

FENLAND DISTRICT COUNCIL

PRESS RELEASE

April 8, 2020

Council to provide Easter relief operation

Fenland District Council's staff will be on hand over the Easter bank holidays to help keep essential services running for residents.

The Council's COVID-19 response hub and Customer Contact Centre will continue to take calls from people who need help and support on Good Friday, Saturday and Easter Monday.

COVID-19 RESPONSE HUB

The response hub can help residents with things like shopping, collecting prescriptions and other essentials by putting them in touch with local voluntary services in their communities which can help them.

The hub also liaises with other statutory, voluntary and community organisation partners to ensure other needs, including health and social care, are met as quickly as possible.

Anyone needing support can call **01354 654321** from 9am to 4pm, Monday to Friday, including Good Friday and Easter Monday, and 9am to 12pm on Saturdays. Requests for help can also be emailed to: covid19@fenland.gov.uk

CUSTOMER CONTACT CENTRE

The Council's Customer Contact Centre can help people with general Council enquiries and services, as well as information and advice, such as on Council Tax, benefits, housing and coronavirus guidance. Staff can also provide advice to any businesses which have been contacted recently about the Government's business support grants.

Contact **01354 645321** from 9am to 4pm, Monday to Friday, including Good Friday and Easter Monday, and 9am to 12pm on Saturdays. Alternatively, you can email: info@fenland.gov.uk

REFUSE COLLECTIONS

The Council's refuse collection days will change slightly due to the Easter bank holidays. Waste and recycling collections normally due on Good Friday (April 10) will instead be collected a day later on Saturday, April 11.

Collections for the week commencing Monday, April 13, will be made one day later than usual, with the normal collection timetable resuming on Monday, April 20.

Residents can check their collection days online at: www.fenland.gov.uk/findyournearest or via the 'Fenland Bins' app. The app can be downloaded for free from the Apple App Store or Google Play – just search for 'Fenland Bins'. Enter your postcode to get collection dates for the next six weeks, and save them to your device's calendar.

PARKS AND OPEN SPACES

The Council's parks and green spaces remain open to help people exercise and take care of their mental health, but residents are reminded not to use them for non-essential trips and to observe the following guidance:

- Stay local and use open spaces nearest your home. Do not travel unnecessarily
- You should only go alone or with members of your household
- Gatherings of more than two people are not allowed and will be dispersed by the police
- Keep at least two metres apart from anyone outside of your household
- Take hygiene precautions when outside and wash your hands when you get home

For more information, guidance and advice related to coronavirus, visit the Council's website at: www.fenland.gov.uk/coronavirus

ENDS

For more information contact Fenland District Council press office on 01354 622226