

22nd June 2020

Dear resident

In this email:

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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.

Our phone number is changing

From 3 August, you will no longer be able to contact us on 023 80 28 5588.

If you call that number you will hear a recorded message to advise you the number is no longer in use. All our other telephone numbers remain unchanged and 023 80 28 5000 is our customer services number.

Before telephoning you may wish to save time by visiting our website <http://www.newforest.gov.uk> where there is information

about our services. You will also see options to web-chat with our customer services team.

You can email us at customer.services@nfdc.gov.uk

If you have the 5588 number stored anywhere, please delete it to save you misdialling in future.

If you call customer services you will hear a list of options. Please listen carefully so you can select the right one for the service you are looking for. Your call will then be automatically put through to the service you want, or you will be connected to customer services.

Windrush Day, Monday 22 June

Today is Windrush Day, an annual celebration to honour the British Caribbean community.

It marks the arrival of the Empire Windrush in 1948, carrying passengers invited from the Caribbean to help rebuild the UK after the second world war, and celebrates its passengers and descendants and their contribution to the nation's cultural, social and economic life over the decades.

Many of the new arrivals were some of the first people to work in the newly formed health service, so this year's celebrations are particularly poignant given the dedication of the NHS and keyworkers to keep us all safe during the Coronavirus pandemic.

Most of this year's activities are online to maintain social distancing. See how you can mark Windrush Day from home at: <https://www.voice-online.co.uk/windrush/listings/2020/06/16/windrush-day-2020->

[ways-to-celebrate-at-home/](#) and share your stories, photos and celebrations on social media using #WindrushDay.

Delaying July Self Assessment tax bills

HM Revenue and Customs (HMRC) have announced that if you pay your tax through Self Assessment, and pay on account, you can delay your July payment until January 2021 to help with the impact of the coronavirus.

You don't need to notify HMRC. Payments not made in July will be treated as a deferred payment. No interest or penalties will be charged providing it is paid in full by 31 January 2021.

This may not be the best option for everyone. See the guidance from HMRC at <https://www.gov.uk/guidance/defer-your-self-assessment-payment-on-account-due-to-coronavirus-covid-19>

Test and Trace scam warning

Please be aware of a scam involving a phone call claiming to be from the NHS Test and Trace Service, informing you that they have been in contact with somebody who has tested positive for Coronavirus; they need to self-isolate and take a test. The caller refuses to disclose who the householder has been in contact with but asks them to confirm their address so a testing kit can be sent to them. The caller then asks for payment card details to cover cost of the testing kit.

The NHS Test and Trace service is free and:

- will not ask for bank details or payments

- will not ask for details of any other accounts, such as social media
- will not ask you to set up a password or PIN number over the phone
- will not ask you to call a premium rate number, such as those starting 09 or 087.

You can read more about NHS Test and Trace and what to do if you have been in contact with someone who has Coronavirus at: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>

Latest Government changes to guidance

Government is expected to announce on Tuesday (23 June 2020) if the hospitality sector can reopen on 4 July and if the 2m distancing rule in England can be relaxed.

The next stage of lockdown easing is expected to announce whether pubs, restaurants, hotels and hairdressers can reopen in England.

For now, the guidance remains:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly

- Do not leave home if you or anyone in your household has symptoms.

For up to date information on what you can and cannot do please see <https://www.gov.uk/coronavirus>

Government have also recently updated the safer travel guidance for passengers and the guidance on accessing green spaces safely, including information on reopening of animal attractions:

- <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>
- <https://www.gov.uk/guidance/coronavirus-covid-19-advice-on-accessing-green-spaces-safely>

Latest information from NFDC:

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

Latest information from central government:

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

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