



A message from Cllr Sir Ray Puddifoot MBE, Leader of Hillingdon Council



Dear resident

Due to a rapid increase in coronavirus cases across London and many parts of the south east of England, Hillingdon has moved to [Tier 4 COVID-19 measures](#) with tighter restrictions.

You will be aware that previous government plans for Christmas bubbles have been cancelled, and I know this has caused great disappointment to so many of you who were looking forward to reuniting with loved ones this festive season.

However, the situation is becoming increasingly worrying and we must act together to do everything we can to drive the rate of infection down. It is important that you stay at home to protect yourself and others, and not to travel unless essential.

Under Tier 4 restrictions, you must not meet other people indoors, including during the Christmas period, unless you live with them or they are part of your support bubble.

All non-essential retail, indoor gyms and leisure facilities must close, including personal care services.

Please do not enter or leave Tier 4 areas unless you have a valid reason such as work, education, medical appointments or childcare. Residents must not stay overnight away from home. If you do need to travel, stay local and reduce the number of journeys you make.

Travelling abroad is not allowed under Tier 4 restrictions. If you have planned a holiday, please contact your holiday provider or airline.

If you are clinically extremely vulnerable, you will have previously received a letter from the NHS or from your GP telling you this, and you are advised to follow new shielding guidance. This includes staying home as much as possible and avoiding any trips to the shops or pharmacy. More advice is outlined below.

All our parks and green spaces remain open and you may exercise alone, with your household bubble, or alone with one other person from another household in an outdoor public space. When around other people outside of your household, please stay 2 metres apart.

Although Christmas won't be the same this year, it is vital that we follow government guidelines: stay home, protect the NHS and save lives.

Restrictions for Hillingdon

What the Tier 4 restrictions mean:

You must not go outside or exercise in public places with others unless by yourself, with your household or support bubble or with one person from another household.

You must only go out for:

- Work, if you are unable to work from home
- School, college or university
- Exercise outdoors
- Essential shopping
- Medical reasons

[Find out more](#)

Get tested

If you have any coronavirus symptoms, protect yourself and others and self-isolate and get a test immediately.

Self-isolating means staying at home and not letting anyone come to your house (only leave to get tested). You should also organise shopping deliveries for the period you're isolating. The period of self-isolation is 10 days.

You can book an appointment for a test or order a home testing kit via the NHS COVID-19 app, the government's website www.gov.uk/get-coronavirus-test or by calling 119.

Facility closures

Many of our facilities have temporarily closed, including our museums, adult learning centres, libraries and sports and leisure facilities.

Libraries are offering a reserve and collect service, and a variety of online resources are available from our libraries and the Battle of Britain Bunker Exhibition and Visitor Centre on its website.

The Rural Activities Garden Centre is open for a select and collect service and our civic amenity sites remain open.

[Find out more](#)

Guidance on shielding for the clinically extremely vulnerable

If you are defined as clinically extremely vulnerable, you will be at very high risk of severe illness from coronavirus. The government has issued new advice for those on the Shielded Patient List and for those with a listed medical condition.

If you are clinically extremely vulnerable, you may still go outside but try to keep all contact with others outside of your household to a minimum and avoid busy areas. You cannot meet with friends and family you do not live with, unless they are in your support bubble.

To avoid going to the shops or pharmacy, ask others to collect and deliver shopping for you or use online shopping by requesting access to priority supermarket deliveries. You should ask others to collect medicines for you, or if the pharmacy is unable to arrange a volunteer, then you will be eligible for free medicine delivery.

You can continue to receive informal care at home from people within your household or support bubble or care from professional social care and medical professionals.

[Learn more](#)

Support for residents at risk

A range of support is available for residents at risk.

The NHS Volunteer Responders service is open between 8am and 8pm and can be contacted on 0808 196 3646.

Individuals who may be experiencing financial difficulties and unable to purchase food, can call our Community Hub on 020 3949 5786 or email COVID19hub@hillingdon.gov.uk (9am to 5pm Monday to Friday).

For more information visit www.hillingdon.gov.uk/community-support.

Those on lower incomes who cannot work from home and have lost income from self-isolating may be eligible for a Test and Trace Support Payment of £500. For more information visit www.hillingdon.gov.uk/individual-financial-support.

It's important to take care of your mind as well as your body. Every Mind Matters has a range of expert advice on how to look after your mental wellbeing whilst you're at home. Their [website](#) also includes guidance if you're feeling worried or anxious about the pandemic.

Support for businesses

We are doing all we can to support local businesses at this time, and there are several different grant schemes and financial support available.

Workplaces that are allowed to remain open should follow COVID-19 secure guidelines to protect customers, visitors and workers.

If you have any concerns about COVID-19 secure requirements in any Hillingdon business, email COVID19hub@hillingsdon.gov.uk or call 020 3949 5786.

[Find out more](#)

COVID-19 vaccination roll-out underway in Hillingdon

In December, the NHS in north-west London started to vaccinate Hillingdon residents most at risk from coronavirus.

The vaccine is initially being given to:

- people aged 80 and over
- people who live or work in care homes
- health care workers at high risk

The majority of vaccinations for these high-risk groups will be given between January and April 2021. The NHS will let you know when it's your turn to have the vaccine. It's important not to contact the NHS for a vaccination before then.

[Find out more](#)

Hands, Face, Space

The most basic and most effective way of breaking the chain of infection is to continue to wash your hands, wear a face covering and keep a distance from those you don't live with.

These are small actions that can make a big difference and help to lower infection rates. So please continue to do your bit and help to keep Hillingdon safe.

[Watch our Keep Hillingdon Safe video](#)