

update

A COVID-19 SPECIAL EDITION FROM BROMLEY COUNCIL

Welcome to the latest edition of the Council's Update newsletter

I very much hope that this finds you, your friends and loved ones well, as we all continue to navigate our way through the ongoing national crisis.

At the time of writing, with the tragic fatality statistics and the human loss behind these numbers finally beginning to recede to much lower levels, bringing real hope for the first time that the worst is now behind us, I felt it very important and timely to emphasise that the need to follow the Government's guidance on social distancing has never been more important.

Please ignore what some others are doing. Expert advice is very, very clear, that if we abandon the difficult sacrifices we have all been making too early, we could rapidly find ourselves heading back to that very dark and difficult place we are only now beginning to recover from, so even if you do see others acting recklessly, please stick with the programme for just a little longer.

To that end, my colleagues and I also wish to underline our other key messages which are that help remains available for everyone who needs it. We are only ever just an email or call away, and the arrangements we have set in place will remain in place, until the danger from this dreadful virus has finally been eliminated.

To help you while you are staying at home, we have put lots of helpful information on our website: www.bromley.gov.uk/covid-19. We hope you will find it informative and useful.

If you don't have internet access, this leaflet contains our main phone numbers to call if you need help.

I am immensely proud of how our Borough has pulled together these past few months and know that when this nightmare ends, as it will, we will emerge an even better place to live in and call home than ever before.

Please stay the full course for everyone's sake. One last push and we should be there.

Kind regards and please stay safe.

Cllr Colin Smith
Leader of the Council



Continuing to build a better Bromley

Even during this difficult time we have continued to provide services to our residents and businesses, especially those who are vulnerable and need extra help. Here's a snapshot of some of the things we have achieved:

- ✓ We kept our parks and green spaces open and accessible
- ✓ We made sure those leaving hospital have the support & care they need when they get home
- ✓ We made sure that the children of our key workers can access education
- ✓ We were the first London borough to open our Household Reuse and Recycling Centres
- ✓ We established a business helpline to offer advice and support
- ✓ We managed approx. 1,000 referrals to Adult Social Care - 84% went on to receive a service
- ✓ We provided 3,000 key workers with parking permits
- ✓ We continued to help families and individuals who are facing or experiencing homelessness
- ✓ We continued to maintain and repair our highway infrastructure
- ✓ We maintained our nuisance, noise and premises inspections
- ✓ We continued to recruit all important foster carers online
- ✓ We launched the free Bromley Safer Schools App for parents, relatives and professionals

11,043

residents have been shielding

6,354

residents were contacted by our Shielding Team

HELP

1,457

residents asked for help from the Council's Assistance Helpline

4,372

residents registered to help as a volunteer



1,000+

resident volunteers mobilised

1,062

non-shielding vulnerable residents have been matched with a volunteer



£40m+

paid to **2,700+** businesses

445,000+

items of Personal Protective Equipment (PPE) were provided to frontline care staff



Nearly **90**

schools stayed open for children of key workers and children in need

£180k

of local donations used to support voluntary sector

including £170k generously donated by Direct Line in addition to government and lottery funding

We are also helping to support Bromley residents through the NHS test and trace service. This ensures anyone with COVID-19 symptoms can be tested quickly, helps trace recent close contacts where the test is positive and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus. Learn more at: www.bromley.gov.uk/covid-19.



1,082

calls received by our Business Assistance Helpline

Are you able to help others?

A message from Cllr Diane Smith,
Executive Councillor for Adult Services and Public Health



The Council now has over 4,300 volunteers signed up to help vulnerable residents. This is a phenomenal response and our thanks go out to each and every one of you.

If you have not yet signed up but would like to, please complete our volunteering form online at www.bromley.gov.uk/volunteering.

If you have signed up but not yet been matched, please bear with us and do consider volunteering longer term with one of the voluntary and community sector organisations in Bromley who will need support long after COVID-19.

We will be in touch with all volunteers about this in due course.

"I want to thank all of the volunteers across Bromley who stepped up when we asked residents to come forward to support their vulnerable neighbours during the pandemic.

"We had so many people willing to contribute that we had more volunteers than people who needed support!

"But as we enter the next phase, and as some of our volunteers go back to work, we will still need people to help us tackle loneliness in the borough.

"I'm pleased so many people want to help and I hope we can utilise our volunteers so no one in Bromley feels lonely or isolated."

Stay informed

To stay up to date with the latest information and advice from the Council, visit our website: www.bromley.gov.uk.

You can also sign up to our newsletter online by visiting: www.bromley.gov.uk/update.



A message from
Cllr Aisha
Cuthbert, our
**Loneliness
Champion**

**Our services are available online 24 hours, 7 days a week
- simply visit www.bromley.gov.uk**

COVID-19 advice and support

Bromley COVID-19 hub

www.bromley.gov.uk/covid-19

Bromley Assistance Helpline

For volunteer support with tasks such as shopping, prescriptions, befriending or dog walking

www.bromley.gov.uk/requestforassistanceform
or call 020 8313 4484 (weekday office hours)

Government Shielding

www.gov.uk/coronavirus-extremely-vulnerable
or call 0800 028 8327

NHS

www.nhs.uk/coronavirus

Bromley volunteering hub

www.bromley.gov.uk/volunteering

Other services and support

Recycling, waste and street cleaning

www.bromley.gov.uk/wasteneews
or call 0300 303 8658 (weekday office hours)

Parks and open spaces

www.bromley.gov.uk/parks
or call 0300 303 8658 (weekday office hours)

Housing

If you are homeless or are threatened with homelessness, call 020 8461 7721

Bromley Children Project parenting helpline

Call 020 8461 7259

Council tax and benefits

www.bromley.gov.uk/benefits
Or call 0300 303 8670 (weekday office hours)

Children and young adults with disabilities and learning needs

www.bromley.gov.uk/localoffer

Domestic abuse

www.bromley.gov.uk/domesticabuse
Email info@bcwa.org.uk or call 020 8313 9303

General Council enquiries and questions

Call 020 8464 3333

Schools and education

www.bromley.gov.uk/schools
or call 020 8313 4044

Free school meals

www.bromley.gov.uk/freeschoolmeals
or call 0300 303 8664 (weekday office hours)

Care and support

www.bromleywell.org.uk
Call 0300 330 9039 or email spa@bromleywell.org.uk

Social care

For adults call 020 8461 7777
or for children call 020 8461 7373.
Out of weekday office hours, call 0300 303 8671

Mental health

For adults - www.bromleywell.org.uk
Call 0300 330 9039 or email spa@bromleywell.org.uk
For children - www.bromleywellbeingcyp.org
Call 020 3770 8848 or email info@bromley.org



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