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Corona Crisis:

MayorsActNow

#MayorsActNow



Coronavirus information and  
advice from Bristol City Council

## Welcome to the council's coronavirus information and advice newsletter

As part of our response to the coronavirus (COVID-19) pandemic, we will put out regular newsletters to help everyone in Bristol stay safe, know what is happening, and find out how they can get help if they need it.

We will continue to support our citizens in the best way we can, however there will be some service changes which we will share with you. The latest updates are available below and on our dedicated [website](#), [Twitter](#) and [Facebook](#) pages. If you can't find the answers you need please email us at [coronavirus@bristol.gov.uk](mailto:coronavirus@bristol.gov.uk).

We are living through one of the biggest challenges that this country has faced in decades, but our city is well-equipped to work through this. More than ever, it's important that we support each other, share information and follow the government guidelines. If we all do this we can protect our families and the most vulnerable in our communities.

Stay safe. We are Bristol.

Marvin Rees, Mayor of Bristol

## Latest Government information and what we must do

**When we reduce our day-to-day contact with other people, we reduce the spread of the infection.**

That is why the government introduced three new measures on Monday 23 March:

1. Requiring people to stay at home, except for very limited purposes
2. Closing non-essential shops and community spaces
3. Stopping all gatherings of more than two people in public.

### **When can you go out?**

The government has said that you should only leave the house for one of four reasons:

- shopping for basic necessities, for example food and medicine, which must be as infrequent as possible
- one form of exercise a day, for example a run, walk, or cycle – alone or with people you live with
- any medical need, or to provide care or to help a vulnerable person
- travelling to and from work, but only where you cannot work from home.

These four reasons are exceptions – even when doing these activities, you should minimise the time you spend outside of the home and make sure you are two metres apart from anyone you don't live with. Wash your hands thoroughly before leaving the house, and when you return.

### **Information for parents who do not live in the same house**

The government has clarified that where parents do not live in the same household, children under 18 can move between their parents' homes.

## **New WhatsApp information service**

This free Government service provides trustworthy information and advice about coronavirus. Simply add 07860 064422 in your phone contacts then send the word 'hi' in a WhatsApp message to get started.

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## **If you have symptoms**

Please stay at home for seven days if you have either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly.

Do not go to a GP surgery, pharmacy or hospital. You do not need to contact 111 to tell them you are staying at home.

If you live with other people, you should all stay at home for 14 days from the day the first person got symptoms.

Use the NHS 111 online coronavirus service if:

- you feel you cannot cope with your symptoms at home
  - your condition gets worse
  - your symptoms do not get better after seven days.
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## Local services

You might already be aware of some of the changes to the council services. We have summarised the latest changes below:

- **Waste services** – garden waste and bulky waste collections have been suspended and household waste recycling centres are closed. Please continue to show your support for our crews by sorting your recycling properly, double-bagging coronavirus-related waste and keeping it with you for 72 hours before putting out for collection to reduce harmful bacteria.
- **School closures** – all schools are closed until further notice, except for children of key workers and vulnerable children.
- **Citizen service point** – some of our non-essential face-to-face services have been suspended or moved to telephone appointments.
- **Council tenants** – we are providing essential services only to make sure that people's urgent needs are met.
- **Events** – all **public events have been cancelled until at least the end of July**, including Bristol Harbour Festival.
- **Libraries** – will stay closed until 1 May 2020. During this time, we are not able to accept returned books. Please do not leave them on the doorstep as they could be stolen or damaged with no-one there to collect them.
- **Museums** – will stay closed until 1 May 2020. All events are cancelled until 31 May 2020. The enquiries service at Bristol Archives will continue during this time.
- **Register office** – you can't register a birth at the moment and we are only registering deaths and still births by telephone. Also, it's not possible to give notice for a marriage or civil partnership and there are no marriage or civil partnership ceremonies taking place.

- **Funeral services** – we are restricting funeral attendance to a maximum of ten mourners of immediate family or very close friends only and have postponed scattering and burial of ashes.
  - **Leisure centres** – will be closed until further notice.
  - **Parks** – facilities such as toilets and cafes and some park services have been closed or suspended until further notice.
  - **St Nicholas Markets** – will be closed until further notice.
  - **Free parking for NHS staff and care workers** – if you work for the NHS or as a care worker, you can park for free in all council owned car parks, on street pay and display bays and residents' parking zones, including shared use bays.
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## How to get help

For the past few days we have been working with central Government to plan support for people who need to shield. These are people that have been told by the government they are at risk of getting seriously unwell if they get coronavirus. The government has sent them a letter telling them to stay at home for 12 weeks.

If you have received the letter, you need to sign up on the government website or by calling 0800 0288327 to get help. We have contacted everyone who has registered for support so far and offered help to provide food and medicine.

If you have registered but not received a call and need emergency food, please email: coronavirus@bristol.gov.uk marking the subject heading as URGENT, so we can contact you directly and assess your needs.

The We Are Bristol support phone number – 0117 352 3011 – went live today (Tuesday 31 March) and will offer support to residents across the city.

Call handlers will be available initially during office hours (8.30am-5pm, Monday to Friday) to provide support for people with a wide range of needs, including obtaining food supplies, other essential items and medication. They can also help arrange follow-up support with different organisations.

## Where to find advice and guidance

There is a lot of misinformation being shared about the coronavirus, particularly on social media. Please always use trusted sources such as the [government](#), [NHS](#), [Public Health England](#) and our own [council website](#).

If you can't find an answer, email us at [coronavirus@bristol.gov.uk](mailto:coronavirus@bristol.gov.uk)

Unfortunately, there are people who are using this crisis to personally benefit through scams and by preying on vulnerable people. Where possible, get support from trusted friends and family. Never give money or your bank card to someone you don't know – if you need someone to do your shopping for you, arrange a bank transfer or use a service like Paypal instead.