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*Through this sharing newsletter and our other methods of communication, we will continue to provide you with important updates relating to our services and COVID-19 guidance and advice from trusted sources.*

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**05 January 2021**

## **Stay at home and follow national lockdown guidance**

Following Prime Minister Boris Johnson's national lockdown announcement yesterday, borough residents are urged to follow the government guidance and stay at home.

This means you must not leave, or be outside of your home, except where necessary. You may leave the home to:

- shop for basic necessities, for you or a vulnerable person
- go to work, or provide voluntary or charitable services, if you cannot reasonably do so from home
- exercise with your household (or support bubble) or one other person, this should be limited to once per day, and you should not travel outside your local area.
- meet your support or childcare bubble if necessary, but only if you are legally permitted to form one
- seek medical assistance or avoid injury, illness or risk of harm (including domestic abuse)
- attend education or childcare - for those eligible.

Colleges, primary and secondary schools will remain open only for vulnerable children and the children of those whose work is critical during the pandemic. All other children will learn remotely until February half term. Early Years settings remain open.

Higher Education provision will remain online until mid-February for all except future critical worker courses.

If you do leave home for a permitted reason, you should always stay local in the village, town, or part of the city where you live. You may leave your local area for a legally permitted reason, such as for work.

If you are clinically extremely vulnerable you should only go out for medical appointments, exercise or if it is essential; you should not attend work.

## **Support available during national lockdown**

Support will continue to be available for vulnerable residents following yesterday's announcement of a further lockdown.

Residents with an increased risk of illness (clinically extremely vulnerable) have been advised to begin shielding and will receive a letter shortly explaining what the advice means for them. This group is advised to stay at home at all times, unless for exercise or medical appointments, and not to attend work, even if they are unable to work from home.

We are encouraging residents to use priority slots provided by supermarkets for shopping, prescription delivery services and support from family and friends.

However, residents who do not have this support are being encouraged to register for help by calling the Hampshire Coronavirus Support and Helpline on 0333 370 4000 as a central point.

The helpline is open Monday to Thursday from 9am to 5pm, 9am to 4.30pm on Fridays and between 10am and 3pm at weekends. This will be regularly reviewed. Hampshire County Council will then work with BVA and the local hubs to deal with the majority of requests for support.

There are a number of local and national charities continuing to provide support on issues such as mental health, loneliness and domestic abuse:

- Mind – call 0300 123 3393 or text on 86463
- Samaritans – call 116 123
- The Silver Line (advice and friendship for the elderly) – call 0800 470 80 90
- Age UK (friendship service for over 60s) – call 0800 678 1602
- Age Concern Hampshire – call 01256 423874
- Hampshire Domestic Abuse Service – call 03300 165112
- National Domestic Abuse Helpline – call 0808 2000 247
- Childline – call 0800 1111
- Respect Phonenumber – call 0808 8024040.

## **Council reception**

Our Parklands reception has closed to the public from today (Tuesday 5 January 2021), following the latest government announcement.

If you were intending to make an appointment please call us on 01256 844844, select option four and speak to one of our customer advisers.

## Outdoor sports and leisure facilities

In line with the government's lockdown restrictions we are closing our outdoor gyms, multi-use games areas and ball courts, including Stratton Park Tennis Courts, and Down Grange athletics track. Skateparks and play areas are currently open and we are monitoring their usage to ensure government guidance is adhered to.

Should updated guidance be received or we have concerns about the usages of these facilities we will respond accordingly.

A number of sports facilities including the Aquadrome, Totally Tennis and Tadley Health and Fitness Centre were closed on 26 December under Tier 4 restrictions.

## Bin collections

All of our waste and recycling collection services are currently running as normal and crews will continue to work hard to maintain these during lockdown restrictions. Throughout the pandemic we have been forward planning in case the virus affects staffing levels.

We are regularly monitoring these levels along with Serco and will do all we can to maintain our core waste and recycling collection services over the challenging winter months.

Over the festive and new year period there have been changes to bin collections as there are every year. Collections will return to normal on Monday 11 January 2021.

### **For the latest coronavirus updates from the borough council:**

- Webpage [www.basingstoke.gov.uk/coronavirus](http://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](#)

**If you do not have access to the internet and need specific advice or support, remember that the Coronavirus Hampshire Helpline can be contacted on 0333 370 4000 and is available seven days a week, from 9am to 5pm.**