

CORONAVIRUS

STAY HOME
PROTECT
THE NHS
SAVE LIVES

North East Lincolnshire Council

COVID-19

We've witnessed an amazing community response to the challenges created by COVID-19.

So very many of you are following the Government advice to stay at home wherever possible, others are the heroes among us continuing to deliver the key services and businesses we need, and a significant number of you are volunteering your own time to protect and support the most vulnerable in our communities.

I, and fellow Councillors, have felt humbled to see how many of you are working together as a community to help us keep North East Lincolnshire running.

Within the Council, alongside our partner organisations, we're working hard to coordinate the response. We're determined to maintain essential services – looking after the elderly, the vulnerable, and children, as well as delivering our street services such as emptying bins.

Protecting the most vulnerable in our community is our utmost priority and we're now working to coordinate the delivery of food and essential support to vulnerable people if they live alone and don't have family, friends or social care services to help them. I know it's often hard to do from a distance but all of us should be keeping in contact with our loved ones, to make sure they are okay, especially if they are elderly or more vulnerable.

For those residents who don't have anyone to help close by, we now have a dedicated helpline available 8am-8pm, seven days a week, which can be accessed by calling the usual North East Lincolnshire Council telephone number (01472) 313131.

This line is for people of any age in the local community who are in genuine need because they are self-isolating and have no support network. Calling this number connects those residents in need to registered groups, organisations and local volunteers who are able to help. Residents with non-urgent issues should visit the Council website overleaf or call within normal office hours.

I would also like to give a direct message to parents with older children. We're witnessing groups of young people from different families out together in the area. There is no such thing as a 'safe' get together with friends unless it's online. Anyone can carry the virus without any symptoms and give it to anyone. We're all at risk from COVID-19 and we need to protect our community and the NHS. Please keep your children away from anyone that isn't in their own family until social distancing measures are relaxed.

This is a difficult time for us all and as a Council, we may not be able to do everything that we usually do and some services may be slower. Please bear with us and as the situation changes, we'll make sure that we get messages out to you through the local media, our social media pages and on the website. I urge those of you who can to sign up for our local digital updates to get the latest on our COVID-19 response at www.nelincs.gov.uk/coronavirus.

Myself, other Cabinet members and Councillors across the political spectrum thank you all for your help at this time.

Stay at home whenever you can, stay safe and stay well.

**Councillor Phillip Jackson,
Leader, North East
Lincolnshire Council**



P. Jackson

DO NOT GO TO A GP, PHARMACY OR HOSPITAL WITH COVID-19 SYMPTOMS

To find out what to do and get medical advice visit www.111.nhs.uk or call 111.

Find all updates at
www.nelincs.gov.uk/coronavirus

Medical, health, befriending, bereavement, mental health or social care

Call NEL Single Point of Access (01472) 256256.

Children's health contacts and information

Visit www.nelincs.gov.uk/children-and-families or call (01472) 326292.

For youth mental health call (01472) 626100, 9am-5pm, Monday to Friday.

Food, welfare or Council services

Visit www.nelincs.gov.uk/coronavirus or call (01472) 313131.

Waste

All collections are running as normal however there have been delays in some areas. If yours are missed please put them out the next day and we'll empty them as soon as we can.

Work on major infrastructure projects

Work on most construction and major highways projects is under constant review. If work has paused it will resume as soon as possible and residents will be told beforehand. Work starting later this year may also be impacted.

Volunteering and Community Support

You can help through a local group or register with www.bluelightsbrigade.co.uk. Community groups and business wanting to help should complete this survey www.surveymonkey.co.uk/r/XPYF7BG or call 07572 896859.

You can also help by donating to food banks or to registered charities.

Council Tax Support

If you are a low-income household already receiving Council Tax Support you can receive a further automatic discount of £150 off your account. You will be notified if you qualify.

To speak to someone about receiving Council Tax Support, call 0300 3030164. Make a new claim at www.nelincs.gov.uk/council-tax-support.

Fraud

Criminals are exploiting fears about COVID-19, targeting older and vulnerable people.

Get information at www.actionfraud.police.uk.

Call Citizens Advice Consumer

Helpline 0808 223 11 33.

Call local Victim Support on 0300 303 1976.

- sign up for deliveries of prescriptions and groceries with trusted organisations or call the Council helpline on (01472) 313131
- do not give personal details to strangers
- never agree to pay for goods or give money to strangers at your door or online
- don't assume everything is genuine. It's okay to reject and ignore any requests. Only criminals will try to rush or panic you
- local and central government won't ask you for bank details by text, e-mail or telephone.
- check credentials - if you are suspicious call the police on 101 or report to your bank

Information for businesses

There are new grants and loans available for businesses of every size. Visit www.humbergrowthhub.org to find the latest information.

If you or someone else is a victim of crime IN ANY EMERGENCY CALL 999.

Call Humberside Police on 101 or Crimestoppers anonymously on 0800 555 111.

Domestic abuse

Keep a mobile with you at all times.

Use 999 in an emergency and the Silent Support System if you're afraid to speak.

To learn more and for support visit

www.womensaidnel.org or call

NEL Women's Aid (01472) 575757.

Male helpline 0808 8010327.

You can get in touch with your local ward Councillor by emailing
democracy@nelincs.gov.uk

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