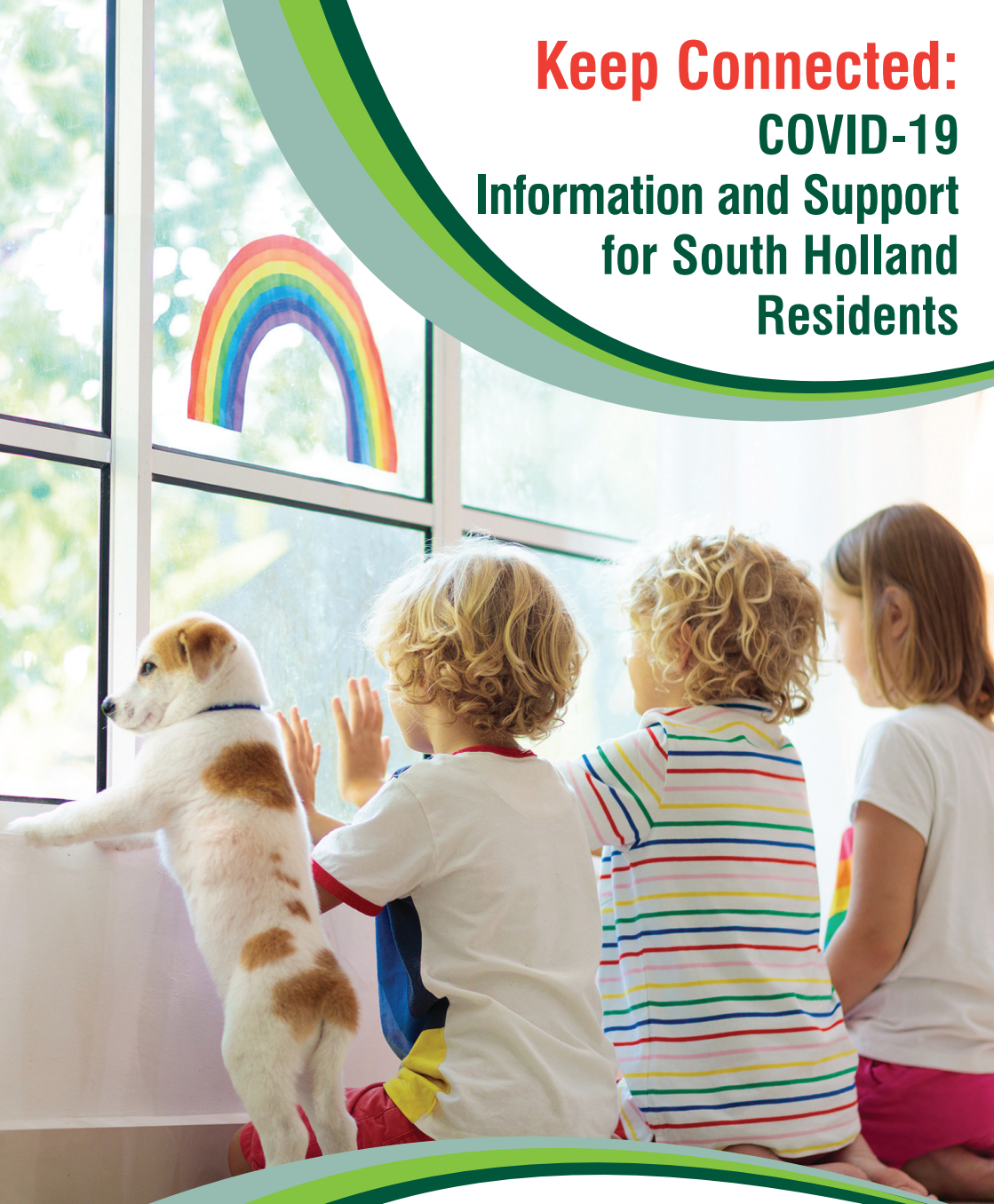


Keep Connected:

COVID-19

Information and Support for South Holland Residents



SHDC_official



@shollanddc



www.sholland.gov.uk



Introduction



Introduction from Councillor Gary Porter, Leader of South Holland District Council.

We know that our community is experiencing a difficult time at the moment, whether that's uncertainty around the health of your family, or uncertainty around the future of your jobs and livelihoods.

South Holland District Council, working with our partners, is committed to helping you through these difficult times. This leaflet is intended to provide you with some of the support you need. In here, you will be signposted to financial support, help if you're a private or council tenant, emotional and wellbeing support and for business owners, signposts to advice and financial support.

Because of the uncertainty we're all faced with, I urge as many of you as possible to follow the Council's social media channels (listed on the back of this leaflet) for all the latest information and guidance available to you, as well as our website: **www.sholland.gov.uk/covid19**.

If you have relatives or members or neighbours who can't access our digital services, please try and relay as much information to them as you can.

In closing, I would like to say thank you to all of you for the way you have acted over the past couple of months. Your actions, either directly or indirectly, have helped protect our most vulnerable residents. It's something you should all be proud of. I know I am.

I hope this information leaflet helps. Please stay safe and please continue to look out for and after each other.

Gary.

Essential Contact Numbers

- ▶ **South Holland District Council - 01775 761161**
- ▶ **Helpline available for vulnerable and in self-isolation - 01522 782 189**
- ▶ **Citizens Advice South Lincolnshire - 0344 411 1444**
- ▶ **Age UK Boston and South Holland - 01205 355356**
- ▶ **Lincolnshire Credit Union - 01522 873550**
- ▶ **National Debtline - 0808 808 4000**

Your Essentials

How we can help...

Waste collections

We are committed to continuing our waste collections throughout the pandemic, however we may need to prioritise collections of your black bag waste if staffing levels reduce. This may mean that garden waste collections, for those who subscribe to the service, may have to be suspended and possibly recycling too. All details regarding the current disruption to services will be available at: www.sholland.gov.uk/COVID19 and on our social media channels. (Details on the back cover).

We have seen increases in the amount of waste residents are presenting for collection. Please try and be mindful of the amount of waste you produce as continued increases could impact our ability to complete rounds each day. More information about waste and recycling collections is available at: www.recyclenow.com.

Bulky waste collection

We intend to continue bulky collections so long as we have staffing levels that can support this. If you'd like to book a bulky collection, and for all SHDC waste info, visit: www.sholland.gov.uk/rubbish or call: 01775 761161.

For details about the Spalding Recycling Centre please visit: www.lincolnshire.gov.uk/recycling-waste

How others can help...

Collection and delivery services

A number of South Holland based businesses are delivering, collect and take orders by phone for residents affected by COVID-19. Visit: www.sholland.gov.uk/covid-business for details on meal delivery services, produce delivery services and others.

Support with prescription collection

Getting your prescription collected can be a worry for many people. If you're self-isolating and have no one to collect your prescription, you can contact the Lincolnshire Helpline on: 01522 782189.

Shopping and payments

If you're struggling to get shopping due to self-isolation and don't know how to pay, some supermarkets now have schemes in place which allow you to purchase vouchers. You can find more information on the schemes available locally at: www.lincolnshire.connecttosupport.org/coronavirus or call: 0300 303 8789. Support is also available through the Lincolnshire Covid-19 Helpline: 01522 782 189.

Your Home

How we can help our housing tenants...

Our Housing Team is available to support tenants during this time. We provide advice, support and guidance. You can contact us on: 01775 761161 or at: www.sholland.gov.uk/myhome

Emergency repairs

Due to COVID-19, we're currently only conducting home visits to council owned properties for emergency repairs and gas servicing. If you need an emergency repair completing, please call: 01775 761161 during office hours and: 01522 782235 outside of office hours. Please do not call us to report any non-emergency repairs as we will not be able to book you an appointment until further notice.

Help with rent

If you're struggling to pay your rent, we can set up special payment plans and support you to claim benefits you're entitled to. You may also be able to access additional short-term help through a Discretionary Housing Payment (DHP). For advice on help to meet your housing costs, you can contact us on: 01775 761161.

How we and others can help with rent and mortgage payments...

We are able to offer advice on all housing problems. The service is free and confidential and covers all sorts of housing issues.

Call us free on: 0800 100 0210.

If you're a private renter and struggling to pay your rent, talk to your landlord straight away. You may also be able to access additional short-term help through a Discretionary Housing Payment (DHP). Contact us on: 01775 761161.

Citizens Advice will also be able to help, call: 03444 111 444.

If you're struggling to keep up with your mortgage payments, three-month payment holidays are available. Contact your mortgage provider. You will still be charged interest, however it's added to the total cost.

Homelessness

We aim to prevent homelessness, but where this isn't possible, advice and assistance will be given to help you secure alternative accommodation. If you are homeless now or threatened with homelessness, **it is important that you contact us now on:**

01775 761161 or visit:

www.sholland.gov.uk/housingoptions for more information.

Your Wellbeing

How we can help...

Mental, physical and emotional support

Life has changed for all of us since COVID-19 and we are all living in a time of uncertainty. You may be feeling anxious, worried, sad, bored, lonely or frustrated. We have collected some great ideas and suggestions for the whole family to stay busy, active and well at home: www.sholland.gov.uk/covid-wellbeing

How our partners can help...

Your mental health

Lincolnshire has a free, confidential 24-hour helpline to provide emotional support and guidance for anyone feeling low, stressed or anxious. If you need to talk, call anytime of the day or night: 0800 0014331. There is further information on our webpage: www.sholland.gov.uk/covid-wellbeing

Wellbeing Lincs is funded by Lincolnshire County Council and offers help around ill-health, disability, bereavement or loneliness. Visit: www.wellbeinglincs.org or call: 01522 782140.

Steps2change is a free NHS service that can help sufferers of anxiety, stress or depression. Call: 0303 123 4000.

For people aged under 16, contact **Lincolnshire Here4You** on: 01522 309120. www.lpft.nhs.uk/young-people/lincolnshire/home

The Samaritans have information online: www.samaritans.org and continue to operate a free call 24/7 confidential support line: 116 123.

The Lincolnshire Rural Support Network can help those families from a farming and rural community. Call: 0800 138 1710.

The mental health charity **MIND** also have a wealth of information on its website for self-care and ways to access support: www.mind.org.uk/information-support/

For a wide range of local advice and support services visit: www.lincolnshire.connecttosupport.org/

Are you in need of support but have no members of your household who can help? Are you unable to access support through other means, including friends and family? A helpline available for anyone vulnerable and in self-isolation due to COVID-19 can help, it's open 7 days a week, 9am - 5pm on: **01522 782 189**

Your Money

How we can help...

Paying Council Tax

If you are having difficulty in paying your council tax, please contact us on 01775 761161. We consider the circumstances of each individual case and try to help. We may be able to reduce your monthly payments, identify discounts you're entitled to or defer recovery to help you to get back on track. Council Tax Support is available for residents on low incomes and can be claimed online at: www.sholland.gov.uk.

If you are a working age Council Tax Support recipient, a hardship payment of £150 will automatically be applied to your council tax account, **you do not need to do anything**.

How our partners can help...

Claiming Benefits

If you're on a low income, you may be entitled to help with your rent through Housing Benefit, or if you are of working age, through Universal Credit. Depending on your circumstances, this help may be able to support you to pay part or all of your rent. This can be done online:

www.gov.uk/apply-universal-credit

Anyone seeking to make a new claim for Universal Credit should call the Universal Credit Help to Claim line on: 0800 328 5644.

Free advice

Citizens Advice South Lincolnshire

offer free, confidential and impartial advice for help with work, benefits, debt, money and family issues. Telephone: 03444 111 444 Monday - Friday, 9am - 5pm.

The Money Advice Service

offers free, impartial money advice and guidance to help improve your finances and manage your money. Telephone helpline: 0800 138 7777 Or visit: moneyadviceservice.org.uk

If you cannot pay bills or are struggling to top up prepaid meters, please contact your supplier immediately. Companies are making every effort to help customers with this.

National Energy Action have an advisor for Lincolnshire who can help with reducing energy costs and dealing with utilities debts. You can refer yourself, or someone else with their permission using the details on this webpage: www.nea.org.uk/advice/wash-advice/

If you still need help or advice on suppliers you can call **Citizens Advice** consumer helpline: 0808 223 1133.

Your Business

How we can help...

Grants and business rate relief

There are still grants and business rates relief available for small businesses and those self-employed. If you still haven't accessed any of these support packages, there's still time you can either visit: www.sholland.gov.uk/grantfunddeclaration

call us on: 01775 761161 or visit: www.sholland.gov.uk/covidsupport

Businesses in South Holland are also eligible to apply for SHDC's Grants4Growth scheme.

Grants4Growth offers Lincolnshire businesses the opportunity to apply for their share of £1.3 million in grant funding. Funded by the ERDF, Grants4Growth offers up to 28% towards the purchase of capital equipment and implementation of processes that help create jobs, improve efficiency, and help to grow your business.

For more information visit: <http://grants4growth.sholland.gov.uk/>

How our partners can help...

Advice for small businesses

There is a wealth of business support out there from Government. From deferring VAT payments to self-employment income support scheme. For more information visit: www.sholland.gov.uk/government-business-support.

There's also a Government business support helpline available for free advice to businesses on: 0300 456 3565, open Monday - Friday, 9am - 6pm.

The Business Lincolnshire Growth Hub is aiming to provide as much support as possible to businesses across Lincolnshire looking for support to cope with the effects of the COVID-19 outbreak. For the very latest information on support available visit: www.businesslincolnshire.com or call: 0300 456 3565. Lines are open from Monday - Friday, 9am - 5pm

Stay Connected and Informed

Follow us on social media



SHDC_official



@shollanddc



SouthHollandDistrictCouncil

Over **1 million** reached with our posts since lockdown began, with resident advice, business support, the latest service updates, shining a spotlight on the great work being done around the District and much more.

Join our growing
community of followers
today

