

12th June 2020

Dear resident

In this email:

- Our information offices
- Changes to government guidelines
- Help others feel informed
- New government website for financial support
- Business surveys to understand impact of Coronavirus

We are sending emails like this one to residents of the New Forest with information about our services as we respond to the Coronavirus (COVID-19) outbreak.

You can unsubscribe at any time – see the end of this email.

Information offices partial re-opening for some services

From next week (15 June) we are re-opening some of our Information Offices for customers who are unable to access our services online.

- From Monday 15 June Lymington Town Hall will be open Monday to Friday, 9am – 12.30 pm, and 1.30 pm – 4pm.
- From Wednesday 17 June Appletree Court, Lyndhurst will be open on weekdays from 9 am – 12:30 pm and 1.30pm – 4pm.

We are not able to offer all services. See the information below about what services are available before visiting either Lymington or Lyndhurst, and only visit in person if you cannot access what you

need online <http://www.newforest.gov.uk> on the phone, or via email. Do not visit our offices if you or anyone in your household has symptoms.

We have made some changes so that we can operate safely, and visitors will be asked to follow social distancing guidelines and use hand sanitisers. There will be signs to explain what to do, queuing systems in place, the offices are limited to one customer at a time, and we have installed clear plastic screens. We are closing for an hour in the middle of the day for additional cleaning.

Services we CAN offer:

Pay:

- Rent (council tenants)
- Council Tax
- An invoice
- Business Rates

We can accept card, cash and cheque but ask you to only use cash if you have no other way of paying.

Buy:

- Dog waste bags are the only item available to purchase

Other services we can offer:

- Bring in benefit and council tax documents for scanning
- Return Appletree Careline equipment – must be securely wrapped and items inside listed together with name and address.
- Secure letter boxes are available to drop of documents – please make sure your name, address, and contact number is on the documents

For how to access other services please see <http://www.newforest.gov.uk/coronavirus>

Recent changes to government guidelines

Single adult households can form a “support bubble” with one other household from 13 June.

From this weekend, single adult households or single parents with children under the age of 18, will be allowed to form ‘support bubbles’ with one other household. They can spend time with each other inside their homes, and do not need to meet outside or socially distance from each other.

This guidance includes advice on making a support bubble with another household and outlines key principles you should follow when outside the home: <https://www.gov.uk/guidance/meeting-people-from-outside-your-household>

Other changes:

- Face coverings will be mandatory on public transport and for all outpatients, visitors and staff at hospitals from Monday, 15 June, in England.
- Non-essential retail businesses will be allowed to reopen from Monday. High street retailers and department stores, including book shops, electronics retailers, tailors, auction houses, photography studios, indoor markets, and shops selling clothes, shoes and toys, will be allowed to open their doors again provided they follow the COVID-19 secure guidelines set out by the government. Shops should display a notice visibly in their shop windows or outside their store to show that they have followed guidance on safe re-opening

- From Monday, outdoor attractions can reopen, including drive-in cinemas, zoos and safari parks.
- Places of worship will be allowed to open for private prayer this weekend.

Read more about what you can and can't do at:

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

Can you help others feel informed?

In a survey by the Local Government Association, 49% of people polled think their local council is keeping them 'very well informed' or 'fairly well informed' about the coronavirus pandemic. However, 51% think the reverse.

If you find these emails useful, please encourage your family and friends to sign up to receive email updates like this one, at <http://www.newforest.gov.uk/emails>

New government website for financial support

The government is providing financial support for people affected by Coronavirus. The Department for Work and Pensions has a webpage with information and advice about the support available for people who are already claiming benefits, need to claim benefits, or are at risk of losing their job. For more information see <https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/>

Businesses: New surveys to understand impact of coronavirus

Understanding what our local businesses face is important to us so we can plan support and shape recovery.

We are asking local businesses to answer two surveys; one direct from NFDC, and one that is being done across all of Hampshire and the Isle of Wight.

We value our businesses and want to hear from you directly. And, as economies work across wider geographies, it's important that businesses in the New Forest also complete the Portsmouth University survey as this will be used as part of wider discussions we will have with other councils across the County, the Solent, with the M3 LEP and central government.

Each survey should take around ten minutes.

- NFDC business survey:
<https://www.surveymonkey.co.uk/r/J9FG29D>
- Portsmouth Uni businesses impact survey:
https://portsmouth.fra1.qualtrics.com/jfe/form/SV_82qoj7setyXCqNv

Latest information from NFDC:

<http://www.newforest.gov.uk/coronavirus>

Latest information from central government:

<https://www.gov.uk/coronavirus>

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