



City of York Council
West Offices
Station Rise
York
YO1 6GA

Customer Address

Our Ref: COVID-19

Date: 31 March 2020

Dear resident

It is clear that we are living in unprecedented times and dealing with exceptional circumstances. As a city, we must find our resolve and do everything we can to support those who need our help the most. We cannot thank our residents and communities enough for their response to this situation and for demonstrating how York comes together in times of crisis.

Over the last month increasingly strict measures have been introduced by the government in an attempt to slow the infection rate of the Coronavirus, Covid-19. The government is now writing to every household in the country to update people on their plans to contain the coronavirus in the UK.

Every day we hear of local heroes freely giving their time to support people they've never met, or businesses offering hotel rooms for key workers or delivering food for older people who can no longer get out. The very best of this city is coming together to slow down the infection. Thousands of people have responded to our call for volunteers and the smallest acts make the biggest difference. Every one of us can be a hero – by staying safe and staying at home, by volunteering or by supporting local businesses.

There are four things to remember during this unprecedented time:

- 1. The strength of our communities is incredible.** Within hours, residents showed they were keen to be there for their neighbours and were coordinating requests for help. We're working with social media groups and established voluntary groups to recruit, train and deploy volunteers in a safe and coordinated manner – ensuring resources are focused on supporting the most vulnerable in the city. For those who are interested and able to help volunteer, please get involved using the contact details below:

- **online: www.york.gov.uk/COVIDVolunteering.**
- **email: volunteering@york.gov.uk**
- **telephone: 01904 551550**

2. Many of our neighbours need our help. Whether it's dropping off food or collecting prescriptions, we are working to match volunteers to where they are needed most. If you are on your own and you need help during this time please contact us:

- **email: covid19help@york.gov.uk**
- **telephone: 01904 551550**

The Council is setting up a network of community hubs that will support residents identified as vulnerable or those who have asked for support, by facilitating the delivery of essential, non-perishable foods. This will ensure that the Council and our partners can quickly respond to the rapidly changing situation.

3. Our local economy is resilient but needs our support. Many of our businesses have adapted to the current climate, sharing new ideas with each other and inventing new models of delivery. Yet we must do more. We are committed to helping our local economy, and as such we have launched a £1m local Emergency Fund to focus support to small businesses, on top of the funding announced by the Government. For more information, please visit www.york.gov.uk/BusinessSupport.

For residents, the Council has also launched a new Emergency Fund totalling £1.25m to support residents facing hardship during the Covid -19 pandemic. The fund is made up from an Emergency Hardship Fund for residents affected by Covid-19 and additional Council Tax support and relief - more details are available at www.york.gov.uk/coronavirus.

4. We must do more. Public health colleagues are clear. To reduce the threat to our NHS, to slow down the infection and to make sure we don't lose loved ones before their time, we must stay safe and stay home. For more information: nhs.uk/coronavirus. To help remember how we can beat Coronavirus, we've enclosed a postcard with top tips. It also includes contact details for ward councillors and council services.

If you can help financially, City of York Council is urging anyone who would like to donate to support the Coronavirus Community Fund, set up by the Two Ridings Foundation, a local charity. To donate or apply for the fund please visit: www.tworidingscf.org.uk.

We'd like to take a moment to thank residents for their response to this crisis.

If we continue to show this community spirit, work together, support each other and find new ways to stay connected, we will get through this. Together we can slow the infection down and help the vital services manage the response to this pandemic.

This is a fast moving situation, to keep up to date with the latest information, either visit www.york.gov.uk/coronavirus, talk to your ward councillor or follow our social

media channels. We will shortly be introducing a direct email service and will promote how to register your interest in the next few days.

Take care York, let's all look after each other.

With best wishes

K.R.L. Aspden A.M. D'Agorne Ian Floyd

Cllr Keith Aspden, Leader of the Council

Cllr Andy D'Agorne, Deputy Leader

Ian Floyd, Deputy Chief Executive and Interim Head of Paid Services

If you would like this document in an alternative format, please contact:

 (01904) 551550  ycc@york.gov.uk

 @CityofYork  @cityofyork

It is available in the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

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For further information: West Offices, Station Rise, York, Y01 6GA

