000 grant for retail, hospitality and leisure

businesses with a rateable value between £15,000 and £51,000  
And the following administered by government:

- a new Self-Employed Income Support Scheme, paying a taxable grant of 80% of average annual profits over the past three years up to £2,500 per month
- a new coronavirus Business Interruption Loan Scheme that will enable businesses to apply for a loan of up to £5 million, with the government covering up to 80% of any losses, no fees and the first six months interest free
- 14 days of statutory sick pay per employee refunded in full by

For full advice for businesses visit [www.hillingdon.gov.uk/guidance-and-support-for-local-businesses](http://www.hillingdon.gov.uk/guidance-and-support-for-local-businesses)



the government, for businesses with fewer than 250 employees

- a dedicated helpline for businesses and self-employed individuals in financial distress and with outstanding tax liabilities, with the option to agree a bespoke Time to Pay arrangement.

The changes to rates relief will be implemented by the council automatically.

The small business and retail grants will be paid shortly to those businesses the council holds the bank details for, and for those we don't, the council will be writing or emailing instructions on how to supply the necessary details so that payment can be made.

Revised bills will be sent out as soon as possible.

## Looking after your health and wellbeing at home



There are lots of free things you can do to help to keep your body and mind active.

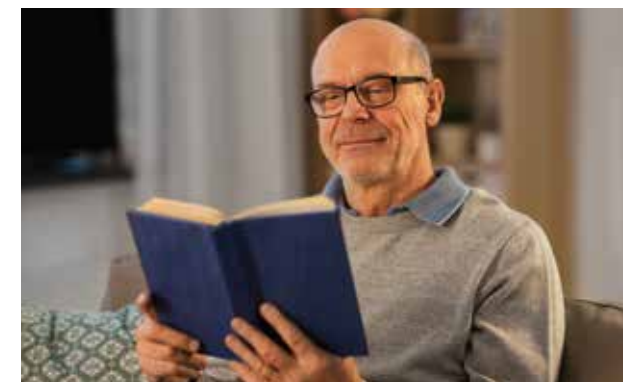
- Take part in one of Our Parks' online workouts, streamed live via [facebook.com/ourparks](https://www.facebook.com/ourparks)
- Try an NHS home workout, available at [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)
- See tips on staying active at home, if you're well enough, at [sportengland.org/stayinworkout](http://sportengland.org/stayinworkout)
- For older residents, Age UK has shared information on simple exercises to help stay active at [www.ageuk.org.uk](http://www.ageuk.org.uk)
- If you're a Hillingdon library member,

access a range of reading materials, e-learning tools and explore history and genealogy with our free online resources at [www.hillingdon.gov.uk/online-resources](http://www.hillingdon.gov.uk/online-resources)

- Our Adult and Community Learning

service has put together a list of activities, ranging from arts and crafts to gardening and tips on staying productive if you are working from home, at [moodle.hgfl.org.uk](http://moodle.hgfl.org.uk)

- Every Mind Matters has released expert advice and top tips on how to look after your mental wellbeing whilst staying at home, plus guidance if you're feeling worried or anxious, at [www.nhs.uk/oneyou/every-mind-matters](http://www.nhs.uk/oneyou/every-mind-matters)



For more advice on looking after your health and wellbeing visit [www.hillingdon.gov.uk/staying-at-home](http://www.hillingdon.gov.uk/staying-at-home)



# Refuse and Recycling


We are doing all that we can to continue to provide normal rubbish and recycling collection services.

For updates visit  [www.hillingdon.gov.uk/coronavirus-rubbish-and-recycling](http://www.hillingdon.gov.uk/coronavirus-rubbish-and-recycling)

To help prevent the spread of the coronavirus, residents who are self isolating should double-bag their rubbish, including disposable cloths, tissues and any masks that may have been worn. Please wait 72 hours before putting this waste out for collection.



Be careful not to contaminate your recycling with any general rubbish.

If you need more clear recycling bags or food waste caddy liners, please order these online. If you don't have online access call  01895 556000.

Bulky waste collections have been suspended and civic amenity sites are closed until further notice. Please hold onto large items, such as furniture and mattresses, and avoid doing big clear-outs at home until the outbreak has subsided.

See below for the May Bank Holiday collection dates.

**Don't forget that this year's early May Bank Holiday will be on Friday 8 May to mark the 75th anniversary of VE Day.**

**DON'T FORGET!**

## Early May Bank Holiday

Normal collection day	Revised collection day
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Friday 8 May	Saturday 9 May
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## Late May Bank Holiday

Normal collection day	Revised collection day
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Monday 25 May	Tuesday 26 May
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Tuesday 26 May	Wednesday 27 May
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Wednesday 27 May	Thursday 28 May
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Thursday 28 May	Friday 29 May
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Friday 29 May	Saturday 30 May
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Please leave your rubbish out for collection by 6am.

Please leave your rubbish near your front gate, but not on the pavement.

Separate arrangements are in place for flats and business premises.

If you have any queries, or would like to report a missed collection, visit  [www.hillingdon.gov.uk/recycling](http://www.hillingdon.gov.uk/recycling) or call  01895 556000.



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