

REDBRIDGE **LIFE**

May
Rubbish
Collection
Dates

page 2



Wellbeing
Service

Our Wellbeing Service to
help those at greatest risk

page 4



Reach Out
Service

Supporting sufferers of
domestic abuse

page 5



Helping you to stay safe and well

Information to help you get
through the COVID-19 pandemic

TEMPORARY CHANGES TO COUNCIL SERVICES

Stay up to date in the crisis



www.redbridge.gov.uk search coronavirus information hub



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The current situation means we have made some short-term changes to our services and ways of getting in touch with us.

Contacting us

Our office at Lynton House is open by appointment only. Please use our online form at www.redbridge.gov.uk and search **contact us** for enquiries. If you need to speak to us, please call our customer service advisors on 020 8554 5000 8.30am to 8pm Monday to Friday and 8am to 6pm on weekends during the pandemic. Appointments will be scheduled between 9am to 4pm as per opening times.

Schools

Schools are closed to all except key workers' and vulnerable children. Free school meals continue.

Housing

The Housing Needs Service is only available for urgent needs and only via phone or email. Urgent repairs only.

Parking

Key workers are exempt from parking charges and time restrictions. Commuter zone restriction is suspended.

Planning and Building Control

Pre-applications and planning enforcement reports are not being accepted by post. Site inspections have been suspended.

Jobs and Adult education

Work Redbridge face-to-face appointments are currently suspended. Service offered by email, telephone calls and Skype. The Redbridge Institute of Adult Education and the Mildmay Neighbourhood Learning Centre are closed. www.redbridge.gov.uk/jobs/work-redbridge_020_8708_2298

Leisure, sports, arts and libraries

Libraries, leisure centres and cultural facilities are closed. Parks are open for daily exercise.

Register office

Death registration by telephoning the customer services line. All other appointments are suspended. Late birth registrations will not be penalised.

If you require these services please call:

Customer Services 020 8554 5000

Housing 020 8708 4002

Council tax 020 8708 5670

Benefits 020 8708 5690

Adult Social Service 020 8708 7333

Children's Services 020 8708 3885

All the above services are open from 9am to 5pm Monday to Friday

Customer Services are open from 8.30am to 8pm Monday to Friday and 8am to 6pm on weekends during the pandemic

PROUD TO CARE *Proud to Care* LONDON

Care providers across London are recruiting now. If you're a care worker, care manager, social worker, occupational therapist, chef or cleaner and looking for work you can register your details. Visit www.proudtocarelondon.org.uk to register and find out more.

SCAMS AND PRICES

We know some businesses and people are using this crisis to cash in. If you find a local business is pushing up its prices really high you should report them online at www.redbridge.gov.uk search **report it**.

Also, be careful not to give your details to people over the phone or on the doorstep.



STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES

May Bank Holiday Rubbish Collection dates

We're working hard to reinstate the recycling service ASAP. In the meantime, we're still collecting rubbish and recycling together.

Please put everything in refuse sacks, and look out for more information soon.



Normal Collection Date	Revised Collection Date	Normal Collection Date	Revised Collection Date
Fri 8 May	Mon 11 May	Mon 25 May	Tues 26 May
Mon 11 May	Tues 12 May	Tues 26 May	Weds 27 May
Tues 12 May	Weds 13 May	Weds 27 May	Thur 28 May
Weds 13 May	Thur 14 May	Thur 28 May	Fri 29 May
Thur 14 May	Fri 15 May	Fri 29 May	Sat 30 May
Fri 15 May	Sat 16 May		

Green Garden Waste

Due to the coronavirus emergency, we cannot collect garden waste at this time. Please store garden waste on your property until the service resumes.



Visit www.redbridge.gov.uk for the latest updates. We will update the website when the garden waste service starts again.

Reuse and recycling centres

The reuse and recycling centres at Chigwell Road, Frizlands Lane, Gerpins Lane and Jenkins Lane are closed to the public and local businesses until further notice.



In line with centres nationwide, we have closed reuse and recycling centres in Redbridge to stop the spread of COVID-19. We have done this to meet Government guidance for people to stay home and not travel unless absolutely necessary.

Our priority is the safety of both staff and users of our sites. Keeping sites open would promote non-essential journeys and would make it impossible to maintain essential social distancing measures for staff and visitors.

We are asking residents to place recyclables with their household rubbish in refuse sacks for collection. Thank you for your understanding and patience.

Produced by Redbridge Council

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LEADER'S MESSAGE

In this special edition of Redbridge Life, we're sharing useful information on available support and services, especially for those who do not have access to the internet.

We are facing an unprecedented challenge in the form of COVID-19 but let me reassure you, we are equal to this challenge. Our council staff are working extremely hard to creatively meet new demands and I have been carefully overseeing the Redbridge response in partnership with our local NHS.

As the Leader of Redbridge Council, my top priority will always be the safety and wellbeing of local people. To keep people safe we've had to make some changes to our services but I assure you, these are temporary and services will return to normal as soon as possible.

Throughout this pandemic, I have been so impressed by the kindness and generosity of our neighbours.

Having lived in Ilford for 50 years, I know how strong our community spirit is and now more than ever, it is a pleasure to see it in action. From delivering food parcels and shopping for vulnerable neighbours, to displaying rainbows thanking the NHS, and writing supportive messages for our bin collectors – small acts of kindness make a huge difference.

I want to say a huge thank you to everyone following Government advice and staying safe at home. I know it has not always been easy, but by staying home, you are all protecting the NHS and helping to save lives. I also want to thank the Cabinet, and all council and public-sector workers who are keeping vital services running, plus our army of local volunteers who are going above and beyond to support vulnerable residents. Together as one community, we will overcome coronavirus.

Finally, I must thank our amazing NHS and care staff for their incredible work in such difficult circumstances. We owe them a huge debt of gratitude for their unceasing bravery.



Please support them by following health guidelines, washing hands, keeping a safe distance of two meters apart, and avoiding going out unnecessarily.

More information and updates are available at www.redbridge.gov.uk

Remember, stay safe and well and look out for your neighbours.

Thank you,

Cllr Jas Athwal
Leader of Redbridge Council

Helping local rough sleepers

Redbridge Council's Housing Service has helped more than 80 rough sleepers off the streets during the COVID-19 pandemic.

The council and its partners have been working around the clock to help house rough sleepers, taking a proactive approach that has delivered positive results.

A total of 82 rough sleepers have been helped off the streets of Redbridge so they can self-isolate and keep themselves safe. As part of this approach, Redbridge Council along with the Single Homeless Project (SHP), Welcome Centre, and other partners, recently helped transform the shelter at Ryedale Court in Ilford to create an additional 34-bed space facility for rough sleepers.

When this crisis is over Redbridge Council will continue to do everything possible to help support rough sleepers off of the streets permanently.

If you see a rough sleeper, we would encourage you to please report it online at www.streetlink.org.uk or call 0300 5000 914. They will arrange for a local outreach officer to visit and help.



Single Homeless Project (SHP)

What to do if a loved one dies

Losing a loved one is difficult at any time, but with so many changes to our usual customs, this can feel even harder at the moment.

We will try and answer your questions and help where we can but we will also guide you to help from our partners or charities who can offer the extra support you may need.



Registering a death

If a loved one dies in Redbridge, we will need to know within five days. To register a death, you can book a telephone appointment online. You will be asked to provide the person's details but you will not need to collect the medical certificate as this can be sent directly to us. If your loved one died in a different borough, please see their council's website.

Bereavement support

We know it can be a challenging time and it is a really good idea to seek help if you are finding things difficult. There are services that can listen and give advice during this difficult time. Sometimes just talking to someone can help take some of the pressure away, especially when you may not be able to meet up with your wider family or friends.

If you visit our website www.redbridge.gov.uk/bereavement or call our contact centre 020 8554 5000, you will be able to find lots of support locally to help you.

HELP IN THE COMMUNITY

Coronavirus Wellbeing Service

New service launched to help those at greatest risk

Our Wellbeing Service has been set up to help people who are at greatest risk from coronavirus.

This service supplies food, medication and advice to those most vulnerable to coronavirus, helping to minimise their time outside of the home and therefore reducing the risk of contracting the virus.

Who is eligible for this service?

The service supports people at greatest risk from coronavirus who are living in their own home and may not have networks to help them.

Check to see if you are eligible and we can assess your need and talk to you about the help available.

You must meet the following criteria:

- over 70 or are classed as at risk by the NHS (you will have received a letter or text)
- are not being offered support by another service
- do not have neighbours, friends or family who can help deliver food to your doorstep
- do not have a stock of emergency food or medications already
- do not have access to a delivery service for food or prescriptions

If you meet the criteria then contact us for support.

Register online at www.redbridge.gov.uk search Wellbeing Service, or call us on 020 8708 5555.

We are open seven days a week, 8am to 8pm.



One of our dedicated staff members Krisztina

The Wellbeing Service will not provide medication or arrange GP consultations for prescriptions. Pharmacies will deliver prescriptions to those who are not able to have their prescriptions collected.

Do you need help with your shopping?

- please visit the council website to see a directory of agencies that can help with home delivery
- the Facebook page 'Redbridge Joins Together' provides lots of local information
- Redbridge CVS has lots of information about support provided by local groups – visit their website www.redbridgecvs.net

You can get shopping delivered, as well as prescriptions, from a local pharmacy www.pharmacy2u.co.uk

Clr Jas Athwal, the Leader of Redbridge Council said:

“ We set up the Wellbeing Service to help and support our most vulnerable local residents at this difficult time. If you need support, please get in touch, we are here for you. ”

Among those we've helped so far was a pensioner with heart problems and her 90-year-old husband, identified by the NHS as being extremely vulnerable. The couple contacted the service after finding it hard to shop for food and essentials. Within days, support was put in place for them.

The 76-year-old resident said:

“ My daughter is a doctor and working around the clock to save people, and my other daughter lives far away, so we don't have any immediate day-to-day support, and we've both been told to stay indoors.

Even though I'm 76 myself, I still want to be the one looking after my husband. We've been together 41 years and I don't want anything to happen to him, but we started to find we were struggling to get food, so I rang the service.

Honestly, I just expected to get advice about online shopping options. A few days later, a very lovely man arrived on my doorstep with a very big box of food and essentials.

I was so overwhelmed. We just can't thank the team enough for everything they're doing. The service is a lifeline to people like us. ”

Coming together in difficult times

If you need help during the coronavirus outbreak or want to offer support to others, the Redbridge Joins Together Facebook group is for you.

Set up by Redbridge Council and local community organisations, it's a private group with an emphasis on positive posts and useful, local advice.

Since its launch on Tuesday 17 March, more than 1,700 residents have signed up.

We've been blown away by how kind people have been, as well as how keen they are to help others in these difficult times.

We've had people offering to pop to the shops for neighbours who can't leave their homes, tips on how to avoid fraudsters taking advantage of the current lockdown, and even a recipe for mini fruit crumbles from last year's The Great British Bake Off contestant, Henry Bird (which were lovely, by the way - we highly recommend it.)

Get daily tips on things to do at home, photos from around the community and advice from your neighbours. The page is an opportunity for our community to come together virtually until we can do so physically again.

Join in at www.facebook.com/groups/redbridgejoins-together



HELP IN THE COMMUNITY

Redbridge business support

We want businesses in Redbridge to get the support they need, so have set up a business advice and support service available to all businesses, which can respond to enquiries and provide information on the support available, and how to access it. You can contact the advice service at business.enterprise@redbridge.gov.uk

Employers recruitment support

Some businesses need more staff right now. Our Work Redbridge Service will support employers to meet their recruitment and skill needs and fill vacancies. For more information, contact wrfb@redbridge.gov.uk.

The London Growth Hub

This is a London-wide service that offers advice to businesses. Visit www.growthhub.london or call on 0300 456 3565. They can make a telephone appointment with you to discuss your business needs, including how to:

- understand and access financial help, including the extensive financial assistance being made available by the government,
- help to start continuity planning to deal with the potential impacts of COVID-19, address and manage challenging sales, supplier, staffing and retention issues.

Pay it Forward

Pay it Forward is a crowd funding platform, an initiative set up by the Mayor of London to support local small businesses which are suffering from cashflow problems due to the impact of COVID-19. The platform makes it easy for customers to support their local businesses by enabling residents to pre-pay for goods and services to help businesses stay afloat during lockdown. It takes moments for a business to sign up and start a fundraising campaign, allowing the

public to pledge funds in exchange for future rewards when lockdown restrictions are lifted. Find out more at London.gov.uk/payitforward

Business Grants

To date, the Business Rates Team have issued 1,700 Grant payments, amounting to £26.5 million to local businesses.

Our teams are available to assist and will respond to your enquiry by email. If you need to speak to us, please call our Customer Services Centre on 020 8554 5000 and request a call back from the business and enterprise team.

For enquiries related to business grants, please contact 020 8708 4357.

Arts Council fund

Arts Council England has set up a £160 million emergency support package to help 'creative practitioners and freelancers' in the cultural sector deal with the coronavirus outbreak, offering cash grants of up to £2,500. There will also be £50 million for organisations that are not in Arts Council England's portfolio, with grants up to £35,000. www.artscouncil.org.uk

Cllr Kam Rai, Deputy Leader of Redbridge Council and Cabinet Member for Finance commented:

“ There is support available for local businesses in the form of Government grants, business rate holidays and advice. Please reach out if you need help. Information is available on our website or by calling our customer services centre on 020 8554 5000. ”

Sign up for regular business news and information at: www.redbridge.gov.uk/business/sign-up-for-redbridge-business-news

Reach Out

Advice and support for domestic abuse

London Borough of
Redbridge 

DON'T
SUFFER IN
SILENCE



Reach Out is for any adult or child in Redbridge who is being, or fears being abused. We provide help and support, counselling and practical advice on issues such as housing, finance and benefits. If you need help, advice, or are concerned for somebody else:

- call Reach Out on 0800 145 6410
- email reachout@redbridge.gov.uk
- opening hours:
Monday to Friday, 9am to 5pm excluding bank holidays

Out of hours

- call Refuge on 0808 200 0247
- opening hours: 24 hours a day, 7-days-a-week

Remember, in an emergency, always call 999

Struggling to cope?

Reach Out also provides advice and support for adults who are struggling to cope with their behaviour, that may be causing a family member to be harmed or afraid.

Reach Out

0800 145 6410

Weekdays
9am to 5pm

If it's an
emergency
call 999

Visit www.redbridge.gov.uk/Reachout

NEWS IN THE COMMUNITY

#Ourfrontline shines a spotlight on staff and volunteers, helping to keep vital services running in Redbridge

Here are some messages from residents we have received:

"It's very good that you show us the real people doing the stuff- thank you to all of them."

"Definitely they are part of all the superheroes keeping our country going, helping to keep us clean & healthy. Thank you so much."

"Thank you Dean & to all cleaners, refuse collectors & council staff keeping us clean, safe & positive."

"Well done to all these hard workers keeping everything running thank you all."

Our Enforcement Team have been out ensuring people can enjoy their exercise in our parks during the recent spell of warm weather, whilst also making sure everyone observes the social distancing guidelines.



Our refuse team



Enforcement officers in Ilford Town Centre



Toni, Wellbeing Service volunteer



Faik from Vision, keeping our parks tidy

Following reports of some unscrupulous local shops hiking up prices, our council enforcement officers were sent out to investigate. Residents reported seeing items like hand sanitiser on sale for as much as £19.99.

You can report price hiking online at www.redbridge.gov.uk and search price hike



Dean, Street Cleansing



Alan, Street Cleansing



James in our Wellbeing Service



Our enforcement team, patrolling parks

Leader lends a hand

Over the past two months, our refuse collectors have been working flat out to make sure our bins are collected, despite the coronavirus pandemic.

To thank our hardworking staff, Council Leader Jas Athwal, joined them bright and early on a collection round to lend a hand.

Local people have also been leaving out thoughtful messages for our refuse collectors, including drawings and kind words. These messages mean a lot to our staff so thank you to everyone who has made the effort to brighten their day!



Leader of the Council, Councillor Jas Athwal



#Ourfrontline

NEWS IN THE COMMUNITY

Council delivers PPE and food parcels

The lack of Personal Protective Equipment (PPE) across the country has been a major talking point in recent weeks.

Like many other councils, Redbridge Council has had a mixed experience so far. To protect our staff, we immediately sourced and ordered equipment from local suppliers.

We're pleased to report that Redbridge is now getting a regular supply of PPE to distribute to frontline council staff. Local schools have also lent a hand, donating thousands of safety goggles and even creating their own safety visors for NHS and care staff. Leader Jas Athwal and Deputy Leader Kam Rai recently visited Seven Kings High

School to collect life-saving safety visors made by the schools Design and Technology department.

The Leader of Redbridge Council, Councillor Jas Athwal, said:

“Thanks to the incredible efforts of local schools and quick action by our council to source PPE locally, we're able to protect our care workers and donate to local hospitals.

Our Wellbeing Service has also managed to source food independently and has sent out more than 200 food parcels to our most vulnerable residents. This has been helped by local people and businesses who've donated food and essential items - their support is greatly appreciated. We're determined to do whatever it takes to keep local people and frontline staff safe and well.”



VE DAY Celebrations



VE Day street party, Dudley Road, Ilford © Redbridge Heritage Centre

VE Day dawns on Friday 8 May, marking 75 years since the guns fell silent at the end of the war in Europe

To commemorate and celebrate this historic moment, Vision's Culture Teams have lots of activities and events planned so you can join in the celebrations safely from home. We'll be sharing ideas on how

to host the perfect 'stay at home' 1945 themed street party - from baking the perfect Victoria sponge and making bunting, to joining the national sing-a-long to Dame Vera Lynn at 9pm on Friday 8 May. It will be a perfect knees up and just what the nation needs right now.

To reflect on the enormous sacrifice, courage and determination of people from all walks of life who saw us through this dark and terrifying period, Redbridge Museum has produced a film about the Second World War in Redbridge which will feature information about evacuation, rationing, the home front, the war effort, air raid damage and victory celebrations.

Redbridge Drama Centre will also be presenting a number of readings and 'Churchill', a play about Winston Churchill written by Jonny Siddall.

Community Connectors launched

Redbridge Council has launched Community Connectors, to support local people to access online services.

Many residents have relied on support from library staff to access online services, but during this time, where access to the library and library staff is unavailable, support over the phone is now being offered to make sure no one is without help if they need it.

The Community Connectors service is not for urgent support, it is for people who need support to find the right help.

Residents, or people acting on behalf of residents, can fill out a simple online contact form and a Community Connector will be in touch with the person in need of assistance. Speaking to one of the friendly advisors, residents will be guided to the information, advice and guidance that they need. More information and the request form can be found by searching **connect** on the Redbridge Council website.

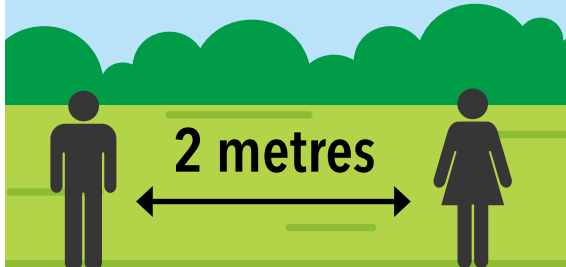
If you are unable to fill in the form online, you can call our customer call centre on 020 8554 5000 who will fill it in on your behalf.

Being indoors most of the day means you may not be getting enough vitamin D from sunlight.

Consider taking 10 micrograms of vitamin D a day to keep your bones and muscles healthy. You can buy vitamin D supplements at most pharmacies and supermarkets. Do not buy more than you need.



Parks reminder



Our parks make an important contribution to the health of our whole community. However, in the current emergency they must be used responsibly to keep everyone healthy. We're asking everyone to play their part by observing these simple rules

DON'T

- ✗ Sunbathe
- ✗ Picnic
- ✗ Play ball games
- ✗ Congregate

DO

- ✓ Walk, jog or run
- ✓ Use parks in the mornings when they are less busy
- ✓ Wash your hands on returning home
- ✓ Observe social distancing

There is plenty of space for everyone if we choose to use the quieter parks and choose quieter times.



HM Government



CORONAVIRUS
STAY HOME
TO HELP US
SAVE LIVES

**ACT LIKE YOU'VE GOT IT,
ANYONE CAN SPREAD IT.**

STAY HOME ▶ PROTECT THE NHS ▶ SAVE LIVES