

Councillor Peter McDonald Duxford Division & Ward:
District Councillor for Parishes of Duxford, Hinxton, Ickleton, Babraham, Pampisford.
County Councillor also for Foxton, Fowlmere, Shepreth, Thriplow, Heydon, Chisills, Whittlesford

Report for Parish Councils – May 2020.

South Cambs District Council

Again my month report will focus entirely on the current C19 crisis.

Bins

Residents in Cambridge City and South Cambridgeshire are being asked to put their green bins out on their normal days from Monday 4 May as part of a phased reintroduction of garden waste collections.

Households would usually have two green bin collections between 4 and 30 May, but due to the impact of national social distancing measures, only one collection will be guaranteed. Crews will try to empty more bins on each occasion if they can.

For clarity, households can check their [online bin collection calendar](#) to find out their guaranteed green bin collection date. In addition, Greater Cambridge Shared Waste Service crews may be able to collect some green bins more frequently than this - when there are enough staff and vehicles. Putting your green bin out with your blue bin every fortnight will mean it is available for them to empty if they are able to.

The national social distancing measures outlined for waste collection services mean that each collection vehicle currently has a driver and only one loader (the crew member who loads the bins onto the lorry), rather than the usual driver plus two loaders. This is in order to ensure enough space is left between staff when travelling, which means what would normally be one week's work could be spread across two weeks.

Councils in other parts the country are making similar arrangements for their green waste collections as the recycling and waste industry deals with the impacts of this global health emergency.

The decision to suspend green bin collections in March was taken to ensure black bin (general rubbish) and blue bin (recycling) collections could be maintained despite crew members becoming ill or needing to isolate. At one point, around a third of operatives at the Shared Waste Service were absent for one of these reasons.

While the service runs with only one loader per truck, in line with Government guidance on avoiding spreading the virus, it takes longer and is much more physically demanding to complete each round.

Although crews will do their best to collect as many green bins as possible during the first fortnight, only half of residents will have a guaranteed collection in these first two weeks of May. As well as finding out when their scheduled collection is via the councils' websites, residents will be able to report any accidentally missed bins online, on their guaranteed collection date, as usual. It will not be possible to report a missed green bin collection on non-guaranteed days. Residents are being asked to continue home composting as much of their garden waste as possible until collections return to normal.

You can [find information about bin collection services](#) or [your usual collection date](#) plus answers to [Frequently Asked Questions](#) related to green bin collections. These

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include information on how to help avoid spreading Coronavirus via your bins; how to store your green bin to avoid pests if it contains food waste; how to set up a home composter; and why the green bin collections were suspended as opposed to the blue or black bin collections. These services remain unaffected and residents should continue to put their black and blue bins out as normal.

The Greater Cambridge Shared Waste Service is a partnership between Cambridge City and South Cambridgeshire District Councils.

Related Information

- [Find your household bin collection day](#)
- [Green bin re-introduction FAQs](#)

Business Grant Funding

Almost 1,500 small businesses in South Cambridgeshire are benefitting from swift £20m million grant aid from the district council to help them weather the Coronavirus outbreak.

South Cambridgeshire District Council has awarded Government assistance grants to 80 per cent of local eligible businesses in the first few weeks of the scheme's launch.

The take-up among small businesses and companies in the retail, hospitality and leisure sectors has been significant and Council staff have been working tirelessly to ensure funding gets to where it's needed as quickly as possible.

With an estimated 2,000 businesses in South Cambridgeshire eligible for the funding, there has been a huge combined effort from Councillors and officers to reach local firms that have yet to apply.

To qualify, businesses must have been registered as the business rates payer on 11 March 2020, and need to be receiving either Small Business Rate Relief or the Expanded Retail, Hospitality and Leisure discount. Grant support takes the form of two schemes:

- The Small Business Grant Fund: A one-off grant of £10,000 to eligible businesses that already pay little or no business rates to help them meet ongoing business costs;
- The Retail, Hospitality and Leisure Grant Fund: A £10,000 grant for eligible businesses with a rateable value of under £15,000. Eligible businesses with a rateable value of between £15,001 and £51,000 will receive a grant of £25,000.

Companies have been contacted via email (or letter if an email address is not available) with details on how to apply for the grants online. Full guidance for the grant schemes can be found [on the Government website](#).

If you think your business might qualify, please visit the Council's website and follow the relevant links [within the Coronavirus support](#) for businesses section.

For the latest business updates, local companies can sign up to the [Council's business newsletter](#).

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In addition to the grants, South Cambridgeshire's retail, hospitality and leisure businesses have so far benefitted from around £13.9 million through the Government's expanded retail business rates relief scheme. It enables eligible firms that were due to pay Business Rates for 2020/21 to have their Business Rates waived so they don't have to pay any for next year.

All the relevant South Cambs C19 advice is contained here

https://www.scambs.gov.uk/coronavirus/support-for-residents/?utm_medium=email&utm_source=govdelivery#A9

Information about the county and district/city hub contacts

Contact details are attached in this link: [Covid-19 Co-ordination Hubs info and contacts.pdf](#)

Virtual meetings

These are on-going within the parishes and of course you are welcome to listen to South Cambs Committee meetings. For example the first on line Cabinet meeting will take place May 6th. For Public questions please submit to democratic.services@scambs.gov.uk

<https://scambs.moderngov.co.uk/ieListDocuments.aspx?MIID=7542&x=1>

South Cambs Patch Lists

A reminder of which patch you are in and who is your dedicated Patch Officers:



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Cambridgeshire County Report

The changes to County services during C19 are all to be found here:

<https://www.cambridgeshire.gov.uk/residents/coronavirus/disruption-to-council-services>

As a result of the Councils budget situation, there have been changes to the Adult Social Care policy with charges for the new financial year and these were published in April.
<file:///C:/Temp/ab098/Downloads/adult-social-care-charging-policy-april-----.pdf>.

Council Meetings

Now that the virtual meetings protocol is in place the County has started conducting meetings on line generally via Zoom. Refer to the meetings calendar:

https://cambridgeshire.cmis.uk.com/ccc_live/Meetings.aspx

Household Waster Re-cycling Centres

Plans are being prepared to re-open these and will be published here:

<https://www.cambridgeshire.gov.uk/residents/waste-and-recycling/household-recycling-centres>

Well-being Campaign & ToolKit

Now We're Talking - coming together in isolation

Organisations across the county have joined forces to launch a wellbeing campaign and additional mental health support for people during the coronavirus outbreak.

'Now We're Talking', encourages people to get talking to combat loneliness whilst self-isolating, and to seek help if they are struggling with their mental health.

The campaign, led by the local authority, NHS and third sector also directs people to increased mental health support available including:

- **Lifeline Plus** - a mental health and wellbeing helpline for people aged 18 and over living in Cambridgeshire and Peterborough, is available **Monday-Friday between 9am and 2pm** via freephone 0808 808 2121. The line will support people to manage their wellbeing, provide self-help advice or signpost to other organisations for particular concerns.
- **Lifeline - 7 days a week, between 2pm and 11pm** the same number is Lifeline, managed by Lifecraft who provide support for those in mental health distress: 0808 808 2121.
- **Qwell** - an online wellbeing support, including educational and self-help articles and peer-to-peer support via forums. Adults are also able to receive help from qualified counsellors via drop-in or scheduled online chat sessions. www.qwell.io

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- **Keep Your Head** – this website brings together all the mental health support available across the county - www.keep-your-head.com/now

‘Now We’re Talking’ comms toolkit to use for your own updates:

Following the launch of our Now We’re Talking campaign this week, please [find here](#) a toolkit so you can share the details with your town or parish council colleagues.

Caring for Carers - Looking after the county’s carers

A project to support people across Cambridgeshire and Peterborough who are carers to friends and family has seen hundreds of people contacted to enquire whether they need support.

Family carers are currently delivering unprecedented levels of essential care and support to people with care needs in the community who are impacted by the pandemic.

In response Cambridgeshire County and Peterborough City Council have re-deployed more than 30 staff who are unable to fulfil their usual role due to the Covid-19 outbreak, to contact those family carers currently known to adult social care, check that they are coping, provide preventative advice and connect them to sources of support where this is needed.

In Cambridgeshire 1,557 carers were identified and are being contacted. Of those contacted so far 56% or 429 carers have told staff that they are coping.

Feedback from staff making the calls is that carers have been extremely grateful to be contacted and have taken contact details in order to access support should this be needed in the future. One carer told us “I enjoyed chatting to you and both my husband and I are impressed with the initiative set up by the council. Thank you.”

So far 57 carers contacted by the redeployed staff have been referred for support as a result of the calls, examples include accessing help with shopping and medication collection, both for themselves and the adult that they support, and amendments to the care and support being provided to the cared for person due to changes in their circumstances.

The staff making the calls have had information regarding a wide range of preventative services and have also been able to connect carers to support from services like occupational therapy and the technology enabled care team, as well as raising awareness of help available through Caring Together, previously known as Carers Trust.

If you are a carer and you would like to talk to us about the support on offer, please call the countywide hub on 0345 045 5219.

Cambs County Hub

Requests for help and support coming into the countywide hub have continued to rise over the past fortnight.

The hub has received a total of 2,101 telephone enquiries over the past four weeks. The team has resolved a total of 5,856 individual requests for help and support, which include

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delivering urgent food supplies to 832 people. A further 129 people have been provided with more specialist food, for example that is suitable for people who are seriously ill.

There are now almost 15,000 people on the registered shielded list across Cambridgeshire and Peterborough and around a third of this group have told us that they have no support in place and will need our assistance.

Around 5,000 shielded people across Cambridgeshire and Peterborough are receiving a national food delivery over the course of this week.

Keeping everyone connected

The Covid-19 outbreak has made us all more reliant on phone networks and internet services to keep in touch, which is why they are designated as ‘critical’ services by the Government. It’s vital that people can keep connected especially at a time when we are being asked to stay at home and practise social distancing.

Mobile phones or landlines are particularly essential for vulnerable people who are self-isolating, and those without internet access, to get food, medicines and other support they need. Many people are also facing financial uncertainty and the more vulnerable members of our communities may need a bit of extra help.

The UK’s major mobile and internet service providers have responded to this by offering a range of support for all their customers, including concessions for NHS frontline workers, the most vulnerable and people in financial hardship due to the Covid-19 situation.

Connecting Cambridgeshire, the digital connectivity programme led by Cambridgeshire County Council, is working with telecoms operators to improve broadband and mobile coverage across Cambridgeshire and Peterborough, and has put together a [Quick Guide to help available from the mobile networks](#) which is summarised below.

Help for everyone to stay connected:

- All phone users can get free access to all NHS UK online websites with data allowances unaffected, and free calls to NHS 111 and the Non-Emergency 101 service to the Police
- NHS frontline staff, who are existing customers, can get mobile data access, voice calls and texts at no extra cost when using their personal mobiles for work
- Vulnerable patients can get generous data allowances to use their mobile phones for video consultations with doctors and health staff
- People finding it difficult to pay their phone bill as a result of Covid-19 can get support if they inform their provider
- Vulnerable people – such as those who are Shielded - can get generous mobile and landline packages to ensure they remain connected, including data boosts at low prices and free calls from their landline or mobile, whether on contract or ‘pay as you go’.

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- All providers will remove all data allowance caps on all current fixed broadband services.
- Vulnerable customers or those self-isolating will receive alternative methods of communication where possible if priority repairs to fixed broadband and landlines cannot be carried out.

Visit the Connecting Cambridgeshire [Getting Superfast](#) webpage to check if you can get superfast broadband, and follow the steps to upgrade, or find out about the options

Safeguarding Reminder

Children's Safeguarding

If you are concerned that a child may be suffering physical, sexual or emotional abuse or neglect or is at risk of significant harm you should contact Children's Services using one of the following: • Cambridgeshire children: 0345 045 5203
ReferralCentre.children@cambridgeshire.gov.uk • Peterborough children: 01733 864180 •
Out of Hours Emergency Duty Team (EDT): 01733 234724 If you are a professional you can report a safeguarding concern using the Cambridgeshire & Peterborough Safeguarding Referral Form. All telephone referrals will need to be followed up in writing within 24 hours by the referring professional.

Adult Safeguarding

If you have concerns for an Adult, you should contact Adult Services using one of the following: Cambridgeshire County Council • Telephone: 0345 045 5202 • Email: referral.centre-adults@cambridgeshire.gov.uk Peterborough City Council • Telephone: 01733 747474 • Email: adultsocialcare@peterborough.gov.uk Between Monday to Thursday 5pm to 8am and Friday 4pm to Monday 8am, adult safeguarding concerns can be directed to the Emergency Duty Team (EDT) – 01733 234724

Peter McDonald

May 3rd 2020.