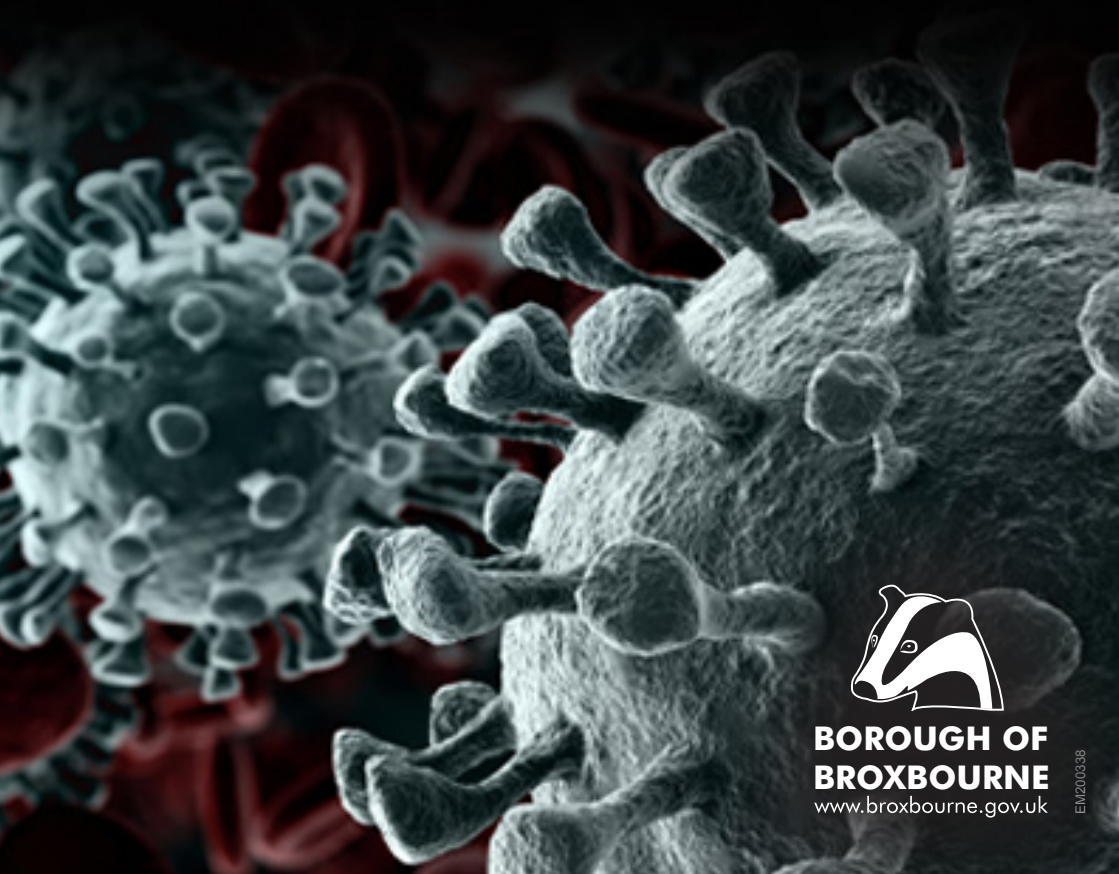


Coronavirus

**An urgent message
from Broxbourne Council**



**BOROUGH OF
BROXBOURNE**
www.broxbourne.gov.uk

Coronavirus



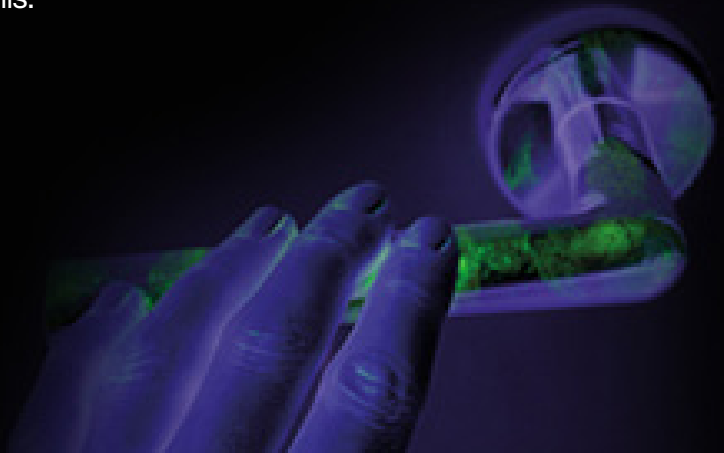
A message from the leader of the Council, Councillor Lewis Cocking

These are unprecedented times. Most of us have not faced this kind of challenge in our lifetime.

As a community we need to be strong and stick together to help one another. There have been scenes across the country of empty shelves. If we all buy only what we need then there will be plenty for all.

We take the welfare of our residents seriously and I want to reassure residents that we, along with our community partners, will do everything we can to ensure that the more vulnerable members of society are protected. We will do all we can to make sure that no-one goes without and that you have the food and medical supplies you need.

You are not alone in this.



Prioritising our services to you

This situation is constantly changing but we will continue to deliver our day-to-day services. However, we realise that as the virus continues to spread throughout the community, this may mean that we do not have the staffing levels to do everything we currently do.

But, we are prepared and have plans in place to prioritise the services we know mean the most to you and will redeploy our staff as necessary.

These services are:

- domestic refuse collection (black bin and food)
- housing benefits advice service
- environmental health emergencies
- temporary accommodation (housing)
- housing benefits payments
- burials/cemetery services

This may become challenging so please be patient with us.

Council facilities

Following the Government's announcement and to protect staff and the public, the following Council facilities are closed to the public until further notice:

- main Council offices at Bishops' College
- the One Stop Shop service in Waltham Cross and Hoddesdon
- the Laura Trott Leisure Centre
- the John Warner Sports Centre
- the Spotlight Theatre
- Lowewood Museum
- children's play equipment in parks and open spaces
- Wormley Community Centre

If you have a hall or conference booking at any of our venues during the next three months, a member of staff will be in contact shortly.

Alternatively, you can contact us on **01992 785577**.

Support for the vulnerable

Who is vulnerable?

Members of our community who for example:

- are over 70
- have an underlying health condition at any age such as diabetes, heart and lung conditions or cancer
- are pregnant

are considered to be particularly vulnerable to Coronavirus

Register as vulnerable

If you are in a vulnerable group or are self-isolating and in need of support, then please contact Herts Help on **0300 123 4044**.

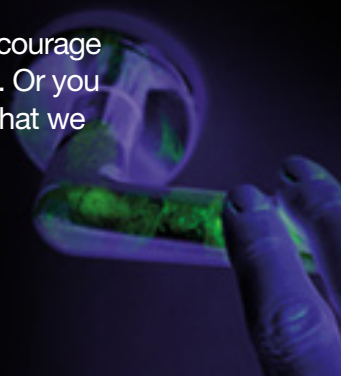
If you are unable to get through, please contact Broxbourne Council on **01992 785577**. Our phone lines are busy, but please do keep trying.

Register as a volunteer

We know that there are many people in our community that want to support those in need and that many of you have already put yourself forward to help. There is a Hertfordshire-wide initiative #TeamHertsVolunteering set up to recruit and coordinate volunteers during this crisis. Residents, services and community groups who would like to volunteer should visit www.thvolunteering.org.uk or call Herts Help on **0300 123 4044**.

Know someone who needs help?

If you know somebody that needs help, then please encourage them to get in touch with Herts Help on **0300 123 4044**. Or you can contact Broxbourne Council on **01992 785577** so that we can ensure they get the help they need.



Financial support for individuals

The Government has announced a range of measures to support individuals who may now be facing financial challenges through loss of work and jobs including an increase to the amount paid by Universal Credit and an uplift to the Local Housing Allowance.

Statutory Sick Pay (SSP) can now be claimed from the first day of sickness or self-isolation. To check whether you are eligible to claim SSP, you should talk to your employer or visit <https://www.gov.uk/statutory-sick-pay> for more information.

If you are not eligible for SSP, for example if you are self-employed, and have Coronavirus or need to self-isolate, you can now more easily make a claim for Universal Credit (UC) or new style Employment and Support Allowance. Universal Credit is paid and administered by the Department for Work and Pensions. Advice on how to claim for the first time and details regarding the Local Housing Allowance can be found at www.understandinguniversalcredit.gov.uk/coronavirus or call the Universal Credit helpline on 0800 328 5644 for support and advice.

How can we help?

If you need help to pay your council tax we may be able to help. Visit our website www.broxbourne.gov.uk/benefits to apply for our council tax support scheme or contact us on 01992 785577 for more information.

We will continue to support you through these difficult times and benefits claims will continue to be paid. We will process requests for council tax support as quickly as possible.

Support for local businesses

We appreciate that many local businesses may face financial challenges over the coming months and we will do all we can to help. There are a number of schemes that have been put in place by the Government to try to reduce the economic impact of the pandemic.

Business rates

A 12 month business rates holiday for all retail, hospitality, leisure and nursery businesses in England has been applied from April. You do not need to apply, it will be applied automatically. You will have already received your 2020/21 business rates or council tax bill and you will receive a revised bill in due course.

Cash grant

The new Retail and Hospitality Grant Scheme provides businesses in the retail, hospitality and leisure sectors with a cash grant of up to £25,000 per property. Businesses with properties with a rateable value between £15,000 and £51,000 will receive **£25,000**. Businesses in these sectors with properties with a rateable value under £15,000 will receive £10,000. A cash grant of **£10,000** has been agreed for all small businesses in receipt of small business rate relief or rural rate relief.

If you have a business based in Broxbourne, you do not need to do anything to access these grants, we will write to you shortly if you are eligible. If you meet the criteria for the grant but you are unable to wait until early April to receive it, then please contact us directly via **www.broxbourne.gov.uk/business-funding-advice** or telephone our Economic Development team on **01992 785565**.



Deferred VAT payments

VAT payments are deferred for three months until 30 June 2020. You do not need to do anything and no late payment charges will apply.

To find out more about these schemes and more help your business, visit <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses>

Further information

Answers to frequently asked questions about Coronavirus can be found on Hertfordshire County Council's website via www.broxbourne.gov.uk/coronavirusfaq

Additional information for people with care and support needs as well as other Hertfordshire County Council service updates can be accessed at www.hertfordshire.gov.uk/serviceupdates. Alternatively you can contact them on 0300 123 4042.

Use the 111 coronavirus online service if:

- you feel you can't cope with your symptoms at home
- your condition gets worse
- your symptoms don't get better after 7 days.

Only call 111 if you can't get help online. You don't need to contact 111 to tell them you're staying at home. A useful guide on handwashing can be found at www.broxbourne.gov.uk/handwashing.

If you have any other concerns then please send an email to enquiry@broxbourne.gov.uk or ring us on 01992 785577.

