

Coronavirus (COVID-19)

Resident support leaflet

Dear Resident

The coronavirus situation is fast moving and has had significant effects on all of us. Whilst this crisis has been a huge challenge, it has never stopped us from being there for our communities and for those whose need is greatest.

Whilst our buildings may have been closed, our number one priority has been to continue to deliver the vital public services residents depend upon and to safeguard and look after the most vulnerable.

We would like to thank all our residents for carefully following government guidance, playing their part since March and staying home to protect our NHS staff in order to save lives. We would also like to thank all of those across the district who have volunteered, either formally or informally, supporting people in their street, village or town during this period of lockdown.

We are now moving into the recovery phase. As part of this we are asking residents through our COVID-19 Survey how the pandemic has affected you and what we need to change as we emerge from it. This will help us plan our services and communities for the future.

So please give us your feedback by completing the survey, detailed overleaf, and share with your friends and family, so we get to hear from as many Hart residents as possible.

This leaflet also includes updates on Council services, important information on how we are continuing to help our communities and the organisations and charities offering vital services, such as mental health and domestic abuse support.

We recognise the scale of the challenges still ahead of us but we will continue to do all we can to support you and our local economy to ensure a positive future for Hart.

Details of your local Councillors can be found on our website at www.hart.gov.uk/councillors



Cllr David Neighbour
Liberal Democrat
Leader Hart District Council



Cllr James Radley
Community Campaign Hart (CCH)
Deputy Leader Hart District Council



Cllr Anne Crampton
Conservative
Political group leader

www.hart.gov.uk/covid-19

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How has C-19 affected you?

The Council has launched a survey about the impacts of the coronavirus pandemic on our communities.



We would like your views on a range of subjects including homes, home-working, home-schooling, employment, community and how local businesses have responded to the challenges. This will help us plan our services for the future.

The survey is running until 26 July 2020 and is available at www.hart.gov.uk/covid-19-survey



Need help

Need help with shopping, prescription collection or a friendly chat?

The Coronavirus Helpline is still operating for residents who do not have support from family, friends or their local community, and who need assistance with food or essential household supplies, collection of medication, and support for those who are feeling lonely.

The Helpline
0333 370 4000

is open seven days a week
between 9am and 5pm

The Helpline call advisers co-ordinate requests for help and pass them through to the Hart Response Hub which is able to arrange for local support to be provided.



Threatened with becoming homeless?

We are committed to supporting residents who face homelessness, for whatever reason. It might be that you cannot pay your rent, or your landlord has asked you to leave, or simply that your housing situation has become untenable because of lockdown.

The Council's Housing team can offer you one-to-one advice on your housing problem, and have a range of practical tools to help. Please make contact as soon as you can – the earlier you ask for help, the more we will be able to do. Contact the Engagement and Support team directly via emailing housing@hart.gov.uk or call **01252 774239**



And if you see someone sleeping rough

We rely on help from the community to identify people who have to sleep on the streets.

If you are concerned that a person may be rough sleeping, call us on **01252 774239**

during office hours or email housing@hart.gov.uk.

Outside office hours please contact Streetlink by calling **0300 500 0914** or visiting

www.streetlink.org.uk

www.hart.gov.uk/covid-19

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Hardship fund

The Council's Hardship fund offers assistance to people who are in a crisis or emergency situation and where low-level financial help could prevent the crisis or emergency from escalating.

To apply, you must be a Hart resident, at least 18, not have savings to meet your needs and have not been awarded a local welfare provision in the past three weeks.

Applications should be by email at

hardship@hart.gov.uk
or if this is not possible,
by phone on
01252 774110



Domestic abuse services

If you think you are in an unhealthy or abusive relationship then remember it is not your fault and you are not alone. If you suspect someone is being abused then please try and reach out and help. Support is available from:

Hampshire Domestic Abuse Service on
0330 016 5112
or email advice@stopdomesticabuse.uk.

Stop Domestic Abuse at
www.stopdomesticabuse.uk

The Council website at
www.hart.gov.uk/covid-19-supporting-our-residents

Remember, in an emergency always call 999 and, if you are unable to speak, hold on the line and when prompted press 55 which will alert the police to the fact that you are in danger.



Urgent mental health support

All Hampshire residents can call NHS **111** or **111.nhs.uk** for 24-hour urgent mental health support for all ages.

Adults registered with a GP in Yateley, Fleet or Crondall can call the 24-hour Mental Health Crisis Helpline on **0800 915 4644** or SMS texting for people with speech or hearing difficulties on **07717 989 024**

Hampshire and IOW Young People Crisis line for ages 11-17, Freephone **0300 303 1590**, Monday to Thursday 3-8.30pm.

If you just need to talk, any time of day or night:

Call Samaritans on **116 123**
Text **"SHOUT"** to **85258**
Call **Childline** on **0800 1111**

More information at
www.hart.gov.uk/covid-19-health-wellbeing
In a life-threatening emergency, please call **999**.

Stopping the fly-tippers

Fly-tipping is a crime that damages the environment, risks public health and costs taxpayers to clean up. Please help us to stop fly-tipping by reporting any incidents to us and to be aware of your own responsibilities.



You could face an unlimited fine if your rubbish is found fly-tipped – even if you didn't do it yourself and you must use a licensed waste carrier to dispose of waste or take it to a household waste recycling centre.

If you come across dumped waste, please report this to the council at hart.fixmystreet.com. Further information at **www.hants.gov.uk/fly-tipping**.

Please note, that a new pre-booking system has been introduced for residents to access Hampshire County Council's Household Waste Recycling Centres – more information at **www.hants.gov.uk/wasteandrecycling**



Hart District Council

Service updates



Council Offices - Staff are working normally and can be contacted during normal working hours. The Council Reception is open 10am-4pm either by appointment or for emergency assistance only.
General enquiry line: **01252 622122** Email: **enquiries@hart.gov.uk**



Corporate and Councillor services

- Corporate and Councillor complaints, Freedom of Information requests, and Subject Access running as normal albeit there may be some delays in replying to Freedom of information requests and Subject Access requests
- Council Meetings – a programme of 'virtual' Council meeting is in operation. Please see our website at: **<https://www.hart.gov.uk/council-meetings>**



Council Tax and Revenue & Benefits - Normal service



Countryside Services - All Hart Country Parks, Commons, SANGs (Suitable Alternative Natural Greenspace) and other green spaces, including Fleet Pond, are open



Elections

- All elections, by-elections and referenda are suspended until May 2021
- Electoral Registration operating normally



Environmental Health - Some restrictions on service but still responding to complaints



Housing Services - All essential services operating as normal



Licensing - Operating normally



Car parking charges - Suspended in Council-owned car parks until August. Decisions on enforcement of on-street residential parking are made by Hampshire County Council



Planning and Building Control - Some restrictions on service but Officers can be contacted either by email or by their direct dial telephone numbers.

- Planning: **planningadmin@hart.gov.uk**
- Planning Enforcement: **enforcement@hart.gov.uk**
- Building Control: **buildingcontrol@hart.gov.uk**



Street cleaning and Grounds Maintenance (verge grass cutting) - Street care teams are focused on emptying litter bins, litter picking and clearing fly-tips, Grounds Maintenance teams are working to a slightly reduced rota to maintain social distancing



Waste and Recycling - Some restrictions on service and subject to staff availability:

- Black bin - normal service
- Recycling (blue) bin - normal service
- Kerbside glass collection - normal service
- Garden waste – normal service
- Bulk waste collections – normal service
- Household waste recycling centres – open but residents must use a pre-booking system to manage demand and reduce queuing traffic via **www.hants.gov.uk**
- Bring Sites – open wherever possible although some charities which operate recycling facilities are currently unable to empty their bin



Community safety - Most services operating as normal. Project work and awareness campaigns suspended other than those relating to domestic abuse



Private sector housing

- HMO licensing operating where possible to inspect
- Disabled Facilities Grants suspended, except where urgent or related to hospital discharge



General enquiries

01252 622122

enquiries@hart.gov.uk