



Dear resident

Coronavirus (COVID-19) cases are rising internationally, nationally and across London.

It is now more important than ever for residents to remain vigilant to control the spread of transmission.

This is a critical time to ensure that the situation doesn't further escalate and to help to protect lives, so I urge residents to pull together and act responsibly by following the government guidance to keep each other and Hillingdon safe.

It is crucial that you remember the new rule of six and 'Hands – Face – Space' by washing your hands regularly for at least 20 seconds with soap and water or sanitiser, wearing face coverings when required and making space by keeping a safe distance from others who aren't in your household.

I would like to encourage residents to download the new NHS COVID-app on their phones. The app is a vital part of the NHS Test and trace service and will help us to protect each other.

This week the government also introduced a tougher package of national measures. While the vast majority of people are complying with the rules, there are some who are flagrantly breaching guidance and allowing the virus to spread. Those who continue to flout the rules will face fines and we will be supporting the Metropolitan Police with enforcement.

If you have coronavirus symptoms you must [book a test](#). If you do not have symptoms, please do not get a test - by doing this you are ensuring that tests are available for those who really need them.

By following all of these guidelines you are reducing the risk of transmission and helping to protect yourself, your friends, family and the local community. Our ability to return to a more normal life relies on everyone playing their part.

You can continue to keep up to date with the latest coronavirus advice and council service updates on our [website](#) and our [Twitter](#) and [Facebook](#) pages.

View the [latest Hillingdon coronavirus infection data](#)

+ KEEP HILLINGDON SAFE +



*Got symptoms?*

**PROTECT YOURSELF AND OTHERS  
AND GET A TEST NOW**

## Download the new NHS COVID-19 app

It is now a legal requirement for all hospitality, leisure and close contact premises to obtain all customer details to support the national NHS Test and Trace service.

Premises must display a QR code at their entrance and require attending customers to scan the code using the new NHS COVID-19 app to provide contact details upon entry or upon being seated.

Businesses need to follow the government registration scheme to create, download and print unique QR posters for their premises by visiting the government website.

If a business fails to comply with these requirements they face a fine of £1,000 for a first offence, rising by £1,000 for further breaches.

Where customers do not have app access, a paper or other system can be used to record the person's contact details and the date/time of the visit.

The new NHS COVID-19 app launched on Thursday 24 September. Residents are encouraged to download the app which will be able to tell you if you've been in close contact with any other user who's tested positive for coronavirus. You will also be able to report symptoms, book a test and use the app to check into venues you visit, like pubs and restaurants, using a QR code.

You will be using the app anonymously. Nobody will know who, or where, a particular user is. The app is designed to track the virus, not the user.

To download the NHS COVID-19 app, search for 'NHSCOVID-19' in the App Store/Google Play Store on your mobile phone.

[Read more](#)



## Remember the rule of six

Further coronavirus restrictions have been introduced to limit the number of people who can meet inside and outside to six.

The ban is set out in law and is being enforced by the police, who may issue fines of £200, doubling for further breaches up to a maximum of £3,200.

However, there are some exemptions, including going to workplaces and schools, taking part in organised outdoor team sports, attending significant life events such as weddings and funerals, and providing support to those at risk.

[Read more](#)



## Get your flu vaccination this winter

This winter, it's important to have your flu vaccination. It's to help protect you and those around you from serious illness.

There are many people who are able to get a free flu vaccination. If you are eligible, your GP will invite you to book your flu jab – either by letter or text. To find out if you are eligible check the NHS website.

Those at the highest risk will be contacted first between September and October. If you think you have missed your invitation please contact your GP practice.

The flu virus and COVID-19 have some of the same symptoms, like a high temperature or persistent cough, so it's important you have the flu jab and follow the guidance to test and self-isolate if you have any symptoms of COVID-19.

If you are not eligible for a flu vaccine on the NHS, you can pay for a flu vaccine privately from pharmacies or in supermarkets. The vaccine costs up to £20.

[Find out more](#)



## Face covering updates

Like the rule of six, the penalty for failing to wear a face covering has now been doubled to £200 for a first offence.

The government has also extended the requirement to wear a face covering to include employees in retail, all users of taxis and private hire vehicles, and staff and customers in indoor hospitality (except when seated at a table to eat or drink).

This is in addition to legislation requiring face coverings to be worn on public transport, and in enclosed public spaces, such as hospitals, shopping centres, shops, banks, post offices, museums, art galleries, libraries, cinemas and places of worship.

Residents are reminded to wear something that covers both their nose and mouth.

There are some circumstances, for health, age or equality reasons, where people are not expected to wear face coverings.

[Read more](#)



## Business updates

This week the government once again asked office workers who can work from home to do so.

In key public services – and in all professions where homeworking is not possible, such as construction or retail – people should continue to attend their workplaces.

All pubs, bars and restaurants must now operate table-service only (except for takeaways).

Together with all hospitality venues, they should also close at 10pm.

In retail, leisure, tourism and other sectors, Covid Secure guidelines will become legal obligations and businesses will be fined, and could be closed, if they breach these rules.

Additionally, from Monday 28 September, only 15 people will be able to attend wedding ceremonies and receptions.



[Read more](#)

## Got symptoms? Get tested

Please only book a test if you have symptoms – **a new continuous cough, a high temperature or a loss of or change to your sense of taste or smell** – or if you have been advised to get tested by a doctor, a public health professional or by the council.

There is a very high demand for coronavirus tests and it is vital that those with symptoms are tested to help stop the spread of the virus.

Please do not get a test if you do not have symptoms. Do not get a test if you have returned from abroad or are about to travel; you are returning to the workplace; you have been in contact with a confirmed case, or if another member of your household has symptoms. You may be advised to isolate if you have been in contact with a confirmed case but you should only get a test if you have symptoms.

You can book an appointment to get a test or order a home testing kit.

Book a test via the new NHS COVID-19 app, the government website or by calling 119.

If you need to book a test and are sent to a location not easily reached, or find no tests are available, please wait and try again.

A mobile testing unit (MTU) at Central Avenue, Hayes is providing testing every three days throughout September and October. You can also register on the day at the MTU providing it has enough testing capacity once pre-booked tests have been allocated.

This is in addition to the regional testing unit at Heathrow Airport which is open every day.



[Book a test](#)



## What to do if you have coronavirus symptoms

If you, or anyone you live with, develops coronavirus symptoms, the household must immediately self-isolate and a test must be booked as soon as possible for anyone with symptoms.

Self-isolating means staying at home and not letting anyone else come to your house. You should also organise shopping deliveries for the period you're isolating.

If the person or people in the household who had symptoms get a negative result, you can all resume activities as usual, within the current guidelines. The whole household has to stay isolated if anyone tests positive or is still waiting for their result.

If your test is positive you must continue to self-isolate for 10 days from when you started to have symptoms. Anyone in your household should also complete self-isolation for 14 days from when you started to have symptoms.

From Monday 28 September, people will be required to self-isolate by law if they test positive or are contacted by the NHS Test and Trace service. If they fail to comply they face a fine of £1,000. Fines go up to £10,000 for those who offend repeatedly.

Those on lower incomes who cannot work from home and have lost income as a result of self-isolating will be supported by a payment of £500.

[Read more](#)



NHS COVID-19 APP  
**DOWNLOAD NOW**  
NHS  
Test and Trace  
Download on the App Store  
GET IT ON Google Play

## Online activities for children and young people

With our youth centres temporarily closed, we are running a variety of informal online learning sessions for school years 4 to 13 (up to the age of 25 for young people with additional support needs).

Young people can have fun, learn new skills and make new friends by taking part in activities including: cooking, arts and crafts, dance and sports, quizzes and games, virtual youth clubs, the Duke of Edinburgh's Award and Youth Council.

[Find out more](#)

## Looking after your mental wellbeing

It's important to take care of your mind as well as your body. Public Health England's new Every Mind Matters campaign is supporting children, young people and their parents with expert advice and top tips on how to look after their mental wellbeing.

[Read more](#)

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September 2020 to August 2021

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