

# 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](http://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](http://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](http://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."



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

## Stay informed

To stay up to date with the latest information and advice from the Council, visit our website:  
[www.bromley.gov.uk](http://www.bromley.gov.uk).

You can also sign up to our newsletter online by visiting: [www.bromley.gov.uk/update](http://www.bromley.gov.uk/update).

**Our services are available online 24 hours, 7 days a week  
- simply visit [www.bromley.gov.uk](http://www.bromley.gov.uk)**

## **COVID-19 advice and support**

### **Bromley COVID-19 hub**

[www.bromley.gov.uk/covid-19](http://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](http://www.bromley.gov.uk/requestforassistanceform)  
or call 020 8313 4484 (weekday office hours)

### **Government Shielding**

[www.gov.uk/coronavirus-extremely-vulnerable](http://www.gov.uk/coronavirus-extremely-vulnerable)  
or call 0800 028 8327

### **NHS**

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)

### **Bromley volunteering hub**

[www.bromley.gov.uk/volunteering](http://www.bromley.gov.uk/volunteering)

## **Other services and support**

### **Recycling, waste and street cleaning**

[www.bromley.gov.uk/wastenews](http://www.bromley.gov.uk/wastenews)  
or call 0300 303 8658 (weekday office hours)

### **Parks and open spaces**

[www.bromley.gov.uk/parks](http://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](http://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](http://www.bromley.gov.uk/localoffer)

### **Domestic abuse**

[www.bromley.gov.uk/domesticabuse](http://www.bromley.gov.uk/domesticabuse)  
Email [info@bcwa.org.uk](mailto: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](http://www.bromley.gov.uk/schools)  
or call 020 8313 4044

### **Free school meals**

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

### **Care and support**

[www.bromleywell.org.uk](http://www.bromleywell.org.uk)  
Call 0300 330 9039 or email [spa@bromleywell.org.uk](mailto: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](http://www.bromleywell.org.uk)  
Call 0300 330 9039 or email [spa@bromleywell.org.uk](mailto:spa@bromleywell.org.uk)  
For children - [www.bromleywellbeingcyp.org](http://www.bromleywellbeingcyp.org)  
Call 020 3770 8848 or email [info@bromleyy.org](mailto:info@bromleyy.org)



*Produced by:*

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