

Good to Know

Information from Havering Council to help you get through the COVID-19 coronavirus pandemic

April 2020



**Emergency?
Call our
HOTLINE:
0800
368 5201**



Havering
LONDON BOROUGH

A message from Mark Ansell, Havering Council's Director of Public Health

After three weeks of social distancing, we can all take some pride in the fact that the great majority of residents are sticking to 'stay home, save lives' message. This will become more difficult as time goes on, and the weather improves. But it appears that our collective efforts are slowly bringing the coronavirus pandemic under control. So please keep on staying at home. Work at home wherever possible. Otherwise only go outside for exercise once a day or for essential journeys.

When outside, keep 2 metres from others – this includes from Council staff who continue to deliver essential services in extraordinary circumstances. Please give them the space they need to do this safely. And finally continue to wash your hands frequently. I look forward to sharing better news and guidance in the near future on how we can safely relax social distancing and return to more normal times.

Emergency help

Havering Council is running a free-to-call helpline for residents with urgent needs because of coronavirus.

The helpline - **0800 368 5201** - is for emergencies only and will be answered by staff redeployed from other Council services. You can call between 8.30am and 6pm on weekdays and between 11am and 4pm at the weekend.

You can also email: covid19support@havering.gov.uk

Residents with less urgent needs, or requiring advice on other Havering Council services, should see the list of contact numbers on the opposite page or go to our website.

For all the latest information see our website: www.havering.gov.uk or follow

us via our  www.facebook.com/LBoFH and  www.twitter.com/LBoFH



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Havering Council has plans in place to keep vital frontline services running. Other services will be subject to change.

In order to make sure Council staff can continue to offer the best possible service to the public, Havering Town Hall, the Public Advice and Service Centre (PASC), and Mercury House in Romford are closed.

Anyone needing to speak to a specific department or service should use these numbers between 9am and 5pm on weekdays:

- Adult Social Services: **01708 432000**
- Children's Social Services / Safeguarding Team: **01708 433222**
- Council Tax: **01708 433997**
- Environment / Streetcare: **01708 432563**
- Housing Benefit: **01708 433996**
- Housing Services (Repairs / Rents / PSL / Welfare benefits advice): **01708 434000**
- Housing Solutions / Homelessness enquiries: **01708 432824**
- Payment line: **01708 433993**
- Planning and Building Control: **01708 433100**
- School Admissions: **01708 434600**
- Main switchboard: **01708 434343**



Other local organisations

Police

Police support continues as normal. If you are in immediate danger, call **999**. To report any non-emergency incidents please use **101**.

If you are in danger of domestic abuse and unable to talk on the phone, call **999 and press 55**. This will transfer you to the police who will assist you without you having to speak.

National Domestic Abuse Helpline: **0808 2000 247** (24 hours a day)

- Havering MIND: **01708 457040** email: reach.us@haveringmind.org
- Havering Volunteer Centre: **01708 922214**
- Tapestry: **01708 796600** email: hello@tapestry-uk.org

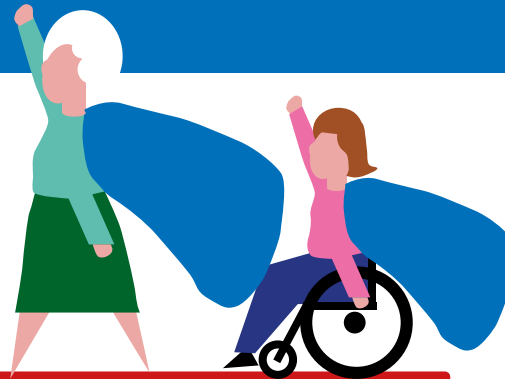
Scams

Be aware of people calling, texting, or emailing you claiming to have virus testing kits, vaccines or anti-bacterial products. For advice on suspected scams call the Citizens Advice Consumer Helpline: **0808 223 1133**.

To report a scam message call Action Fraud on **0300 123 2040**.

For the latest advice on COVID-19 visit these websites:

- NHS England: www.nhs.uk/conditions/coronavirus-covid-19/
- Gov.uk: www.gov.uk/coronavirus
- Local hospitals: www.bhrhospitals.nhs.uk/coronavirus



Help for people at a higher risk

The NHS shield list (formerly known as the vulnerable patient list) is a list of patients who need specific advice about their circumstances and their medical condition makes them particularly vulnerable to Coronavirus. The NHS has sent letters to people who are on the list telling them to stay at home.

Patients who are extremely vulnerable can register for help here: www.gov.uk/coronavirus-extremely-vulnerable

Advice on what to do if you think you should be on the list but haven't had a letter: <https://digital.nhs.uk/coronavirus/shielded-patient-list>

Foreign language guidance

The UK Government has released translated guidance for self-isolation and social distancing into many different languages. Visit this website:

www.gov.uk/government/publications/covid-19-stay-at-home-guidance

Doctors of the World have also produced NHS COVID-19 advice for patients in more languages, with further languages being added all the time.

www.doctorsoftheworld.org.uk/news/coronavirus-information

If you don't have access to the internet to visit any of these websites please telephone a friend, neighbour or family friend who may be able to help you.

If you, or someone you know, have concerns around care, urgent issues around health and wellbeing or lack of access to supplies including food and medicine please call our free to use helpline: **0800 368 5201**.

It is open Monday to Friday 8.30am to 6pm. Saturday and Sunday 11am to 4pm.



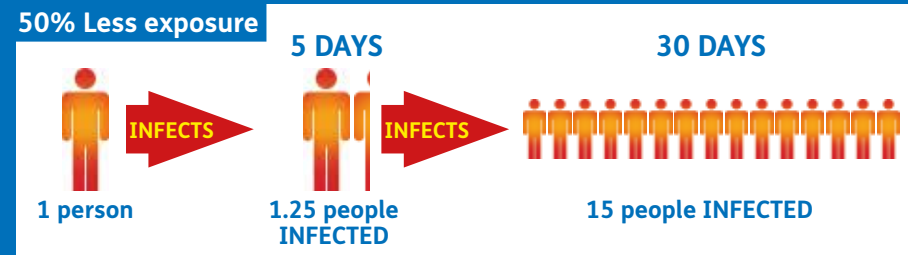
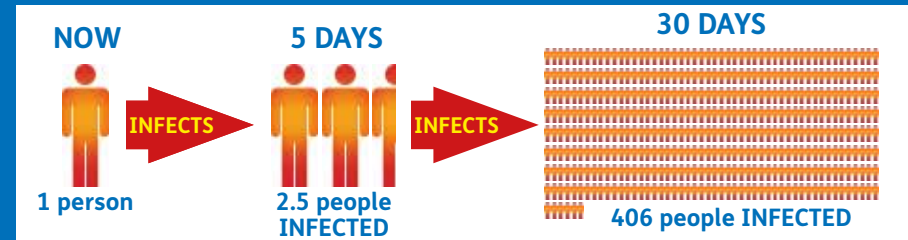
FOLLOW HYGIENE PRACTICES

This is so simple yet so important, **WASH YOUR HANDS**, regularly with hot water for 20 seconds. Don't touch your face, or your eyes and disinfect surfaces.

This will really help control the spread of the virus.

The IMPORTANCE of Social Distancing

Remember to stay at least 2 metres away from the nearest person



For more information contact: www.havering.gov.uk

Medical Help



Medical help from home

If you have symptoms of Coronavirus (see page opposite), use the **111 coronavirus service**.



If you need help or advice not related to Coronavirus –

For health information and advice, use the NHS website or your GP surgery website.

For urgent medical help, use the NHS 111 online service – only call 111 if you're unable to get help online.

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

If you need to contact a GP, do not go into the surgery in person

You can:

- + visit your GP's surgery website
- + phone your GP surgery – most practice answerphones in Havering explain how you can access the advice of a GP if you are unable to get online.

A phone or video call with a GP, nurse or other healthcare professional may be booked for you.

You'll only be asked to visit the surgery if absolutely necessary.

Your GP surgery may be very busy at the moment. So you may have to wait longer than usual to speak to someone if it's not urgent.

Repeat prescriptions

If you have a repeat prescription that you normally request at your GP surgery or pharmacy, see if you can do this online.

To do this, you'll need to register to use online services.



What to Watch For

You may have the COVID-19 coronavirus if you have either of the following symptoms, however mild:

- a high temperature
- a new, continuous cough

Anyone who has these symptoms must stay at home until the symptoms have ended, and in all cases for at least seven days.

Everyone else in the household must stay at home for at least 14 days after the first person's symptoms appear, even if they themselves do not have symptoms.

If anyone else develops symptoms during that time, that individual must stay home for an additional seven days from when they developed symptoms. Once seven days have passed and provided symptoms have ended, they no longer need to isolate.



Do not go to a GP surgery, pharmacy or hospital. Use NHS online services. Only call 111 if you are not able to get online, you have been instructed to call, or your symptoms worsen.



Report a problem or request a service ONLINE

During these difficult times we want to keep our phone lines free for those who do not have access to the internet. This will give our staff more time to help those in most need of our support.

Please go to:
www.havering.gov.uk



Waste Collection

Easter & Spring Rubbish & Recycling Collection Dates 2020

	Normal Collection Date	Revised Collection Date		Normal Collection Date	Revised Collection Date
Easter Bank Holiday collections will go ahead as normal on Good Friday 10 April			Early May Bank Holiday (Commemoration of the 75th anniversary of VE Day)		
April	Friday 10 April	Friday 10 April	May	Friday 8 May	Saturday 9 May
	Monday 13 April	Tuesday 14 April	No other collection days will be affected. Collections return to normal on Monday 11 May		
	Tuesday 14 April	Wednesday 15 April	Spring Bank Holiday		
	Wednesday 15 April	Thursday 16 April	May	Monday 25 May	Tuesday 26 May
	Thursday 16 April	Friday 17 April		Tuesday 26 May	Wednesday 27 May
	Friday 17 April	Saturday 18 April		Wednesday 27 May	Thursday 28 May
Collections return to normal on Monday 20 April				Thursday 28 May	Friday 29 May
				Friday 29 May	Saturday 30 May
			Collections return to normal on Monday 1 June		

Please do not hand black or orange sacks to our refuse collectors, thinking that you are doing them a favour. Please leave your bags where they would normally be collected and keep at least 2 metres away from anyone who is not living in your household at all times.

Due to COVID-19 all collection times are subject to staff availability and therefore may change. Where possible, changes will be notified via our website, in *Living in Havering* email bulletins or on our social media channels. It is important that all sacks are presented by 7am on your revised collection day.

Please note that garden, clinical and bulky waste services have been suspended.

For further information visit: www.havering.gov.uk/recycling

How You Can Help Others



Food and chat

Havering Volunteer Centre is providing a service where local residents can get support during these uncertain times, and talk to a friendly voice at the end of a phone line.

If you would like to get involved and support your community by being that friendly voice on the end of the line please email volunteering@haveringvc.org.uk or call **01708 922214** and they will do the rest.

If you need to chat to someone please also call **01708 922214**.

Here's some of the things they can do for you

- Shopping • Dog walking
- Collecting prescriptions
- Telephone befriending

Want to volunteer?

If you would like to be a **Havering Hero** and **volunteer**, please contact the Havering Volunteer Centre on: **01708 922214**



Donate to or help our local foodbanks



Havering has many local foodbanks and they need help now more than ever

Harold Hill - **01708 386323**
or **07825 758028**

Collier Row - Call **01708 745626**

Rainham - Call **01708 397484**
or **07367 335970**



Keep up-to-date

To be kept up-to-date with all the latest news and advice on the COVID-19 pandemic, and how it affects Havering, sign up for our regular *Living in Havering* email bulletin. Go to www.havering.gov.uk/newsletters.

If you don't have access to email yourself perhaps you can ask a friend, neighbour or relative to call you and read over the phone to you the most relevant information included in these bulletins.



Havering £ Helps

If you are suffering from financial hardship because of coronavirus, including inability to pay rent, council tax or other bills, please telephone us: we can help!

We have announced a comprehensive package of help to support residents through the coronavirus crisis.

- All residents currently on council tax support will receive a further £150 discount. This is applied automatically and you do not need to do anything. If you think you may be eligible for council tax support, contact us on **01708 433996**
- If you are a council tenant and you do not think you are going to be able to pay your rent, you can claim Universal Credit straight away. If you are a private tenant, you can claim Universal Credit straight away and you should speak to your landlord about the situation. You can begin a claim at www.gov.uk/apply-universal-credit or telephone **0800 328 5644** for help.
- **We have invested £2m in new funding** to increase the size of our Emergency Assistance Fund. The fund can provide cash awards of £100 up to a maximum of £1000 in the year. It can also help to replace broken washers, ovens and fridge freezers. For more information contact us on **0208 507 9404**

For further help:

Contact our Welfare Rights Unit on **01708 434444** – leave a message and one of our officers will get back to you as soon as possible.

For more help on Council Tax, contact us on **01708 433997**

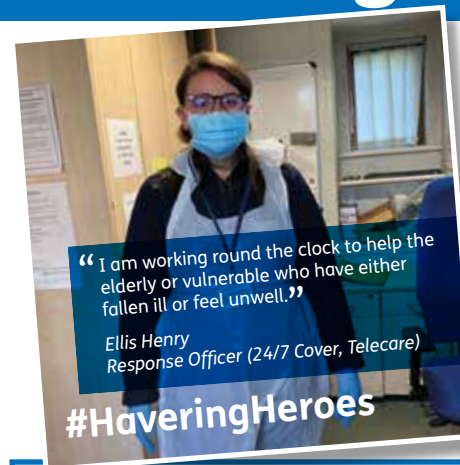
Go to our special web page –

www.havering.gov.uk/covid19moneyadvice - the site has lots of advice that can help you manage your finances.

Havering Council's Money & Advice service can assist council tenants. Email: welfare.reforms@havering.gov.uk or call **01708 434000**, Monday to Friday 9am to 5pm.



#HaveringHeroes



Business hardship grants

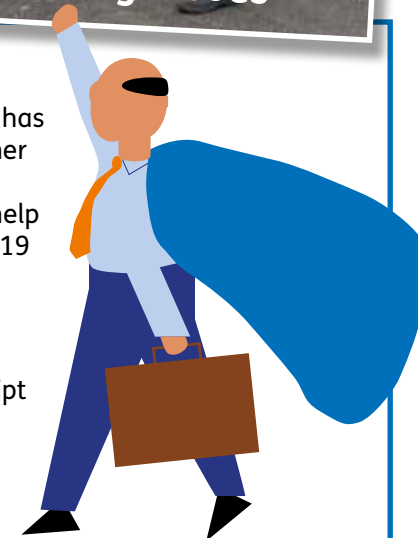
Business support covid-19, The government has announced that businesses in receipt of either Small Business Rates Relief (SBRR) or Retail Discount Rate Relief, will receive a grant to help combat the damaging effects of the COVID-19 outbreak.

Small Business Grant Fund

- Available to all businesses who are in receipt of small business rate relief or rural rate relief, and are registered in the business rate system businesses will **receive £10,000**.
- Retail, Hospitality, Leisure Grant Fund available to all businesses in receipt of the Expanded Retail Discount, with a rateable value of less than **£51,000** businesses with a rateable value of less than **£15,000** will **receive £10,000**.
- Those with a rateable value of between **£15,000** and **£51,000** will **receive £25,000**.

If you are unsure which grant your business is eligible for, please email business.rates@onesource.co.uk

To apply go to our website where you will find the application forms: www.havering.gov.uk/covid19business



I'm a Havering Hero



I follow the rules on social distancing – keeping 2 metres away from anyone not living in my household



I stay at home as much as possible



I don't spread fake news on social media

I support and protect the NHS



#HaveringHeroes