

Coronavirus: Weekly update

From Camden Council

The situation with coronavirus is changing daily and we are committed to keeping residents updated regularly with essential information.

We will be publishing weekly updates here in the Camden New Journal, including changes to council services and information about the support available in the community through the Council and its partners.

For the latest updates, visit our dedicated webpage at camden.gov.uk/coronavirus. You can also check our rolling news page camden.gov.uk/coronavirusnews and Twitter feed [@CamdenCouncil](https://twitter.com/CamdenCouncil) or talk to us directly on **020 7974 4444 (option 9)**.

Last week I was proud to join Council staff and volunteers at Age UK Camden packing food to be delivered to people who are sheltering at home to stay safe. We are really lucky in Camden to have so many organisations around our borough doing amazing work to ensure everyone in our community remains safe, fed, warm and connected during this pandemic.

Alongside community groups and the Council, your local ward Councillors are working hard on your behalf.

Although face-to-face surgeries are suspended you can still get in touch with us by calling **020 7974 2792** or emailing membersupport@camden.gov.uk. You can also contact your local councillor directly by going to camden.gov.uk/councillors



Councillor Georgia Gould, Leader of Camden Council

Service updates

The Council remains committed to delivering vital services to residents during this time, including to Camden's families and children, older adults, and tenants and leaseholders.

Providing parking for our critical workers

Camden Council has allocated over 2,500 free parking spaces to doctors, nurses and emergency services to help tackle the coronavirus emergency. You may see Camden parking officers out and about – they are looking at available spaces and allocating them to those who need them most. There is still high demand from Camden's emergency services, so if you know of an underused parking space that could be used by doctors, nurses or school teachers, let the Council know at parkingoperations@camden.gov.uk

If you're a critical worker and want to apply for a free parking space, visit the parking pages at camden.gov.uk/coronavirus and fill in the online form.



Recycling and rubbish collections

The Council is working closely with its partner Veolia and would like to thank all frontline staff who are keeping these essential services running. Here are some ways you can help:

- Please put your bin or bag outside by 6am, or the night before, as collection times may change on your collection day. If you live on a street with time-banded collections, put out at the usual time.
- Make sure your recycling is clean and dry, securely tie rubbish bags, and wash your hands before putting out for collection – this will help to protect collection teams and the public.
- If someone in your household is self-isolating, put personal waste (for example, used tissues) and disposable cleaning cloths in a separate rubbish bag, place into another bag and keep aside for at least 72 hours (3 days) before putting out for collection.
- Check what can and can't be recycled at camden.gov.uk/whatgoesinbins
- Try and minimise the amount of rubbish, recycling and food waste you produce, and avoid doing big clear-outs while at home. This will make a real difference to maintaining a good service for everyone.

Latest advice

If you have symptoms, you must stay at home for 7 days.

If you live with others who have symptoms, you'll need to self-isolate for 14 days from the day the first person started having symptoms.

Please remember to continue to practise social distancing. This means whenever you're outside, make sure there is always 2 metres between you and anyone else.



SIGN UP to our coronavirus e-newsletter

Things are changing every day, if you'd like us to keep you updated regularly with the latest news, sign up by going to camden.gov.uk/coronavirus-updates



To keep up to date with the latest advice, please visit nhs.uk/coronavirus



You can also find the latest information on the situation in the UK at gov.uk/coronavirus

we make Camden

Thank you!

Camden Council would like to thank every person still out working to keep things going in the borough. Camden's caretakers, social workers, teachers, care workers, repairs staff, people out there delivering food parcels instead of their normal jobs, NHS workers and so many more – everybody appreciates the work you're doing.

Help your frontline staff like Kennedy

"I'm Kennedy, a Camden estates caretaker. Most people are working from home but I'm still out on your estates (and some of our street properties), keeping them clean and safe. It can be a bit scary at the moment but I'm here to help you – and there are small things you can do to help me too:

1. Remember to stand at least 2 metres away from everyone you don't live with, including me – this is to keep you and me safe.
2. Make sure your recycling is clean and dry and tie rubbish bags up securely. Always put them in the bins or chute properly so we don't have to touch it – we're worried about getting sick too.
3. If you have a chute, don't put anything in it that doesn't fit. Blocked chutes are difficult to fix, can be really dangerous and stop me

doing the job I'm meant to be doing – looking after where you live.

4. It's going to be hard for us to pick up litter and do all our other important cleaning and safety work, so do your bit by not dropping litter and doing what you can to keep your area clean.

"Let's work together to help each other. If you can help me stay safe and well, I can carry on looking after where you live."



Family 'check-in' for local children and families

While schools are closed, the Council's Family Early Help team are offering a 'family check-in' service to further support children and families who may be more vulnerable during this time.

Teams will check to make sure families have access to essentials, such as food, medicine and supplies, and connect them to those who can help, if needed.

To request an Early Help family check-in, please fill in the online form at camden.gov.uk/family-check-in-request-form



Keeping frontline workers safe

Camden's emergency team have so far delivered over 5,000 bottles of hand sanitiser, face masks, disposable gloves and aprons to help protect frontline and healthcare workers, so they can do their job safely.

If you know of any stocks of disposable gloves, aprons, masks and antibacterial soap or gel or if local businesses have supplies, please contact emergencymanagement@camden.gov.uk



Service changes

- **Bulky waste collections – suspended.** If you've already booked a collection, you will be contacted to let you know when to put your items out for collection.
- **Ordering recycling bags for batteries, small electricals and textiles – suspended.** Please don't put these items in your recycling or rubbish. If you have bags, you can still put them out for collection.
- **Regis Road Reuse and Recycling Centre – closed.**

Check the latest updates at camden.gov.uk/recyclingandrubbish



Community support

The Council is working with Camden's voluntary and community organisations to support, encourage and mobilise the huge community spirit that exists within the borough.

#AloneTogether: 30 creative ways to stay together this April, even from afar

North London Cares is a community network of older and younger neighbours, who usually get together at weekly Social Clubs.

Now, to find new ways for north London neighbours to be together remotely, they've launched #AloneTogether – an activity pack full of creative distractions for every day in April. These packs have been posted to over 1,000 over 65s in their network, and are available online at bit.ly/AloneTogetherActivityPack

Peggy, 94, said: "I have been a bit lonely, I've been in for 20 days now so I am beginning to feel it, but I received your pack and think it's a brilliant idea... I'll certainly be getting on with it. I think this is excellent!"

Emily Groves, Head of Programmes at North London Cares, said: "We hope #AloneTogether is shared widely – among colleagues, community partners, key workers, friends, neighbours, grandparents and housemates – anyone who could benefit from a daily distraction this April, and a feeling of togetherness at a difficult time."

You can share your daily creations with the team online by tweeting @NorthLDNCares #AloneTogether



Camden launches online directory to link residents to local support



Camden Council has launched an online directory to help residents find local organisations who can assist them with everyday tasks they're struggling to do themselves.

From walking the dog to picking up a prescription, visit coronavirus-help.camden.gov.uk and add your postcode to be matched with a nearby organisation.

Volunteering

There has been an incredible response from the local community pledging their support to help. To find out more about how you can join the efforts, and for guidance for groups on how to volunteer safely, visit camden.gov.uk/coronavirus



£100k to Camden Giving

Camden Council has contributed £100,000 to the Camden Giving COVID-19 fund. Registered charities, community interest companies and non-profits delivering COVID-19 supplies to Camden residents can apply for grants of up to £6,000. The deadline to apply is 1pm Monday 6 April. For more details and to apply, please visit Camden Giving at camdengiving.org.uk/covid19fund

You can also donate at camden.gov.uk/donate-to-your-community

Council volunteers deliver food packages to at-risk households

The Council would like to say thank you to the team of 10 volunteers who packed and delivered emergency food packages to residents. Deliveries were made to those who are most at risk of becoming seriously ill if they catch the virus, and therefore are unable to leave



their home. Staff from across the Council took part last weekend, including library staff, who pitched in by calling nearly 200 residents to check in on them and see whether they needed food parcels.

And lastly, thank you to the staff at Booker on Camley Street for coming to the rescue when the Council ran low on supplies, and to the London Irish Centre for letting volunteers use the building as a base. Everyone's efforts last weekend made a huge difference to some of Camden's most vulnerable.

If you'd like to help on similar projects, go to camden.gov.uk/coronavirus

Frequently asked questions

Is the Council still carrying out housing repairs?

Minor communal area works will continue where it's possible and safe to do so, but only emergency repairs will be carried out inside council homes. Emergency repairs include suspected gas or carbon monoxide leaks, a loss of gas, electricity or water and urgent repairs needed to make homes safe. See the full list at camden.gov.uk/housing-repairs or call 020 7974 4444 (option 3 then 1).

I'm concerned about paying my bills, what can I do?

- For concerns about paying rent, mortgage, service charge or council tax, go to camden.gov.uk/coronavirus or call the Council helpline on 0207 974 444 (option 9)
- If you're a tenant worried about paying rent, contact your neighbourhood housing officer. If you're a leaseholder worried about paying service charge or major works invoices, contact leaseholderservices@camden.gov.uk or call 0207 974 3559
- If you're in financial hardship, apply for a one-off payment through Camden's Local Welfare Assistance Scheme at camden.gov.uk/local-welfare-fund-claim-form

What financial support is available to me?

If you already receive benefits, tell the Council and the Department for Work and Pensions (DWP) about any changes to your income so adjustments can be made to the amount you're entitled to. If you don't receive benefits, you might be eligible for the following:

- A reduction in council tax through Council Tax Support – go to camden.gov.uk/council-tax-support to apply.
- A monthly payment of Universal Credit – go to gov.uk to apply.
- A fortnightly payment of a contributions-based benefit – Job Seekers' Allowance or Employment Support Allowance – go to gov.uk to apply.

Go to camden.gov.uk/coronavirus for more information on all of the above.

Staying well at home

1 Stay connected

- There are still lots of ways to keep in touch: pick up the phone, use WhatsApp, Zoom or Skype.
- The most up-to-date and reliable sources of information are from the NHS and gov.uk

2 Keep active

- There's still plenty of ways to get moving that don't require equipment. Try nhs.uk/live-well/exercise/10-minute-workouts
- You can go for a run, walk or cycle once a day, either alone or with a member of your household.

3 Get support

- Visit mentalhealthcamden.co.uk or icope.nhs.uk for resources, advice and information about protecting your mental health.
- If needed, you can self-refer to Camden's local psychology service, iCope, via the website above or by calling 020 3317 6670 (you may need to leave a message). You will then be offered an initial 30-minute telephone appointment within 2 days.

4 Switch off

- Clear your head – try some free Headspace meditations
- To relax and wind-down avoid using your phone or tablet close to bedtime.
- It's important to stay informed but try to limit the number of times you check the news and your social media

For more support, including resources to help young people stay connected, visit camden.gov.uk/mental-health-and-wellbeing

Latest NHS guidance translated into 35 languages

Doctors of the World, in partnership with the British Red Cross, Migrant Help and Clear Voice, are providing the latest information around the coronavirus – translated into 35 languages. The guidance is based on the government's updated advice and health information.

Find out more and access the translations at doctorsoftheworld.org.uk/coronavirus-information

We need your help to keep our parks open and safe

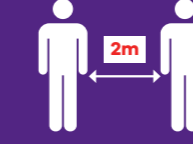
Please make sure you follow government guidance when exercising and always maintain a 2-metre distance from others. Try to walk locally or use your garden if you have one and avoid parks and green spaces when they are busy.



Only exercise once per day



Exercise alone or with those who you live with



Always maintain a 2-metre distance from others (unless they live in your household)



Avoid parks and open spaces when they are busy and exercise locally



Do not use parks for picnics, sunbathing, sports or BBQs



Skate parks, playgrounds and outdoor gyms are closed

We do not want to close our parks but will be forced to take action if advice isn't followed.

camden.gov.uk/coronavirus
020 7974 4444 (option 9)

