

COVID-19 UPDATE – Tuesday 14 April 2020

Good evening,

I hope you had a safe and enjoyable Easter weekend.

Please find below the latest update regarding COVID-19.

Wiltshire Wellbeing Hub

Over the bank holiday weekend staff worked hard to support the most vulnerable within our communities. The wellbeing hub has now:

- delivered over 518 food parcels
- contacted over 5,063 by letter
- contacted 5,679 by phone

So far we've had 1,559 calls to the wellbeing hub and 473 emails.

Don't forget we have also created an [online interactive map](#) that allows people to see what COVID-19 community support is available in their neighbourhood and throughout the county. The map, which will be regularly updated, can be found at www.wiltshire.gov.uk/public-health-coronavirus.

Schools open over Easter holidays

Our schools and early years providers are staying open over this Easter holiday to ensure our key workers can go to work and our vulnerable children have a school place.

- Approximately 160 schools are open – either individually or as a hub.
- Approximately 400 key worker children attending daily and approximately 140 vulnerable children
- At least 34 schools opened over the Easter Bank Holiday Weekend to allow key workers to work over Easter
- 130 early years settings open over the Easter period including childminders
- We also arranged for 1,000 Easter eggs to be delivered to

- those at school – thanks to Home Bargains
- Morrisons kindly donated 400 eggs for children attending early years settings

Carers support

I'd like to remind carers of all ages that support and advice is still available if they need a helping hand during the current COVID-19 situation.

Local charity Carer Support Wiltshire and independent organisation Wiltshire Parent Carer Council have produced the latest information and advice and are posting regular updates on social media and their websites, so people don't feel isolated and can access the right information and support.

For those who cannot access information online, they can call or email Carer Support Wiltshire (0800 181 4118 Monday to Thursday 0930 to 1630 and Friday 0930 to 1600) or the Wiltshire Parent Carer Council (Tel: 01225 764647 Monday to Friday 10am to 5pm, or email: admin@wiltspsc.co.uk anytime).

Waste and recycling

Our refuse teams are doing an amazing job and we know many are receiving great feedback from residents – we ask residents to bear with them as they continue with new rounds and the challenges of Covid-19.

We have delayed the renewal of the annual subscription for garden waste by two months, so people can apply for renewal from June instead of April. This means our call centres are free to deal with other urgent calls regarding Covid-19.

Although our HRCs are closed we have not had an increase in fly-tipping and we're grateful to all our residents who are acting responsibly.

Fly tip numbers for March 2020 were 266 vs 262 the previous

month so we are pleased there was no significant uplift given the HRC restrictions.

Business support and grants

We're in this together and our teams are working seven days a week, which included the Easter weekend, to process the forms and answer queries from businesses. We understand that businesses are particularly affected by the Coronavirus outbreak. That is why we are working tirelessly to issue the grants to eligible businesses, as quickly as possible.

Over 5,600 businesses have applied for a grant and of those over 3,300 have now had funds released for payment.

It is vital that those businesses who have received our letter come back to us with all the information we require as quickly as possible, including their letter reference number and business rates account number. This will allow us to match their details much faster and quickly process their form.

Further information can be found at www.wiltshire.gov.uk/business-advice-support-covid19

Lastly please can I thank you and all residents and communities who heeded the advice and stayed home over the bank holiday weekend - helping to protect the NHS and save lives.

Regards

Cllr Philip Whitehead