

25.03.2020



Sandwell Community Information and Participation Service

Special Information update

As an organisation SCIPS publishes newsletters from information supplied to us by third parties.

The view expressed in any publication are not a reflection of any policy position held by SCIPS as an organisation.

You can only leave your home:

- **to shop for basic essentials** – only when you really need to
- **to do one form of exercise a day** – such as a run, walk or cycle, alone or with other people you live with
- **for any medical need** – for example, to visit a pharmacy or deliver essential supplies to a vulnerable person
- **to travel to and from work** – but only where this is absolutely necessary

Bin Collections

Household waste, Recycling and Food collection are being carried out as normal

* * *

REMEMBER TO PUT YOUR BINS OUT READY FOR COLLECTION

* * *

Garden bin collection is currently suspended

* * *

Shidas Lane tip is now closed

Sandwell Council Emergency Helpline

0121 569 2266



Sandwell MBC Information for High and Low Rise Flats

Please be advised that Estate Services will be making every effort to continue to deliver essential services during the current Coronavirus (Covid 19) outbreak.

However, whilst we continue to provide the best service possible there may be changes in the delivery of this service.

Your co-operation is appreciated and Sandwell Council would like to remind you that no waste or bulky items should be left within the communal areas at any time.

As an extension to the Caretaking and Cleaning Services provided to flatted estates, there is now an 'Out of Hours Caretaking Team' which will provide 'emergency' cleaning and caretaking services from 6.00pm to 6.00am (Monday to Friday), 2.00pm to 6.00am (Saturday & Sunday).

The Out of Hours Caretaking Team will deal with items directly related to areas within and around High and Low Rise Blocks, that may be a threat to public health and safety including:

- Emergency cleaning e.g. bodily fluids, dog faeces etc
- Bulky items such as furniture, carpet, electrical items etc, that are considered to be combustible
- Communal Glazing – e.g. broken partition glass
- In the event of an emergency or to address issues of an immediate nature.

To report any issue please contact 0121 569 6000



Vehicle Owners—Government Update

Vehicle owners will be granted a 6 month exemption from MOT testing from 30th March 2020, allowing them to continue to travel to work or to shop for necessities



Sandwell Citizens Advice

0300 330 9017

Monday 9am—3.30pm

Tuesday 9am - 3.30pm

Wed/Thu/Fri –9am - 3.30pm

Sandwell Debt Concerns

0121 569 5333

Universal Credit Phone

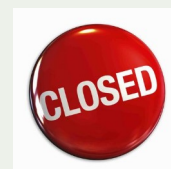
0800 144 844

Sandwell Council Office Update

Following the Prime Minister's announcement last night, our Oldbury and West Bromwich Local offices have also now closed.

Staff from all our Locals are responding to service requests through alternative digital means such as e-mail, phone and skype. Sandwell Council are prioritising essential services that safeguard our tenants from risk of harm, responding to residents at risk of becoming homeless and keeping your homes safe. Sandwell Council will also carry out a lot of normal work, like dealing with help to find housing, responding to incidents of Anti-Social Behaviour, monitoring CCTV and replying to enquires about tenancy matters, just in different ways to how they usually operate that will support the Government directives on social distancing. Please be patient with Sandwell Council offices as we adjust to different ways of responding to your service requests.

You can still access a range of council services online at www.sandwell.gov.uk/mysandwell and report emergency repairs at www.sandwell.gov.uk/repairs



Shops

The following supermarkets have amended their timings to accommodate the vulnerable and elderly.

- TESCO — Monday/Wednesday/Friday * 9am to 10am
- SAINSBURY — Monday to Saturday * 8am to 9am
- ASDA — Monday to Sunday * from opening to 9am
- WAITROSS — Monday to Sunday * First hour of opening

UPDATE

Please read and share the below crime prevention advice so fraudsters cannot profit during this time:



- Never let unsolicited callers into your home or hand over bank cards or cash
- If someone claims to be from the police, NHS or other organisation ask to see their identification. If in doubt call the organisation they claim to represent to make checks; if they are genuine they won't mind waiting while you verify who they are.
- Don't click on links or attachments in suspicious emails
- Do not respond to unsolicited messages asking for personal or financial information
- If you are looking at making purchases on sites you don't know or trust then research the company beforehand
- If you do decide to make payment use a credit card as the majority of credit card providers insure purchases made online
- Keep in contact with your loved ones, especially if elderly

To report suspicious activity to us message on Live Chat via our website or go to the Action Fraud website: <https://www.actionfraud.police.uk/>



**CORONAVIRUS:
PUBLIC
INFORMATION**



CATCH IT



BIN IT



KILL IT

Call 0121 544 1230 or email
Helena@scips.org.uk

SCIPS Email Address:

Enquiries@scips.org.uk

SCIPS Facebook page:

www.facebook.com/SandwellCIPS

SCIPS Contact Number:

0121 544 1230



Community Groups and TRA's

On Sandwell MBC website they have
Posters available to print:

- Stay at Home Poster
- Wash your hands poster
- Wash your hand instruction poster

Please let Helena know if you would like
any posters printed and sent to

SCIPS is a registered charity No 1097702. If
you would like to find out more about us
and the work we are involved in, please visit
our website at www.scips.org.uk