



20 April 2020

Getting help and support

During the COVID-19 outbreak Basingstoke and Deane Borough Council is working hard to provide people with the support they need and protect essential services across Basingstoke and Deane.

We are working closely with Hampshire County Council, Basingstoke Voluntary Action and community groups in the borough as part of the Basingstoke and Deane Community Hub.

A new **Coronavirus Hampshire Helpline** – Hantshelp4vulnerable - has been set up to help residents who are having to stay in their home, for example as they are over 70 or have a medical condition, and do not have help from family and friends. You can register for urgent support such as access to essential food or household supplies and collection of medication. The helpline is available seven days a week, from **9am to 5pm, by calling 0333 370 4000**.

Locally, they will arrange help with getting shopping or prescriptions, and other support, through the Basingstoke and Deane Community Hub, a network of volunteer and community groups co-ordinated by Basingstoke Voluntary Action. For more information about the support available in your area, please visit www.bvaction.org.uk/basingstoke-deanecommunity-hubs

Important changes to waste collections

Basingstoke and Deane Borough Council, working with Serco, has temporarily reduced the frequency that grey waste bins are collected to protect bin crews and sustain a reliable collection service during the COVID-19 outbreak.

The changes started on Monday 20 April and mean grey waste bins will be collected every fortnight instead of every week. Residents should put out their green recycling bin and glass container on their normal recycling collection day and their grey waste bin on the other week. The day of the week that bins are collected will not change. This is a temporary change and we will keep this under review and will resume normal collections as soon as possible after the government restrictions have been lifted and we can safely do so.

Key points to note:

- If you have a grey 140 litre waste bin you can leave out two additional bags for collection.
- If you have a grey 240 litre waste bin this will be sufficient and no additional bags will be taken.
- If you have a large family you can apply for an additional bin if you do not already have one.
- Assisted and clinical waste collections will continue.
- Recycling and glass collections will continue as normal.
- Please recycle as much as you can.
- Start looking at how much waste you throw away and how you can reduce this by buying differently.
- Start squashing your waste to maximise the capacity of your grey bin.

For more information, including frequently asked questions, visit www.basingstoke.gov.uk/covid-19-bins-and-recycling

For the latest coronavirus updates from the borough council:

- Webpage www.basingstoke.gov.uk/coronavirus
- Facebook [@BasingstokeGov](https://www.facebook.com/BasingstokeGov)
- Twitter [@BasingstokeGov](https://twitter.com/BasingstokeGov)
- Resident news [*Basingstoke & Deane Today* online](#)

Community hubs network

- [Basingstoke Voluntary Action webpages](#)

Other useful links for advice and information

- [Government advice](#)
- [Health guidance](#)
- [Check your symptoms](#)
- [BBC](#)