



18th June 2020

Dear resident

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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.

Council meetings are online

We are hosting our public meetings online and they are streamed live on our YouTube channel.

If you would like to watch along live, please see dates and links at <https://democracy.newforest.gov.uk/mgCalendarMonthView.aspx?GL=1&bcr=1>

Waste and recycling

Thank you for continuing to recycle all you can. We've collected 1,391 tonnes more waste and recycling over the last 11 weeks than in the same period last year. That's a 12% increase.

The good news is that 748 tonnes of this was either glass, mixed recycling, or garden waste, and was sent to be recycled or composted. The rest, 643 tonnes, was black sack waste, which was sent to the energy recovery facility at Marchwood and used to generate electricity for the National Grid.

For more information on what you can and can't recycle please see <http://newforest.gov.uk/recycling>

These figures are just the increase from last year, and over the last 11 weeks our crews have collected 12,579 tonnes of waste and recycling in total. That's the equivalent weight of over 4,000 average size cars.

All our waste services are operating normally, although our teams are very busy. Please continue to follow social distancing and do not approach our crews whilst they are working.

Advice on how to store your rubbish if you have a confirmed or possible case of Coronavirus or if you are self-isolating due to symptoms:

- Double bag all waste that contains tissues and similar items
- Do not put it out for collection for at least 72 hours

Read more at <http://newforest.gov.uk/coronaviruswaste>

Prevent environmental crime

We have unfortunately had to deal with a number of fly tipping incidents recently.

The Environment Agency is urging households to play their part in preventing waste crime and there are some easy steps you can take to take to avoid unwittingly contributing to waste crime:

- Check the people taking away your rubbish are registered waste carriers. Ideally, they should have a copy of their registration documents on them; ask to see these. You can check their licence number at <https://environment.data.gov.uk/public-register/view/index> or call 03708 506506 and the Environment Agency can check for you
- Get a written receipt/transfer note showing their contact details, a description of your waste and details of where they are taking it
- Note down the make, colour and registration number of the vehicle that's taking your waste away

Read more at <https://www.gov.uk/government/news/households-urged-to-play-their-part-in-preventing-waste-crime>

If you have waste to dispose of, Hampshire County Council operate the tips and they are now open 9am to 6pm.

There is a pre-booking system for residents and more than 3,500 slots are released daily for visiting sites two days in advance, for example spaces for a Wednesday are released on a Monday.

(Please note that demand is currently very high for bookings).

To find out more and book visit

<https://www.hants.gov.uk/wasteandrecycling/recyclingcentres/book-appointment>

Shop local, shop safe

Some of our local town and village stores are now reopening. If you can, please help support your local businesses and shop local. High streets and shops will be a bit different to usual, so check local websites for information on the shops near you.

When shopping, please follow the guidance from high streets and shops, to ensure that you, fellow shoppers, and staff can stay safe. Keep your distance, wear a face covering in enclosed spaces and on public transport, and use hand sanitiser or wash your hands frequently. And please be kind and patient as everyone gets used to the new way to shop local and shop safe.

You can read more guidance on staying safe outside the home at: <https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home>

Our information offices at Lymington and Lyndhurst have reopened but only for limited services – please check here before visiting <http://www.newforest.gov.uk/coronavirus>

Parking clocks

Looking for a cost-effective and easy way to park in our car parks? You can buy a parking clock on our website at <http://newforest.gov.uk/parkingclocks>

If you bought a second-quarter clock before 1 April 2020, you can get a 50% discount on third-quarter clocks as we suspended charges in April and May. Call customer services on 02380 285000 and quote the serial number from your second-quarter clock. You can then buy the reduced fee clock by paying £17.50 by card over the phone.

Loneliness awareness week

This week is 'Loneliness Awareness Week'.

Loneliness affects people of all ages and recent Office for National Statistics research found that during the first month of lockdown (April to May), the equivalent of 7.4 million people said their well-being was affected through feeling lonely.

There are ways you can help with your own and other people's feelings of loneliness:

- Check in on your family and friends
- Support someone living alone, by delivering food or medicine, or passing on important information
- Ask for help if you need it

For suggestions on how to look after yourself, and how to help someone else feel connected see

<https://letstalkloneliness.co.uk/advice/>

The British Red Cross has a support line which offers help to people feeling lonely because of social isolation 0808 196 3651

<https://www.redcross.org.uk/about-us/what-we-do/action-on-loneliness>

Locally, Solent Mind have created a short guide to help you combat feelings of loneliness which includes information on how to use video calling technology or set up group text chats :

<https://www.solentmind.org.uk/wp-content/uploads/Loneliness-Toolkit-1.pdf>

And Connect to Support Hampshire is a website where you can find ways to stay connected to your local community

<https://www.connecttosupporthampshire.org.uk/directories&Type=Local>

Please do forward this email on and share these resources with anyone you know who may benefit.

Latest information from NFDC:

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

Latest information from central government:

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

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