

We are here for you

We are supporting residents and businesses during the coronavirus (COVID-19) outbreak.

Inside, advice on:

- Health and wellbeing
- Children, young people and families
- Business advice and support
- Our key services
- Communities and volunteering

We are here for you

“It is clear that we are living in unprecedented times and dealing with exceptional circumstances. As a city, we must find our resolve and do everything we can to support those who need our help the most. We cannot thank our residents and communities enough for their response to this situation and for demonstrating how York comes together in times of crisis.

By continuing this approach, and following the latest Government advice, we have the best possible chance of focusing on what really matters, the lives and livelihoods of York residents. Your safety is our absolute priority.

Every day we hear of local heroes freely giving their time to support people they've never met, or businesses offering hotel rooms for key workers or delivering food for older people who can no longer get out.

The very best of this city is coming together to slow down the infection. Thousands of people have responded to our call for volunteers and the smallest acts make the biggest difference. Every one of us can be a hero – by staying safe and staying at home, by volunteering or by supporting local businesses.

We understand this is an incredibly difficult time for all schools, early years and childcare providers, parents, carers and families, and we are working closely with Public Health in York and England and the Department of Health and Social Care to protect residents.

Throughout the outbreak, we have made sure support is in place for children and families. This remains a priority as we support keyworkers by keeping schools open and put in place safeguarding measures for those who need it.

As a city, we must find our resolve and do everything we can to support those who need our help the most. We know that many people across the city have already volunteered to help and we welcome your public spirit. Thank you.

We want to make sure that support is directed to where it's most needed, whether delivering food parcels, providing information, or sharing tasks like shopping or picking up medications. The physical and emotional health of residents is of the utmost importance and we have introduced a process to register, train and support volunteers working closely with community and voluntary groups, both new and existing.

We also know that some of the most vulnerable in the city are faced with extraordinarily difficult circumstances. That is why vulnerable residents who do not currently have access to support, for example through the NHS, but who need help because of the impact of coronavirus, should contact our Community Support Coordinators at covid19help@york.gov.uk or call **01904 551550**.

Our businesses, cultural and charitable sectors, which make York such a special place to live and visit, are facing huge uncertainty, and we have to do as much as we can to protect incomes and livelihoods during such uncertain times.

This is why we have introduced an emergency fund for businesses and an increased support for residents over the coming months, on top of the measures announced by the Government.

Thank you to all the key workers, businesses and volunteers for continuing to support each other during the coronavirus outbreak, and for doing their best for our city.

You will find more information about how the council can help residents and businesses, how we have adapted resources to keep staff and residents safe, and how we will continue to support you throughout this period in this issue of Our City.

Staff have adapted to working from home and many have been redeployed into completely different work to maintain essential services such as black bin collection and organising volunteers across the city.

As ever, what is encouraging is the resilience and reaction of our city in the face of adversity. We have been overwhelmed by the response of residents and community groups who are supporting more vulnerable residents across the city.

Again, we cannot thank our staff, residents and communities enough for mobilising in response to the situation and for truly demonstrating how York comes together in times of crisis.”



Cllr Keith Aspden
Leader of the Council



Cllr Andy D'Agorne
Deputy Leader of the Council



Ian Floyd
Deputy Chief Executive and Interim Head of Paid Services

We are encouraging residents and visitors to subscribe to receive e-newsletter updates about the city's response to the outbreak of coronavirus.

The new e-newsletter service will provide information on the latest national guidance and local updates, direct links to useful resources, and signpost available support on offer in the city.

Residents can choose to sign up for three different email preferences to receive information on business support, advice for schools and families, updates on community services and more. With the current situation continuously evolving, it is incredibly important that residents, communities and visitors can access reliable and accurate information easily.

To subscribe to direct email updates from City of York Council, visit: www.york.gov.uk/form/EmailUpdates

Emergency funding

Supporting residents

Since the outbreak we have already seen a growing number of residents approaching the Council for support. We have recently announced details of emergency funds totalling £1.25m for residents affected by the coronavirus outbreak. Residents will get financial help from two funds, depending on their circumstances and how much help they need. This will include an Emergency Hardship Fund for residents affected by coronavirus.

The York Financial Assistance Scheme (YFAS) provides help to local people in financial difficulties due to exceptional circumstances and disasters. Additional funding has been made available to help people affected by coronavirus. When applying for support please provide as much information as you can on the application form.

YFAS offers two types of assistance:

- **Emergency assistance for a disaster or crisis**
- **Community assistance to help with exceptional pressures or financial difficulties**

Emergency assistance

Emergency assistance is provided in several key areas:

- **Supermarket vouchers**

These are available to people who do not have money for food and other household essentials. Vouchers will be provided electronically to be used in specific supermarkets. If you, or someone on your behalf, are not able to go to the supermarket to collect your shopping you should contact the COVID-19 Community Hubs on **01904 551550** or email **covid19help@york.gov.uk** to arrange support.

- **Gas & electricity**

If you have a prepayment meter and no money to top it up, contact your energy provider for assistance in the first instance.

If you're still struggling to pay your bill, you will get support and no meter disconnections will take place.

- **Other heating costs**

If you have other heating costs (such as oil) and need assistance, please apply to the fund, giving as much detail as possible.

These will be considered on a needs basis.

To apply for a YFAS grant visit:
www.york.gov.uk/YFAS
or call 01904 551550

Community assistance

This part of the scheme provides help with basic necessities. Applications will be considered for essential appliances where people do not have a working cooker, fridge, freezer or washing machine.

Goods will be delivered to your home and cookers and washing machines will be professionally installed.

The council tax COVID-19 hardship fund

Working age people who claim Council Tax Support will receive an additional award of £150 towards their total bill for 2020/21. This will reduce their monthly repayments.

York residents who get Council Tax Support will automatically be awarded the additional amount.

We will be making these awards into people's accounts over the coming weeks.

Residents do not need to do anything. If they are already receiving Council Tax Support the extra award will be added to their account and they will get a new bill with revised monthly payments.

Anyone making a new claim for Council Tax Support will have the amount added once their claim has been assessed.

If you are struggling to pay your council tax

- Claim Council Tax Support online at:

www.york.gov.uk/CouncilTaxSupport

If you are already in receipt of Council Tax Support and your income has changed please tell us so we can check your claim at:

www.york.gov.uk/

[BenefitsChangeOfCircumstances](#)

Supporting businesses

We have announced a £1m local emergency fund to support businesses in dealing with the impacts of coronavirus.

The fund will target a range of support for around 1,000 small and micro firms, who are not set to benefit from the recently announced Government support packages.

We are working closely with partners to make sure the fund delivers the most effective support and targets those who are least likely to benefit from existing measures.

In addition to the creation of a business support fund, we are also taking a series of actions to alleviate pressures on local businesses during this difficult period.

These include:

- **All 350 council commercial rents deferred for three months.**
- **Supporting key suppliers, including:**
 1. Paying those providing services to council and maintained schools, and bus providers for tendered routes and concessionary fares
 2. Paying in advance where possible, and for planned annual activity
 3. Exploring the potential of short-term loans
- **All planned increase in fees and charges are suspended (unless set by the Government)**
- **A licence fee 'holiday' for businesses which can't use them**
- **Suspending debt recovery efforts**

The Council is engaging with business support services and partners to make sure the fund delivers the most effective support.

Rent increase halted for council tenants

The annual rent increase for City of York Council tenants is to be stopped for three months due to the coronavirus emergency.

At the start of each financial year, annual rent increases usually come into effect. We are unable to reverse the annual increase in the billing system at this late stage, but residents are being assured this increase will be refunded.

Council tenants are asked to pay their rent as usual and, those eligible, will be repaid the extra rent for the first three months of this financial year from 1 April 2020. Tenants don't need to take any further action because the refund will be credited direct to their rent account.

Tenants receiving Universal Credit and/or housing benefits are not affected by the increase as their rental costs are already met by the Government/the council.

Anyone worried about paying their rent as a result of changes in their circumstances due to the current emergency, should contact their housing management officer (HMO) and seek advice at: www.york.gov.uk/COVIDHousing

For more details on the financial help available to tenants affected by Coronavirus, please go to: www.york.gov.uk/COVIDFinancialHelp

Beware of scammers

Trading Standards has become aware of several scams relating to coronavirus. They are taking advantage of disruption and the fact more people are at home to answer their phones. Please be careful before handing over any money, especially if you don't know the person.

Business support

We want to make sure your business can access all the support available.

Things are moving very quickly. We are collating and sharing information as quickly as possible to protect businesses, the services they provide and the jobs they support.

The Council is working with York BID, Make it York and other partners across the city to listen to businesses and shape support which responds to these unprecedented challenges.

We are working hard to make sure businesses receive £110m of Government grants and reliefs as quickly as possible.

To see what support is available for your business visit www.york.gov.uk/BusinessSupport.

Getting the available support to you

The Government is providing £20 billion of business rates support and grant funding nationwide to help the most-affected firms manage their cashflow through this period.

The package includes:

- **100% business rates holiday for 12 months for all retail, hospitality and leisure businesses**
- **£25,000 grants to retail, hospitality, leisure and nursery businesses with a rateable value over £15,000 and below £51,000**
- **Businesses eligible for Small Business Rate Relief (SBRR) will receive a one-off £10,000 cash payment**
- **£5,000 business rates discount for public houses (increased from £1,000)**

We're working hard to make sure this support gets to those who need it as quickly as possible. This includes updating over 4,000 business rates accounts and trying to stop any direct debits for qualifying businesses.

After receiving full details from the Government, we have launched a short application form for businesses who qualify for the government's grants. Your business can apply at www.york.gov.uk/COVIDBusinessGrant.

Advice for business paying tax

VAT payments for all UK businesses will be deferred from 20 March 2020 until 30 June 2020. If you're self-employed, Income Tax payments due in July 2020 under the Self-Assessment system will be deferred to January 2021.

Taxpayers will be given until the end of the 2020 to 2021 tax year to pay any liabilities that have accumulated during the deferral period. VAT refunds and reclaims will be paid by the Government as normal.

Support with wages and job protection

The Government has announced it will cover up to 80% (to a cap of £2,500 per month) of wages of workers who would otherwise lose their jobs as a result of the coronavirus outbreak.

Under the Coronavirus Job Retention Scheme, all UK employers will be able to access support to continue paying part of their employees' salary for those employees that would otherwise have been laid off during this crisis

You will need to:

- **Designate affected employees as 'furloughed workers', and notify your employees of this change - changing the status of employees remains subject to existing employment law and, depending on the employment contract, may be subject to negotiation**
- **Submit information to HMRC about the employees that have been furloughed and their earnings through a new online portal (HMRC will set out further details on the information required)**

HMRC will reimburse 80% of furloughed workers wage costs, up to a cap of £2,500 per month.

As soon as HMRC's processes and timescales are in place, we will update York businesses.

Supporting communities

Volunteers leap into action

We have been overwhelmed by the public spirit demonstrated by our residents. At the time of going to print, over 3,000 people have volunteered to support the city and the first community hubs are helping those in greatest need. The hubs, which are not open to the public, are part of the city's co-ordinated response to the coronavirus emergency and are located across the city. To maintain the health and safety of our residents, volunteers were given early training ahead of being given tasks to support the most vulnerable in the city.

If you are not already helping and want to get involved, please visit www.york.gov.uk/COVIDVolunteering and together, we can help beat coronavirus including York's most vulnerable and those most at risk.

Volunteering during coronavirus

Volunteers can register to help protect the emotional health and physical wellbeing of residents during the coronavirus situation.

While following Government recommendations to stop non-essential social contact to slow the spread of the coronavirus infection, you can help those who need most support, including people who are likely to experience limited physical contact for long periods of time.

Lots of volunteering tasks can be done safely at home.

For example:

- **Speaking to people on the telephone**
- **Registering enquiries**
- **Finding and providing information**
- **Staying regularly connected to reduce loneliness**

To apply to be a volunteer call **01904 551550**,

email volunteering@york.gov.uk

or visit: www.york.gov.uk/COVIDVolunteering

Coronavirus community fund

We're encouraging anyone who wants to make a donation to others affected by coronavirus, to support the Coronavirus Community Fund, set up by Two Ridings Community Foundation. The fund has been set up to offer local charitable or community organisations emergency funding to deal with emerging issues as a result of the continuing threat of coronavirus.

All donations will be used to help local charitable and community organisations support the people who need it the most. It will also work to assist people and organisations where there are no current suitable services, to maintain some level of viability through these uncertain times.

To donate please visit:
www.tworidingscf.org.uk/coronavirus-community-fund/ and to apply to the fund please, visit:
www.tworidingscf.org.uk/fund/coronavirus-community-fund/

Adult social care

In partnership with the NHS, our incredible adult social care team are putting themselves on the front-line to serve the residents of the city. Together we are:

- **Working with our local NHS to ensure people are discharged from hospital and supported in the community with appropriate Health and Social Care**
- **Safeguarding and protecting those adults considered most at risk in our city**
- **Responding to urgent and immediate care and support requirements**
- **To work with our local care homes and care providers to continue to support clinically vulnerable communities**
- **To support our local carers who are looking after clinically vulnerable people.**

Any former or retired socialworkers - we need you now!

If you've retired or moved into another area of work, please help York through coronavirus:

www.workwithyork.co.uk/jobs/adult-social-workers

email applications@workwithyork.co.uk or call **01904 566066**.

Stay home, protect the NHS, save lives

Coronavirus UK lockdown

On Monday 23 March the Government announced a UK-wide lockdown in order to delay the spread of coronavirus.

During the lockdown, which will be enforced by police, public gatherings of more than 2 people will not be allowed at any time. People should not meet friends or family members they do not live with.

Travel outside the home will only be allowed in order to:

- **Purchase basic essentials**
- **Purchase or collect medication**
- **Provide care or help to a vulnerable person**
- **Travel to and from work, but only where this cannot be done from home and is absolutely necessary**

The new measures include:

- **Cancellation of social events, including weddings and baptisms. Funeral services will continue but with Government restrictions in place**
- **Closure of libraries, playgrounds, outdoor gyms and places of worship**
- **Closure of shops selling non-essential goods, such as clothing and electronic stores**

Exercise outside of the home will be allowed, but this must be alone, or with members of your household, and only once per day.

Parks will remain open for exercise, but any public gatherings of more than 2 people will be dispersed.

We know many of you will have questions about these measures and we will provide answers as soon as we understand more.

For more information visit: www.gov.uk/coronavirus

Help keep the city safe

Social distancing measures are steps you can take to reduce social interaction between people.

This will help reduce the transmission of coronavirus.

They are to:

1. **Avoid contact with someone who is displaying symptoms of coronavirus. These symptoms include high temperature and/or new and continuous cough**
2. **Avoid non-essential use of public transport when possible**
3. **Work from home, where possible. Your employer should support you to do this**
4. **Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently shut as infections spread easily in closed spaces where people gather together**
5. **Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media**

Everyone should try to follow these measures as much as is practicable.

Your health and wellbeing

Spot the signs of coronavirus

CONTINUE to isolate if you have either:

- **A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)**
- **A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)**

To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home.

Use the **NHS 111** online coronavirus service to find out what to do by visiting: www.111.nhs.uk/COVID-19

Other things you can do to stop the infection spreading:

- **Wash your hands with soap and water often – do this for at least 20 seconds**
- **Use hand sanitiser gel if soap and water are not available**
- **Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze**
- **Put used tissues in the bin immediately and wash your hands afterwards**
- **Stay TWO metres (three steps) away from other people, if you need to go outside**

Domestic abuse and coronavirus

Teams from the IDAS charity are working differently and developing new ways to support people affected by abuse. They are determined to keep their refuges and helplines running in these immensely difficult times and will also provide support through online, telephone, or email support sessions.

For many people who are afraid of their partner and may be faced with being isolated with them for long periods of time, this is an additional risk factor. They may also be receiving misinformation from the abuser that help is not available should they need support.

For advice for friends, neighbours or family members concerned about someone they know or, if you are facing isolation with an abusive person, IDAS offer some safety planning advice by calling **03000 110 110** (North Yorkshire /York) or visit: www.idas.org.uk

Looking after your health and wellbeing

In what is an anxious and difficult time for many of us, it is more important than ever for you and your family to maintain your emotional wellbeing.

Taking care of your mind as well as your body is really important while staying at home because of coronavirus.

You may feel bored, frustrated or lonely.

You may also be low, worried or anxious, or concerned about your finances, your health or those close to you.

It's important to remember that it is OK to feel this way and that everyone reacts differently. Remember, this situation is temporary and, for most of us, these difficult feelings will pass. Staying at home may be difficult, but you are helping to protect yourself and others by doing it.

Where possible try to incorporate the following into your day:

- **Connect with people – stay in touch with friends and family via the phone or social media**
- **Try to keep active – do light exercise at home or outside once a day**
- **Get as much sunlight and fresh air as possible**
- **Structure your day with a routine - you could try activities like cooking, reading, online learning and watching films**
- **Find ways to relax with meditation or breathing exercises**
- **Keep your mind stimulated with quizzes or puzzles**
- **Limit the amount of time you watch the news**

For practical advice on how best to cope with health and wellbeing issues during this time please visit: www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/ and www.mind.org.uk/information-support/coronavirus/

Waste services

Keeping the city moving



Our dedicated frontline teams are doing a remarkable job ensuring the city keeps moving and essential services are maintained.

Among our many fantastic teams, the waste department are currently playing a crucial role and we thank them for their tireless work in such testing times.

In order to continue collecting your household waste (black bins), recycling boxes, cleaning York's streets and collecting litter bins and carrying out essential repairs and maintenance, we have introduced additional social distancing rules, drafted in extra resources and made changes to certain collections including green waste.

However, household waste (black bins) will be collected as normal.

The changes to waste collections include:

- **Staff working in smaller teams to enable them to work in a safer way**
- **Combining collections of your different recycling on the same day. For example, on one day we may collect plastic, tins and glass together (mixed) in one vehicle and paper and cardboard in another vehicle. (Please leave your recycling boxes at the kerbside as normal, for 7am)**
- **Stopping the collection of garden waste in order to ensure household waste and recycling collections are given priority**

Help us to ensure your waste/recycling collections can continue as normal, by following these steps:

- **Personal waste (such as used tissues) and disposable cleaning cloths can be stored securely within disposable rubbish bags**
- **Double bag - these bags should be placed into another bag, tied securely and kept separate from other waste within your own room**
- **This should be put aside for at least 72 hours before being put in your usual external household waste bin**
- **Wipe down bins and boxes etc before and after collection**
- **Minimise the waste you throw away**
- **Park responsibly**



Go green

From the beginning of April we will no longer be collecting green waste. These steps are being taken because of extraordinary pressures on frontline services during the outbreak of Coronavirus and a significantly reduced workforce. This decision will free up more frontline crews and vehicles to focus on collecting recycling and household waste in a safe way for frontline staff.

The situation will be kept under constant review, with a view to resuming garden waste collections as soon as practically possible.

In the meantime we are encouraging residents to compost their garden waste at home, and to support residents in this effort, advice and tips for easy composting at home is available at www.york.gov.uk/composting

To check when your bins will next be collected and to get the latest service updates please visit: www.york.gov.uk/waste



Children, young people, families and schools

A guide for families

We know that for many families across York the announcement of schools and early year closures - for the majority of children - will cause confusion and worry.

We want to ensure you are informed with the most accurate and up-to-date information to help guide your family through these significant changes to daily life, and to equip you with the support and resources available to help you and your children at this time.

Advice on coronavirus for parents and guardians

We know that staying at home for a prolonged period can be difficult, frustrating and lonely for some people and that you or your family will be impacted by this disruption to daily life. It can be particularly challenging if you don't have much space or access to a garden.

It's important to remember to take care of your mind as well as your body and to get support if you need it.

Stay in touch with family and friends over the phone or on social media.

Think about things you and your family can do during your time at home and share ideas with your friends who are in similar situations at home. Many families have kept themselves busy with activities such as cooking, reading, online learning, arts and crafts, jigsaws, board games and watching films.

If you feel well enough, don't forget to take regular exercise within your home or garden. For more information, visit: www.york.gov.uk

Sport England also has lots of fun and creative ideas for keeping yourself and your children fit and active at home. Look on the website to find free apps, videos and online activities:

www.sportengland.org/stayinworkout



Talking to children about coronavirus

Your children will understandably have many questions about coronavirus.

There are plenty of child appropriate resources available online to support you and your children in having a conversation to help them understand what coronavirus is, how they can stay healthy and also explain what can happen if they do catch it.

Some good examples can be found at:

www.york.gov.uk/COVIDResources

School closures

Thank you to everyone keeping their children at home. You are helping us to slow the spread of coronavirus, protect the most vulnerable and provide supervision for children who can't be looked after safely at home.

Following Government advice there are reduced staffing levels in schools, colleges, nurseries, childminders and other registered childcare settings. We will, where possible, remain open for:

- **Children of key workers**
- **Vulnerable children**

-including those who have a social worker, and those with Education, Health and Care Plan (EHCP)

Schools will be sending out information about the learning resources they will be providing for children who are staying at home over the next few weeks – this will be a mixture of online learning and hard copy learning packs.

For further information, visit:

www.york.gov.uk/SchoolClosures

Libraries

All Explore library buildings, Reading Cafes, and the City Archives were closed to the public from 12 noon on Saturday 21 March following government guidance.

We know that libraries are an important source of reliable information during this challenging period and we have made it easy to access the library services you need:

- 5,000 Ebooks and audio books for adults and children free to borrow from our online library.
- Join and take part in the Explore Virtual Book Group.
- Access online activities, information and support through Explore

Everything is free to access: all you need is a library card. You can get a card online and start using it immediately.

For more information, visit:

www.exploreyork.org.uk

Looking after yourself, looking after your children

As parents and children across the city continue to stay home, we are providing families with a variety of online resources to support them during the coronavirus outbreak. We have created a parent pack with lots of resources on a range of issues, including wellbeing, family schedules, and timetables to help structure the day.

The pack also includes information on how to talk to children about coronavirus, as well as useful links for both parents and children. To find out more or to download the pack, please visit www.york.gov.uk/COVIDSchoolsAndFamilies.

COVID-19 Helpline

If you're on your own and struggling to manage, or you don't have any support, but need it because of coronavirus, we may be able to help you through this difficult time.

Contact us, by email:

covid19help@york.gov.uk
or telephone: **01904 551550**.

How we are adapting

Many of the services we provide for residents, businesses and visitors are changing due to the coronavirus outbreak. The safety of residents and staff is paramount, therefore we are ensuring social distancing guidance set out by the Government is followed wherever possible. This has led to widespread changes to the services we offer and we are also redeploying staff to ensure our essential services, such as collecting household waste and customer services continues.

Customer services:

For the safety of our staff, and our residents, we have closed our customer centre at West Offices in order to prevent the spread of coronavirus in the city.

Our priority is to ensure we are able to provide essential services to those in most need and do not create an increased risk of infection.

All welfare and business support information and forms are available online and those residents who need more help can call the customer centre on **01904 551550**.

You can access most services 24/7 online at:
www.york.gov.uk

Parking and car parks, including free parking for key workers and food workers

- Key workers who work in the NHS or health and social care related services or who work in supermarkets and food outlets without parking (this does not include takeaways) can park for free in council car parks to support the fantastic work they are doing during the coronavirus pandemic. Our only ask is that they put in the windscreen a letter on their employer's headed paper confirming that they are a key worker in one of the services mentioned above. They will not need to pay.
- During the outbreak the Council is mindful that people may not be able to move their car whilst they self-isolate. Therefore, some discretion is being shown to people who have had to leave their cars provided they are not causing an obstruction or wilfully breaking the law.
- Any urgent enquiries about car parking can be sent to **parking@york.gov.uk** where officers will get back to you as soon as possible.
- Please note Fossbank and Piccadilly car parks are currently closed.

Public toilets

Public toilets in the city centre will be closed until further notice.

Parks and open spaces

All council-run parks in the city will remain open for exercise but we're asking visitors to ensure they adhere to social distance best practice.

Play areas, including basketball courts, skateparks, caged five-a-side areas and tennis courts are closed. The City Walls are now closed until further notice.

Roadworks

We are suspending all non-essential roadworks across the city, including replacing traffic signals on Monkgate, following the Government's advice on social distancing. For essential roadworks we will remove cones and temporary traffic lights to ensure the minimum amount of disruption is caused for those making essential journeys.

Bulky waste collections

Our bulky waste collection services, which collects bulky items from households has now temporarily stopped.

Household waste recycling centres

Our Household Waste Recycling Centres (HWRC), including Hazel Court and Towthorpe, are now closed. We will be keeping Hazel Court open for commercial use – e.g. small builders, as they are currently allowed to continue to operate whilst adhering to social distancing.

We are still running a regular household waste collection service and will continue to do so throughout the coronavirus outbreak.

Register office

All ceremonies have been postponed following the Government's advice and the register office is only open

to register a death. People should only go to the register office if they have a pre-booked appointment and are not showing any symptoms. Only one person can attend each appointment to ensure social distancing guidance is followed.

Housing

We're contacting all vulnerable households and tenants aged over 65 to check on their needs.

All housing landlord services will be run online or by phone to protect tenants, their families and our staff.

No face-to-face appointments can be run at the moment and tenants are being asked to use online and phone services only.

We've shared details of benefits advice and where to make new claims or update existing ones if people's circumstances change on our website:

www.york.gov.uk/COVIDHousing.

Housing adaptations

The priority areas are for minor adaptations to residents' homes to help safe hospital discharge and to fit key safes to help carers to support residents at home.

Homelessness services

In addition to our established hostels, we are working with private providers to place single homeless people with lower support needs in single rooms. These can be used to self-isolate if needed. We are currently sending food and plan to use volunteers to support staff doing this.

In our hostels we are mitigating risks with extra sanitising measures and using social distancing. We are staffing hostels at levels which meet residents' welfare needs and protect staff.

Rough sleeper services are operating in the same way: for a bed, please go to 63, Lawrence Street or call them on **01904 416562**.

We are continuing with our services for people concerned about being homeless, and these will be done online or by phone. Anyone concerned about homelessness should call City of York Council on **01904 554500** or visit

www.york.gov.uk/COVIDHousing.

Noise nuisance

We ask residents to show tolerance and consideration for neighbours at this difficult time. As we get used to new ways of living, it's important that we all work together.

Our service is here to investigate criminal levels of noise nuisance and activate legal enforcement. If you do not think that what you are experiencing needs this, please consider safe contact with your neighbours to reach an agreement.

Stray dogs

Our stray dog service is currently suspended. If you find a stray dog or have lost your dog please phone our Dog Warden on **01904 552299** who may have had contact from owners and finders and can put you in touch.

Child services

In line with Government advice, a few changes have been made to our healthy child service offer:

- New parents will still be offered a face-to-face visit from a health visitor when they have been discharged by the midwife. Health visitors will call before they visit to ask about symptoms of coronavirus in the household. Health visitors can support new parents with feeding, help to understand a baby's communication cues and answer questions relating to a baby's health, safety and development.
- Health visitors and school nurses can still be contacted by phone and are on hand to provide advice and support. Please do not come to the centres, we will contact you by phone and visit only if it is essential and safe to do so.
- The team can support over the phone with behaviour, toileting, sleep, healthy eating, ideas for activities during isolation and lots more.
- Young people can contact school nurses confidentially by text or call on **07833 437363** Monday- Friday 08:30-17:00

Our health visitors and school nurses can be called (Monday to Friday 8.30am -5pm) on:

- The Avenues children's centre **01904 551760**
- Clifton children's centre **01904 552322**
- Hob Moor children's centre **01904 555475**

A-Z of help

Service area	Changes to service	For the latest service updates and more information
Adult social care	We are working with the NHS to prioritise the safe and supported return home of people currently in hospital. All vulnerable households and council tenants aged over 65 are being contacted to check their needs.	www.york.gov.uk/covidSocialCare Telephone: 01904 555111, Textphone: 07534 437804 (note: this number is for sensory impaired customers only)
Advocacy for young people	Services are currently being provided over the phone and not face-to-face.	You can email speakup@york.gov.uk or you can ring or text 07769725174
Blue Badge scheme	Face-to-face assessments are suspended until further notice.	www.york.gov.uk
Bulky waste collection	The service is suspended until further notice.	www.york.gov.uk/COVIDWasteAndRecycling
Business support	A local £1m emergency fund is now available to support small and micro firms not able to benefit from the Government's recently announced business support packages.	www.york.gov.uk/BusinessSupport
Bus services	Most local services continue to run but at a reduced frequency. Some services have stopped where other options are available. Bus users are asked to check with operators before they travel via the itravelYork website. The Hospital Shuttle Bus from Rawcliffe Bar continues to run.	www.itravelYork.com
Car parks	Most car parks remain open and are free for key workers. Fossbank, Grimston Bar, Piccadilly and Poppleton Bar car parks are closed.	Urgent enquiries can be sent to parking@york.gov.uk or call 01904 551550
Care homes	Currently closed to visitors.	www.york.gov.uk/COVIDSocialCare
Children and families	All Healthy Child Clinics and Nurture Breastfeeding groups in children's centres are postponed. The self-weigh facility is also temporarily withdrawn.	Contact the duty Health Visitors on East 01904 551760, North 01904 552322, West 01904 555475
Concessionary bus passes	All bus operators in York and North Yorkshire are now accepting bus passes for concessionary travel at any time of day.	www.york.gov.uk
Council housing and rent	Currently no face-to-face appointments and drop-ins. Contact by email and phone only. The annual rent increase for City of York Council tenants is to be halted for three months. Council tenants are asked to pay their rent as usual and, those eligible, will be repaid the extra rent for the first three months of this financial year from 1 April 2020.	www.york.gov.uk/COVIDHousing . For specific queries email either West Team: HMO.West@york.gov.uk / Central team: HMO.Central@york.gov.uk / East team: HMO.East@york.gov.uk or call 01904 552040 / 01904 552048. Rent queries should be sent to rent.monitors@york.gov.uk or call 01904 552500
Council housing repairs	Emergency and urgent repairs only. Work is continuing to repair empty homes ready to relet and external maintenance is continuing.	Email housing.repairs@york.gov.uk or call 01904 553217 (or 01904 630405 out of hours)
Council meetings and decision making	Several council meetings have been cancelled. We are ensuring a robust decision making process with a framework to enable virtual meetings to take place and provide support for communities in need.	www.york.gov.uk
Council tax	Additional funding is available for people claiming Council Tax Support to help reduce monthly outgoings.	www.york.gov.uk/COVIDFinancialHelp
Crematorium	As part of steps to manage the impact of coronavirus, we have had to make the very difficult and sad decision to cease all funeral services at the crematorium with immediate effect [9 April 2020]. The cremations will continue as planned.	www.york.gov.uk/COVIDRegistrars Or email crematorium@york.gov.uk . Telephone 01904 552071
Customer Centre, West Offices	We have closed our customer centre at West Offices. All welfare and business support information and forms are available online and those residents who need more help can call the customer centre on 01904 551550.	For general enquiries use the eform at www.york.gov.uk/form/YCC , email ycc@york.gov.uk or call 01904 551550
Elections	Elections planned for May have been postponed.	www.york.gov.uk/COVIDDemocracy
Falls prevention service	We are operating a reduced service. Each referral will be assessed on an individual basis and customers will be contacted in due course.	www.york.gov.uk/ReducingFalls
Financial Assistance Scheme (YFAS)	Additional funding is available for people experiencing financial hardship as a result of coronavirus.	To apply for a YFAS grant visit www.york.gov.uk/COVIDFinancialHelp#yfas or call 01904 551550

A-Z of help continued

Service area	Changes to service	For the latest service updates and more information
Homelessness support	Additional provision and safeguards have been put in place in response to coronavirus.	www.york.gov.uk/COVIDHomelessness Anyone concerned about rough sleeping can contact 0300 500 0914. If you are needing a bed go to 63 Lawrence Street or call 01904 416562
Housing adaptations and Better Homes Yorkshire	Minor adaptations that enable safe hospital discharge are being prioritised. Non urgent adaptations and Better Homes Yorkshire related work is suspended.	www.york.gov.uk/COVIDHousingRepairs
Housing advice and information	Currently no face-to-face appointments or drop-in sessions. Full service by email and telephone only.	www.york.gov.uk/COVIDHousing . Email housing.options@york.gov.uk or call 01904 554500.
IDAS - Independent Domestic Abuse Service	The Live Chat service will run from 3–6 pm Mon–Fri. The team will also run a chat for professionals 10–12 noon on weekdays.	www.idas.org.uk , email info@idas.co.uk or call 03000 110 110
Leisure centres	Council leisure centres and swimming pools are closed until further notice.	See better.org.uk for information about memberships
Libraries	Online services available including free e-books and virtual book club.	www.exploreyork.org.uk
Major projects, including Castle Gateway and York Central	All resident engagement events are currently postponed.	www.york.gov.uk/COVIDPlanning
Noise pollution	We are asking residents to show consideration for their neighbours as we get used to new ways of living. We will prioritise criminal levels of noise nuisance.	www.york.gov.uk/noise
Parks and open spaces	All council parks remain open for exercise though basketball courts, skate parks, five a side areas and tennis courts are closed.	www.york.gov.uk/COVIDLeisure
Park and Ride	Park and ride services from Askham Bar, Poppleton Bar and Grimston Bar are suspended. First York will take Park and Ride tickets on adjacent services. Park and Ride services from Designer Outlet, Rawcliffe Bar and Monks Cross continue to run, although at a half hourly frequency.	www.itravel.york.info
Planning and building	There is currently no duty planning officer in our Customer Centre. If you have submitted a planning application and have not received an acknowledgement within 10 working days you can contact us by email.	www.york.gov.uk/planning-applications
Play areas and playgrounds	Closed until further notice.	www.york.gov.uk/COVIDLeisure
Public Health	The Director of Public Health is responsible for protecting the health of residents during the coronavirus pandemic.	www.publichealthmatters.blog.gov.uk/enquiries.publichealth@york.gov.uk
Public toilets	Closed until further notice.	www.york.gov.uk/coronavirus
Quit for COVID	The CYC Health Trainers are still offering Stop Smoking support during this time of additional difficulties. This is being offered as weekly phone support alongside 4 weeks' free Nicotine Replacement Therapy for all and up to 12 weeks for pregnant women. Please call 01904 553377 to book a call back from one of our Health Trainers.	www.york.gov.uk/stopsmoking
Residents Parking	The drop-in service at our Customer Centre is closed but you can still contact us by mail, email or phone. Visitor permits can be requested by telephone and mailed to you.	www.york.gov.uk/parking , email parking@york.gov.uk or call 01904 551550
Roadworks	Reactive repairs to potholes are taking place but all other road works are postponed with some existing sites being mothballed.	www.york.gov.uk/COVIDTravelAndParking
Schools and colleges	Closed but offering limited provision for the children of key workers.	www.york.gov.uk/SchoolClosures
Stray dogs	There is a limited service operating due to coronavirus and the need to social distance.	If you have lost your dog or find one call our Dog Warden on 01904 552299
Waste and recycling	Household waste recycling centres at Hazel Court and Towthorpe are closed to residents but open for commercial operators. Household waste kerbside collections (black bins and recycling) are operating as normal though green bin (garden waste) collection is temporarily suspended. There is currently no change to St Nicks recycling and garden waste collections. Delivery of new boxes and bins is also suspended, except for vulnerable people.	www.york.gov.uk/COVIDWasteAndRecycling
Train services	Train companies are offering a reduced service. Full details are available via the National Rail Journey Planner and train operating company websites.	www.nationalrail.co.uk
York City Walls	Closed until further notice.	www.york.gov.uk/CityWalls
York Register Office	All services are currently suspended apart from death registrations.	www.york.gov.uk/COVIDRegistrars

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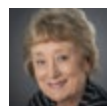
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Your councillors will be working for you in their communities and are here to help.

Follow us on Twitter @CityofYork where we post breaking news and latest road closures. Send us your views on what's happening in the city via Facebook at www.facebook.com/cityofyork Report neighbourhood issues on our simple to use online form at York.gov.uk/reportproblems.

VISIT [GOV.UK](https://gov.uk) FOR MORE

GOVERNMENT HOTLINES:



Business support:
0300 456 3565



HMRC:
0800 015 9559



Universal Credit:
0800 328 5644



School closures:
0800 046 8687



NHS:
Only call 111 if you cannot
get help online at 111.nhs.uk

GOV Whatsapp

The free to use service aims to provide official, trustworthy and timely information and advice about coronavirus.

The GOV.UK coronavirus Information Service is an automated 'chatbot' what's app service which allows residents to get answers to the most common questions about coronavirus direct from government.

The service provides information on topics such as coronavirus prevention and symptoms, the latest number of cases in the UK, advice on staying at home, travel advice and myth busting. The service also allows the government to send messages to all opted-in users if required.

To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started. A set of menu options is then presented which you can choose from and then be sent relevant guidance from GOV.UK pages as well as links to GOV.UK for further information.

Sign up for e-mail updates now!



Get the latest council updates
straight to your inbox for

- ✓ Business support
- ✓ Children and families
- ✓ Resident news and service updates

Visit www.york.gov.uk/form/EmailUpdates

What is social distancing?

Social distancing measures are steps you can take to reduce social interaction between people. This will help reduce the transmission of coronavirus.

What to do:

- 1. Avoid contact with someone who is displaying symptoms of coronavirus. These symptoms include high temperature and/or new and continuous cough**
- 2. Avoid non-essential use of public transport when possible**
- 3. Work from home, where possible. Your employer should support you to do this**
- 4. Avoid large and small gatherings in public spaces, noting that pubs, restaurants, leisure centres and similar venues are currently shut as infections spread easily in closed spaces where people gather together**
- 5. Avoid gatherings with friends and family. Keep in touch using remote technology such as phone, internet, and social media**

If you would like this document in an alternative format, please contact:

☎ (01904) 551550 @ ycc@york.gov.uk
🐦 @CityofYork 📘 @cityofyork

It is available in the following languages:

我們也用您的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (ہندی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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