Derby City Council
COVID-19 Response

derby.gov.uk/coronavirus

We're writing to you today to update you on your Council services, how you can access help and support, and indeed how we can all work together, and play a part in getting through the coronavirus (COVID-19) pandemic.

We, the NHS, the emergency services, voluntary groups and many more, are working exceptionally hard to deliver life-saving and critical services. We're doing all we can to help our most vulnerable residents and keep Derby safe and ready for when we get to the other side. It's unknown territory for all of us, which means that we don't always have the answers, so we need to be flexible, resourceful and most importantly supportive of one another.

We've been overwhelmed by the sense of community and the spirit of everyone mucking in together that's been on display in the last few weeks. We all owe so many thanks to the hard work and dedication of the key workers and volunteers who are helping to keep the city going and to you for doing your bit, by staying home and saving lives.

Thank you for your understanding and support, stay safe.

Impacts on your Council services

Understandably during this crisis, we've had to temporarily close some of our services and there is a full list of those affected at **derby.gov.uk/ coronavirus**.

As one of our most visible services, we know that disruptions to waste collections can be frustrating.

At present, the collection of your general waste, and recycling will continue as normal, whilst garden recycling has been suspended.

If your black or blue bin is missed, please leave it out for 48 hours and we will do our very best to return to empty it. If after this time, your bin hasn't been emptied, please take it off the street until your next scheduled collection.

There's more advice and guidance, plus information on your bin day, on our website – **derby.gov.uk/bins**.

Financial support for residents and local businesses

If you need financial assistance with your Council Tax payments we are offering help through our Council Tax support scheme and/ or flexible payment plans. For further information please see **www.derby.gov.uk/ advice-and-benefits/council-tax/ctss/** or call **01332 640000**.

We're also supporting businesses with £47 million in financial support.If you're a local business, please visit our Business Advice page at **derby.gov.uk/coronavirus** for guidance and links to other schemes announced by Government.

Stay connected

To follow the most recent advice visit **derby.gov.uk/coronavirus**.

Our social media channels are updated every day, with tips and news – you can follow us on Twitter and Facebook, search **@DerbyCC**.

Sign up for regular updates on our Newsroom at **news.derby.gov.uk**.

More contacts

Derby City Council **01332 640000** minicom: **01332 640666**
Derby Homes **01332 888777**
Adult Safeguarding **01332 642855** **AdultsMASH@derby.gov.uk**
Child Safeguarding **01332 641172** **ddscp.org.uk**
Mental Health - **Mind 0300 123 3393**
National Domestic Violence Helpline **0808 2000 247**
nationaldomesticviolencehelpline.org.uk

Accessing support

If you're vulnerable or self-isolating we urge you to seek support from family, friends and neighbours wherever possible.

For those with **no family, friends or neighbours**, we can offer support through our Community Hub.

We've joined up with Community Action Derby, Derby Homes, and a number of community and voluntary sector organisations to create the hub which can help with things like shopping, collecting prescriptions or even just a phone call so you have someone to talk to.

Get in touch with us if you need help and are self-isolating because you or someone you live with:
• is at risk from coronavirus
• is struggling to meet basic needs because of:
  • financial, social and health issues
  • pregnancy
  • an underlying health condition
  • aged 70 or over.

Call us on 01332 640000 between 9.00am and 6.00pm, every day. Deaf residents can text 0777 4333 412. Or email covidsupport@communityactionderby.org.uk

Volunteer to help

We're recruiting volunteers to help with our Community Hub. If you're fit and well, and aged between 18 and 70, you could join the army of local people rallying to support others in need of help. Our volunteers will receive training, and social distancing guidelines are followed at all times.

Call us on 01332 640000 between 9.00am and 6.00pm, every day. Deaf residents can text 0777 4333 412. Or email covidsupport@communityactionderby.org.uk

Public health guidance

For the most up to date advice and support visit **nhs.uk/coronavirus**, or **gov.uk/coronavirus**.

Ordering your medicines

Please do not stockpile or purchase medication that you do not need as this could disadvantage those who need it. To order your prescriptions, use your normal method.

We can give you this information in any other way, style or language that will help you access it.

Please contact us on: **01332 640000** Minicom: **01332 640666** or visit **derby.gov.uk/coronavirus-covid19/accessible-information**

To find out more about how your information will be processed please visit **derby.gov.uk/privacy-notice**