

YOUR GUIDE TO CORONAVIRUS

Christmas COVID-19 restrictions in Richmond upon Thames



This booklet is a helpful guide to the new, local measures, what you can do and can't do this Christmas and where you can find help and support. For more information, go to: www.richmond.gov.uk/coronavirus_information

Dear Residents

Well, what a year. I think we can all agree that 2020 is probably one we would like to move on from. The events of the past 12 months have brought new challenges that no one was prepared for, changing the way we live, how we work and how we connect with each other.

I know that for many residents and businesses, the pandemic has been really tough. The Council has worked hard to help support the hundreds of groups and organisations across the borough that have been providing vital help to local people.

We have provided millions of pounds in grants to our voluntary sector, to local businesses and directly to those most in need. All whilst continuing to deliver our core services.

We are not out of the woods yet. And whilst the Government is relaxing some of the restrictions over the Christmas period, we must not use the festive period to undo all the good work that we have done so far. So please follow the guidance.

On behalf of the Council, I would like to say a big thank you to everyone. We have all had to make sacrifices over the past year. But, my heartfelt gratitude goes particularly to all those volunteers and groups who have given their time to help others. To those businesses who have kept the borough moving, or had to close their doors to help protect the lives of local people and to all those people who have worked on the front line, in our NHS, social care or in our schools – a big THANK YOU!

I wish you all a merry Christmas and a healthy 2021.

Cllr Gareth Roberts
Leader of Richmond Council

SYMPTOMS OF CORONAVIRUS:

A new, continuous cough
A high temperature
Loss or change to your sense of taste or smell



EVERYONE MUST:

Wash your hands
Keep a safe distance
Cover your face



**KEEP
RICHMOND
UPON THAMES
SAFE**



LONDON BOROUGH OF
RICHMOND UPON THAMES

Christmas COVID-19 Guidance

The Government have announced that the COVID-19 restrictions will be temporarily relaxed from the 23 to 27 December for Christmas. You can see the rules here: www.richmond.gov.uk/covid_19_guidance_health_and_testing

Here are some top points to help you plan.



FIVE DAYS

The temporary relaxation of the COVID-19 restrictions will last from 23-27 December. After which time, Tier Two guidance will apply.



SHARED HOMES

In England, individual households can split to form separate Christmas bubbles for the period. For example, a group of four individuals sharing a house can all go their separate ways to spend time with their families.



BUBBLES

A maximum of three households can form a temporary 'Christmas Bubble' to celebrate the festive period together. These bubbles are 'exclusive' – you cannot chop and change between them. BUT you can meet other households that are not in your bubble outdoors, according to the rules in the Tier that you are meeting in.



CARE HOMES

Care home residents will not be allowed to return to their families unless they are aged under 65 and have the permission of the home. Those younger residents who are allowed to leave should maintain social distance and will have to be tested for COVID-19 before they return.



SUPPORT BUBBLES

People already in a 'support bubble' will count as one household. E.g. if a mother and adult daughter have formed a support bubble, they will be able to form a wider Christmas bubble with two other households.



STUDENTS

University and college students returning home will count as being in the same household as their parents. For example, a couple with three children at university could have all their children home for the festivities and still form a Christmas bubble with two other households.



NUMERICAL LIMITS

There is no upper limit on the number of people in a Christmas bubble, provided members come from NO MORE than three households. However, it is important that you keep your Christmas bubble as small as possible.



GOING TO THE PUB OR RESTAURANT

Rules for hospitality will NOT be relaxed. The Tier Two rules will apply. This means that members of a wider Christmas bubble will not be able to go to the pub together.



MIXING WITHIN YOUR BUBBLE

Families in a Christmas bubble can socialise indoors, stay at each other's homes while continuing to keep taking steps to reduce the spread of the virus. They can also mix together outside and attend religious services.



TRAVEL

People will only be allowed to travel across the UK to form Christmas bubbles, between 23-27 December. This includes travelling in and out of other tiers. HOWEVER please plan ahead, as roads and public transport are likely to be very busy.



CHILDREN WITH SEPARATED PARENTS

Children under 18 whose parents have separated will be allowed to travel between their parent's Christmas bubbles.



SELF-ISOLATION

You must not form a Christmas bubble if you have coronavirus symptoms or are self-isolating.

Test your knowledge with our COVID-19 quiz: www.covid19quiz.co.uk

GETTING HELP!

Throughout the pandemic we have worked hard to support residents in need – via our community hub, emergency grants or by awarding funding to local organisations who have been linking people to services like food, check in calls, medication collection and much more.

Our Community Hub helps coordinate the support offered by the Council working in

partnership with Richmond's many voluntary organisations. The Hub helpline can signpost you to the latest information and Government advice, as well as other services the Council can provide. If you need help, call: 020 8871 6555 or covid19support@richmondandwandsworth.gov.uk

To see other local support available, go to: www.richmond.gov.uk/i_need_help

SUPPORT SNAPSHOT

COVID-19 HARDSHIP FUND

Go to: www.richmond.gov.uk/richmond_covid-19_hardship_fund or call: 020 8871 6555

LOCAL ASSISTANCE SCHEME

Go to: www.richmond.gov.uk/apply_for_a_local_assistance_scheme_grant or call: 020 8891 1411

FREE SCHOOL MEALS

Go to: www.richmond.gov.uk/free_school_meals or call: 020 8547 5448

WINTER SUPPORT GRANT

Go to: www.richmond.gov.uk/winter_support_grant or call: 020 8891 1411

HEATING GRANTS

Go to: www.richmond.gov.uk/heating_grants or call: 020 8891 1411

HOUSING GRANTS

Go to: www.richmond.gov.uk/housing_grants or call: 020 8891 7436

COUNCIL TAX DISCOUNTS OR EXEMPTIONS

Go to: www.richmond.gov.uk/council_tax_discounts or call: 020 8891 1411

BUSINESS GRANTS

Go to: www.richmond.gov.uk/covid19_support_for_businesses or call: 020 8891 1411

There is also help and support available from many local community groups, this includes:

CITIZENS ADVICE RICHMOND

Provide advice on a range of issues e.g. claiming benefits, employment issues, housing, debt and tax. They also offer grants - including food vouchers.

Go to: www.citizensadvice-richmond.org or call: 0808 2787873

RICHMOND AID

Provide specialist benefits advice for people with disabilities. Providing a Food Hub in partnership with other local organisations. They can also provide food vouchers and grants for food or other essential items.

Go to: www.richmondaid.org.uk/home/COVID-19-services or call: 020 8831 6464

RUILS

Provide support for adults and children with disabilities. Providing a Food Hub, in partnership with other local organisations, a shopping service, telephone befriending, advice and advocacy across all aspects affecting disabled people e.g. care and support at home, activities in the community and housing.

Go to: www.ruils.co.uk or call: 020 8831 6083

AGE UK RICHMOND

Provide specialist welfare benefits and financial support services for older people - advising on the types of benefits and grants, support to complete and make applications.

Go to: www.ageuk.org.uk/richmonduponthames/our-services/welfare-benefits or call: 020 8878 3073

HEALTHWATCH RICHMOND

If you need help accessing NHS or care support.

Go to: www.healthwatchrichmond.co.uk/advice-and-information or call: 020 8099 5355



GET YOUR FLU JAB

The flu vaccine is administered for FREE every year through the NHS to help protect eligible adults and children from flu. With COVID-19 still in circulation, it is even more important that those eligible get their flu vaccine. If you:

- Are aged 50 and over
- Have an underlying health condition (such as asthma, diabetes, heart disease, kidney disease or a chronic neurological disease)
- Are pregnant
- Have children aged 2-3 years old
- Have primary school aged children or in year seven
- Are on the NHS shielded list or someone in your household is
- Are in receipt of a carer's allowance, or who are the main carer of an older or disabled person whose welfare may be at risk if the carer falls ill
- Work as a frontline health and social care worker

For further information visit www.richmond.gov.uk/flu_jabs or speak to your GP.

CHRISTMAS RECYCLING

Make sure you are aware of the changes to the Waste and Recycling service this Christmas.

For more information visit www.richmond.gov.uk/collection_days

Or call: 020 8891 1411



SUPPORT LOCAL BUSINESS AND SHOP LOCAL!

We would like to encourage everyone to welcome back all our local businesses and high street shops this Christmas and shop local!

You can see the latest list of shops in your local area here: www.visitrichmond.co.uk

If you are a Richmond Card holder – you can access hundreds of discounts and offers across the borough. To see the latest offers: www.richmond.gov.uk/offers

For more information about the Shop Local campaign, call: 020 8487 5047



RECOGNISE A COMMUNITY HERO!!

Do you know an inspirational individual, group, or business who deserves recognition for the work they have done in their community?

Nominations can be made for work directly in response to the COVID-19 pandemic as well as other work not directly linked to the pandemic, but all work must have been carried out in a voluntary capacity.

Nominate before 31 December:
www.richmond.gov.uk/community_heroes
or call 020 8487 5162

IMPORTANT CONTACTS

BOOK A TEST

Go to: www.nhs.uk/conditions/coronavirus-covid-19

COMMUNITY HUB HELPLINE

Email: covid19support@richmondandwandsworth.gov.uk
or 020 8871 6555

I NEED HELP ONLINE HUB

www.richmond.gov.uk/i_need_help

NATIONAL COVID-19 INFORMATION

www.nhs.uk/conditions/coronavirus-covid-19

RICHMOND COVID-19 INFORMATION

www.richmond.gov.uk/coronavirus_information

SOCIAL MEDIA:

Twitter: @LBRUT

E-NEWSLETTER:

www.richmond.gov.uk/newsletter

PODCAST:

www.richmond.gov.uk/podcast