

2nd November 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, and updates as we respond to the Coronavirus (COVID-19) outbreak.

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

New restrictions from 5 November

From Thursday 5 November new coronavirus restrictions will be in place across England.

From 5 November, everyone must stay at home, and may leave only for a limited set of reasons. These include:

- for education;
- for work, if you cannot work from home;

- for exercise and recreation outdoors, with your household, support bubble or on your own with one person from another household;
- for all medical reasons, appointments and to escape injury or harm;
- to shop for food and essentials;
- to provide care for vulnerable people, or as a volunteer.

Non-essential shops, leisure and entertainment venues will be closed. Click and collect services can continue and essential shops, including supermarkets, will remain open. Pubs, bars, restaurants must close, except for takeaway and delivery services.

The Coronavirus Job Retention Scheme, known as the furlough scheme, will remain open until December, with employees receiving 80% of their current salary for hours not worked, up to a maximum of £2,500.

If you are over 60 or clinically vulnerable, you should be especially careful to follow the rules and minimise your contacts with others. If you cannot work from home the government advice is not to go to work. You should also continue to wash your hands carefully and more frequently than usual and maintain thorough cleaning of frequently touched areas in your home and/or workspace.

- Guidance on the new measures is available, and frequently updated, on the government's website <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

NFDC services

We are continuing to provide essential services and will update our website <https://www.newforest.gov.uk/coronavirus> if any changes are necessary as information from government is released.

- Waste and recycling collections are currently continuing as normal <https://www.newforest.gov.uk/article/1579/Coronavirus-Waste-and-Recycling-Changes>
- Information Offices will remain open for essential services only. Please only visit if you are unable to access what you need on our website <https://www.newforest.gov.uk/>
- Housing and homelessness services are continuing with no changes <https://www.newforest.gov.uk/housing>
- Planning services are continuing <https://www.newforest.gov.uk/article/938/Planning>
- Our five health and leisure centres will close from Thursday https://leisure.newforest.gov.uk/home_page
- Our car parks are remaining open as normal
- Support for businesses will be updated at <https://www.newforest.gov.uk/coronavirusbusiness>
- There is community support and information at <https://www.newforest.gov.uk/coronavirus#h24>
- Playgrounds remain open
- Hampshire County Council's household waste recycling centres (tips) are open. To use the centres you must make an appointment: <https://www.hants.gov.uk/wasteandrecycling/recyclingcentres>

Coronavirus support in Hampshire

If Coronavirus has had an impact on you, or any aspect of your life, you can call the Coronavirus Hampshire Helpline for information, support and advice.

Coronavirus Hampshire Helpline 0333 370 4000, 9am-5pm Monday to Thursday 9am-4.30pm Friday

Find information on who to contact for community help, money worries, mental wellbeing, and help for older people, at: <https://www.connecttosupporthampshire.org.uk/coronavirus>

Help and support for food and essentials

If you are struggling and need help with food and essentials, Citizens Advice New Forest can help you get the support you need.

<https://newforestcab.org.uk/contact-us/email-advice/line/>
0300 3309 009 (weekdays 10am to 4pm)

You can also get information and advice on benefits and support available on our website: <https://newforest.gov.uk/benefits>

Free business training

Are you a new start up, entrepreneur or thinking of starting your own business? We've teamed up with neighbouring councils to provide a week of free online business training with The Pop Up Business School 7-11 December 2020.

The broad course covers all the practical aspects of running a business, from marketing and websites, to tax and law and how to be resilient during difficult times.

Find out more and sign up at <https://www.popupbusinessschool.co.uk/Hampshire>

Preventing and preparing for floods

If your land or property has, or is adjacent to, a watercourse such as a river, stream, ditch, drain or culvert, now is the time to check for blockages to reduce the risk of flooding. Look for debris and vegetation that could block the flow of water, and clear it if necessary.

For more information on your responsibilities for watercourses on or near your property, see Hampshire County Council's flood prevention pages at <https://www.hants.gov.uk/landplanningandenvironment/environment/flooding/floodprevention>

Plan ahead for flooding:

Get information on what to do in a flood, including how to check the local area flood warnings, from the government's website <https://flood-warning-information.service.gov.uk/plan-ahead-for-flooding>

- Flood alert – prepare. Prepare a bag that includes medicines and insurance documents.
- Check flood warnings at <https://flood-warning-information.service.gov.uk>
- Flood warning – act. Turn off gas, water and electricity. Move things upstairs or to safety. Move family, pets and car to safety.
- Severe flood warning – survive. Call 999 if you're in immediate danger. Follow advice from emergency services. Keep yourself and your family safe.

Help to do more online:

Do you or someone you know have a computer, a tablet or a smartphone but aren't sure how to do much online?

There are lots of ways the internet can help you stay independent and stay connected.

- video call your friends and family
- order prescriptions to be delivered
- do your shopping
- manage your money and pay bills safely

Start

here <https://www.connecttosupporthampshire.org.uk/stayingindependent> and choose 'Get online'. The easy to follow guides that will help you find your way around using the internet.

Cabinet meeting, Wednesday 4 November

Our next cabinet meeting is on Wednesday 4 November at 10am. Council members will be discussing items including proposed changes to the way we collect waste and recycling, and ways we're working to help the district manage and recover from the impacts of coronavirus.

Watch the meeting on our YouTube

channel <https://www.youtube.com/channel/UCY5ng2quINNQPcqQeQ4uf4g/>

Missed an email? Read previous residents emails

at: <https://newforest.gov.uk/article/1610/Residents-email-archive>

- Latest information from NFDC: <https://www.newforest.gov.uk/coronavirus>
- Information on coronavirus from Hampshire County Council: <https://www.hants.gov.uk/coronavirus>

- Latest information from central government: <https://www.gov.uk/coronavirus>

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