



Dear resident

Following a significant rise in the number of coronavirus (COVID-19) cases, the government announced that London would move to Tier 2 COVID-19 measures from midnight on Friday 16 October. This means that Hillingdon, along with all London boroughs, is now in the High alert level for coronavirus restrictions.

As part of the new rules, you must not meet socially with friends and family indoors in any setting unless you live with them or have formed a [support bubble](#) with them. You are also encouraged to reduce the number of journeys you make, and you should work from home if possible. If you work in an essential public service, you should continue to go to work where necessary.

You can continue to meet outdoors with up to six people from different households, and it is vital that you carry on following the existing safety precautions, including washing your hands regularly using soap and water, keeping two metres apart from those from outside of your household, and wearing a face covering when in enclosed indoor settings where social distancing may be difficult.

If you have symptoms of COVID-19, you must book a test immediately and self-isolate, and if you are contacted by the NHS Test and Trace service please follow their instructions.

Coronavirus can kill and therefore I urge everyone to follow the rules and guidelines that have been introduced to keep each other safe and prevent the spread of infection. While nobody wants to see more restrictions, taking this action now will help to save lives and allow us to return to the lowest alert level and a more normal life as soon as possible.

In the meantime, I'd like to reassure you that the council is monitoring the situation closely and working with public health partners to support those most in need.

Please help us to keep Hillingdon safe.

LOCAL COVID ALERT LEVEL

HIGH

Find out what you can
and cannot do if you live,
work, study or travel
in Hillingdon

New COVID-19 restrictions at a glance

- Do not meet with anybody outside your household or support bubble in any indoor setting, whether at home or in a public place.
- Do not meet in a group of more than 6 outside, including in a garden or other outdoor space.
- Work from home if you can (if you work in essential public services continue to go to work where necessary).
- Reduce the number of journeys you make. Walk or cycle where possible and avoid busy times and routes on public transport.

See [GOV.UK](https://www.gov.uk) for more information on the new three-tier COVID-19 alert levels and what you can and can't do.



[Find out more](#)

Self-isolation and when you should do it

Self-isolation is when you do not leave your home because you have or might have COVID-19. This helps stop the virus spreading to other people.

It's a legal requirement to self-isolate if you test positive or are told to self-isolate by NHS Test and Trace. You could be fined if you do not self-isolate.

Self-isolate **immediately** if:

- you have any symptoms of coronavirus (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you have tested positive for coronavirus – this means you have coronavirus
- you live with someone who has symptoms or has tested positive
- someone in your support bubble has symptoms or has tested positive
- you're told to self-isolate by NHS Test and Trace or the NHS COVID-19 app
- you [arrive in the UK from a country](#) with a high coronavirus risk.

You must not leave your home if you're self-isolating, unless you are going for a coronavirus test.

While you are self-isolating:

- do not go to work, school or public places – work from home if you can
- do not go on public transport or use taxis
- do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
- do not have visitors in your home, including friends and family – except for people providing essential care
- do not go out to exercise – exercise at home or in your garden, if you have one.

If you have symptoms or have tested positive for coronavirus, you'll usually need to self-isolate for at least 10 days. You'll usually need to self-isolate for 14 days if someone you live with or in your support bubble has symptoms or tested positive, or you've been told to self-isolate by NHS Test and Trace. Read more information from the NHS about [how long to self-isolate](#).

If you are on a low income and can't work from home while you have to self-isolate, you may be entitled to a payment of £500 from the council under the Test and Trace Support Payment scheme. To find out more and apply, visit www.hillingdon.gov.uk/individual-financial-support.

+ KEEP HILLINGDON SAFE +



Got symptoms?

PROTECT YOURSELF AND OTHERS AND GET A TEST NOW



Need to book a coronavirus test?

If you have symptoms of COVID-19 you must book a test as soon as possible.

To be effective, tests need to be done in the first eight days from when symptoms started.

Only get a test if you have coronavirus symptoms or if you have been asked to get tested by the council, the NHS Test and Trace service or your hospital. This will help make sure people who need a test can get one.

There are three testing sites in Hillingdon – in Cark Park E2 at Heathrow Airport, in Central Avenue in Hayes, and at Brunel University.

[Book a test](#)



Local COVID-19 infection rates

Understanding the rates of COVID-19 infection across Hillingdon is essential for us to act quickly to manage any local outbreaks and help you to take the appropriate precautions.

Public Health England is currently releasing information on a weekly basis, and we are reporting the information at a local level.

[Find out more](#)

Download the new NHS COVID-19 app

Residents are encouraged to download the free NHS COVID-19 app, which is the fastest way to see if you're at risk from coronavirus. The faster you know, the quicker you can alert and protect your loved ones and the community.

You can also use the app to report symptoms, book a test, check local alert levels and check into venues you visit, like pubs and restaurants, using a QR code.

The app will notify you if you come into contact with someone who tests positive for coronavirus. It will also send you an alert if you have visited a venue where you may have come into contact with the virus.

The app also provides a countdown timer to keep a track of how long you need to self-isolate (if you have been advised to do so).

The app uses technology from Apple and Google, designed to protect every user's privacy. 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.



[Find out more](#)

Don't forget your flu vaccination

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

Many people can get a free flu vaccination on the NHS from their GP or a local pharmacy.

To find out if you are eligible, check the NHS website.

If you're not eligible for the NHS flu vaccine but you still want to protect yourself against flu, many pharmacies provide a bookable flu vaccine service. Contact your local pharmacy to find out more.

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 vaccine and follow the guidance to test and self-isolate if you have any symptoms of COVID-19.



[Find out more](#)

Keeping customers safe

The council continues to work with businesses across the borough to ensure customers of pubs, bars and restaurants and other close contact services are kept safe from coronavirus.

This includes waterpipe smokers, who are exposed to microorganisms that may be harmful to health. If you visit a shisha bar, you should only be using disposable mouthpieces, and you should wash your hands frequently before, during and after smoking.

Like all hospitality premises, shisha bars have to close at 10pm unless they are offering a takeaway delivery service. Businesses can be fined for non-compliance - so please cooperate with staff when they ask you to leave.

And don't forget to 'check in' by scanning the QR code using the NHS Test and Trace app on your smartphone. If you do not have a smartphone or the NHS app or do not wish to scan the QR code, you will be asked to provide your name and contact details. If you fail to provide your details when asked you could be refused entry. Businesses can also be fined for failing to take your details, so please help them to comply.

You must not meet socially with friends and family indoors in any setting – including private homes and indoor venues such as pubs, restaurants and shisha bars – unless you live with them or have formed a support bubble with them.

You need to wear a face covering in hospitality premises, except when you are seated at a table to eat or drink or if you are exempt from wearing one.

If you have any concerns about COVID-19 secure requirements in any Hillingdon businesses, email COVID19hub@hillingdon.gov.uk or call 020 3949 5786.



[Find out more](#)

Financial help to make your home greener

The government has launched a new Green Homes Grant voucher scheme, giving more than 600,000 homeowners in England £5,000 towards the cost of energy saving measures like home insulation.

The scheme will pay up to £10,000 for low income households.



[Read more](#)

Awards success for our waste and recycling heroes

The council's waste and recycling team has won Best Team of the Year at this year's Local Authority Recycling Advisory Committee awards, drawing praise from the judges for their exemplary efforts during the pandemic.



[Find out about waste and recycling](#)

Hillingdon extends Green Flag record

Hillingdon has been awarded 60 Green Flag awards for its parks and green spaces - the highest number of any local authority in the country for the eighth year running.

The borough's total number of flags has risen from last year's tally of 55. Fairway Recreation Ground, Stonefield Park, Field End Recreation Ground, Highgrove Woods and Hale Field Park all received awards for the first time.

The annual Green Flag Award scheme, run by Keep Britain Tidy, recognises well-managed green spaces and is considered the benchmark national standard for public parks.



[Find out more](#)

DO YOU HAVE A STORY TO TELL?

We're interested to hear your tales about Hillingdon as part of a project to showcase life in the borough.

You can share:

- stories about living or working in Hillingdon
- your pandemic experiences
- places you enjoy visiting
- five objects that mean something to you

[Find out more](#)

A photograph of a park scene with a lake and trees. In the foreground, there are purple flowers. A white speech bubble contains the text 'HILLINGDON STORIES' in large, bold, white letters.

HILLINGDON STORIES