

Keeping you active throughout the Covid-19 pandemic

Top tips on how to stay busy and access online activities, help and support



Together K&C
Protect Lives, Protect Livelihoods



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Message from Cllr Elizabeth Campbell

Leader of the Council

I recognise that this update comes to you at a time of great difficulty and heightened worry, as we are now in another period where we cannot see friends and family and do the normal things we would all like to be doing.

It has already been a long road for all of us and it feels like it is getting longer.

However, I want to take this opportunity to thank all of you. For your patience, for your fortitude, and for your unwavering spirit.

From the outset of this pandemic, the Council set out its ambition to protect lives and protect livelihoods, and we have been supported and led by you – our communities.

Some of our infection rates have at times been the lowest in London, and compliance with the rules is very high. We have shopped locally, supported our schools, and looked after each other through voluntary work and support networks.

But, as a city, London has been heading in the wrong direction for a few weeks now. There is no real alternative and we have to do what is right for the most vulnerable in our society, we have to break the chains of transmission, save lives and provide a platform for our economies to successfully return.

We want this period of new national restrictions to also be about what you can do, as well as what you cannot do. It is important to us here at Kensington and Chelsea that health needs, in particular mental health needs, are met.

In this leaflet we highlight some of things you can do to pass the time and keep you occupied. You can take a book out from our libraries, access our virtual library offer, you can use our parks and green spaces to give yourselves a break and a bit of normality as well as explore Leighton House Museum online.

If you need help for your business, for your family, for your community, or for yourself – don't hesitate. Get in touch. We also provide a list of numbers for those residents who are not online.

Keep safe, look after yourselves and each other.



Get moving at home with Better UK

Our leisure centres may be temporarily closed due to the new national restrictions but you can still workout and sweat up a storm with the Better UK app.

Workout at home by taking a number of dance, yoga, HIIT and cardio courses online. There are many courses on the app and a great community to connect with online in order to maintain your fitness goals as the weather grows colder and gloomier.

Don't let your good work over the past few months go to waste. Keep up your fitness journey and join the online community by downloading the app.

Search '**Better UK app**' to find out more

Take a stroll in one of our parks

We know how important being able to get out and enjoy fresh air and green spaces is for everyone especially during these latest national restrictions.

It's great news that all of our parks remain open and you can use them as often as you want. The tennis courts and cricket nets are not open to residents during this period, but playgrounds remain open. Please remember to bring hand sanitiser if you are going to use our playgrounds and to socially distance.

Keep up to date with our parks, visit www.rbkc.gov.uk and search 'Covid-19: Leisure and Culture'.

Explore Leighton House Museum online

Leighton House Museum may have had to temporarily close its doors but it has a range of online resources to help you discover Frederic Leighton, his magical house and the Victorian art and culture in the borough. The resources also serves as a wonderful tool to support parents, teachers and all our adult visitors.

Get stuck into arts and crafts, stories, film content, tours, quizzes and games, tutorials, and opportunities to find out much more about Frederic Leighton. You can also get access to our team of experts during our Ask Me a Question days to become a Leighton House museum expert.

'**Leighton House Museum**' to find out more.



Enjoy the library from home with our Virtual Library

With more of you now having to spend time at home, we wanted to remind you that our library service will be continuing to offer lots of online resources and activities to enjoy from home.

You can still access North Kensington Library, Kensington Central Library and Chelsea Library for PC and internet use and to select-and-collect books you have ordered.

For information about how the libraries are affected during the second lockdown, visit www.rbkc.gov.uk/libraries

Our libraries have a huge variety of free online books, magazines, newspapers and audiobooks available to download anytime from home using your library card. Take a look at what's on offer on the Online Resources and Digital Library web pages. Search "RBKC Digital Library".

Not got a library card? Not to worry, you can still join the library online: www.rbkc.gov.uk/libraries/connect-library-community/join-library

We are also offering an enhanced range of online events, activities and interactive experiences for all ages including baby rhyme time sessions, book clubs, talks and workshops.

You can find out more about these events on the library Eventbrite page. We are putting on eight evening talks with eight wonderful authors for the online London History Festival presenting their latest books, in a programme of virtual events we hope will both entertain and enlighten you. Search "RBKC Library Eventbrite".

We also have a regular programme of events for children via our Facebook page: www.facebook.com/rbkclibraries

- On Monday and Friday at 10am there's story time
- On Wednesday at 10am there's baby rhyme time
- On Thursday at 3pm there's a weekly Lego challenge

For more information on library events and updates:

- Sign up for our monthly libraries events newsletter. Search "RBKC Library Newsletter".
- Read about books we love, children's activities, craft ideas and much more available on the Libraries Blog. Search "RBKC Libraries Blog".

Visit our social media channels for more on our virtual library or call our customer helpline on **020 7361 3993**, Monday to Friday between 9am and 5pm, to speak with the library staff about books, events or technical support.

Twitter: [@rbkclibraries](https://twitter.com/rbkclibraries)

Facebook: www.facebook.com/rbkclibraries

Instagram: [@rbkclibraries](https://www.instagram.com/rbkclibraries)



How we are supporting our vulnerable residents

If you have been identified as clinically extremely vulnerable, there are additional restrictions you should follow during this period of national restrictions.

If you think you fit into this category you should have received a letter from the Government telling you about these additional restrictions.

These include only going out for exercise or if you have a medical appointment which your GP or doctor says you can attend.

You should only work from home and if you cannot, do not go into work. If you live with people who are not classed as clinically extremely vulnerable, they can go to work if they cannot work from home or attend school if they are children.

Covid-19 Hub

We have re-established our Covid-19 Hub which can direct you to support to help you with shopping, collecting medicine or with any financial difficulties you may be having as a result of the pandemic.

To get in touch, call **020 7361 4326** or email C19Hub@rbkc.gov.uk from Monday to Friday, 9am to 6pm and Saturday and Sunday 10am to 4pm.

More details are available on the Council website, visit www.rbkc.gov.uk and search 'Clinically Vulnerable'.



How to access mental health support

Autumn and winter can be a difficult time for many people but we know it could be even more challenging with the national restrictions we are currently facing. There is support available for anyone that needs it. This includes:

Every Mind Matters

www.nhs.uk/oneyou/every-mind-matters

You can get tips and advice on looking after your mental wellbeing and creating your own personal mind plan.

Good Thinking

www.good-thinking.uk/coronavirus If you are anxious, stressed, depressed or having trouble sleeping there are a variety of mental health tools and advice to support you.

Community Living Well

www.communitylivingwell.co.uk Services are available if you are 16 or over and registered with a GP in the borough.

If things are really getting on top of you and you are worried you may harm yourself you can get support immediately by contacting your GP or one of these confidential services:

NHS Single Point of Access

www.cnwl.nhs.uk/services/mental-health-services/adult-and-older-adult-single-point-access You can call 0800 0234 650 24 hours a day, seven days a week.

The Samaritans

www.samaritans.org Call **0330 094 5717** or freephone **116 123** 24 hours a day, seven days a week.

The Listening Place

www.listeningplace.org.uk Call **020 3906 7676** – open from 9am to 9pm, seven days a week.

Got symptoms? Get a test

If you have Coronavirus symptoms you should self-isolate and book a test as soon as possible.

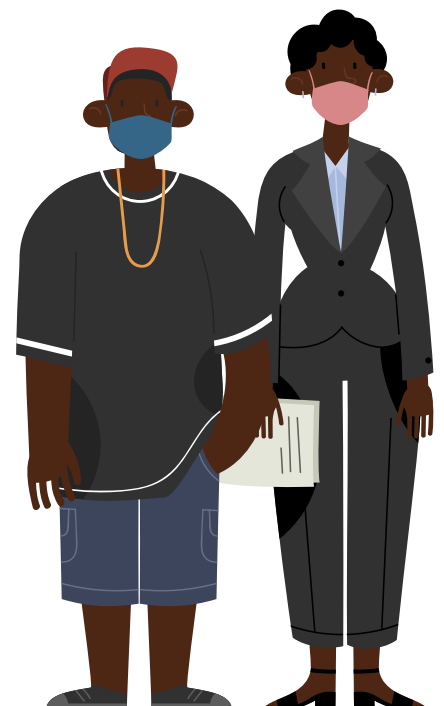
The main symptoms are:

- A high temperature
- A new, continuous cough
- A loss or change to your sense of smell or taste

You can book a test by going to www.nhs.uk/conditions/coronavirus-covid-19/symptoms or calling **119**.

There is a test centre in North Kensington which is open seven days a week between 8am to 8pm. There is also a test centre at Kensington Olympia which is open four days a week, find out the latest details at www.rbkc.gov.uk or on [Twitter@RBKC](https://twitter.com/RBKC)

The Council is also supporting the NHS Test and Trace contact system with local contact tracing. You will be called if you test positive to find out who you were near and where you were in the previous 48 hours so that people can be contacted to let them know to self-isolate. You can also be called as a result of this to ask you to self-isolate for 14 days.



An alternative to being called is to download the NHS Test and Trace app which can inform you on the app if you have been in contact with someone who has tested positive and you need to self-isolate.

Financial support for self-isolation

If you have been told by the NHS to self-isolate, either because you have tested positive for Coronavirus or you have been in contact with someone who has tested positive, you may be entitled to financial support during this period of up to £500.

Find out if you qualify, ask us any questions and learn how to apply to receive support. Visit www.rbkc.gov.uk and search 'Self-isolation support'.

The NHS is open

At the moment it can be hard to know what to do if you're unwell or have a concern about your health.

NHS services remain open and if you have an appointment with your GP, or at a hospital or clinic you should still attend unless you have been contacted and told not to.

If you feel unwell you should contact your GP as they are still able to arrange appointments if these are needed. Don't wait, you can be seen quickly if necessary.

You can also call **111** for advice or **999** in an emergency.

Don't forget about flu

We are in flu season and its important that those who are entitled to a free vaccination get one as quickly as possible. Your GP or local pharmacy can give you the vaccine and it's available to the following groups of people:

- Over 65s
- Those with long term conditions
- Pregnant women
- Children aged between two and 11 years old

Visit www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine



How to contact us if you're not online

To help reduce the spread of Coronavirus, most of our Council reception areas in the borough are closed with some open for pre-appointment only.

To continue to access Council services, please use the following details:

Switchboard (8.30am to 5.30pm, Monday to Friday)

For all general enquiries not listed. They will signpost you to someone who can help
020 7361 3000 or email covid-19enquiry@rbkc.gov.uk

Covid-19 Hub (Monday to Friday, 9am to 6pm and Saturday and Sunday, 10am to 4pm)

For those residents who are clinically vulnerable who need access to food and medicine
020 7361 4326 or email C19Hub@rbkc.gov.uk

Local Support Payment Line

If you are having financial difficulties there is help available from our Local Support Payment Scheme.
020 7745 6464 or visit www.rbkc.gov.uk and search Local Support Payment

Council Tax Line

For information and advice on all aspects of Council Tax
020 7361 3005 or email counciltax@rbkc.gov.uk

Housing Line

For housing advice, homelessness concerns and to report urgent repairs
020 7361 3008 or email housing@rbkc.gov.uk or email HHAT@rbkc.gov.uk for homelessness.

Housing advice for Council tenants

For support with rent queries and urgent repairs call **0800 137 111** or **020 3617 7080**
or email HM-CustomerServices@rbkc.gov.uk

Rent

For support and help, call **0800 137 111** or **020 3617 7080**
or email HM-CustomerServices@rbkc.gov.uk

If you are online

You can receive the latest information, help and support during the Coronavirus Pandemic by signing up for our Important Updates or Emergency Updates newsletters. Search "RBKC enewsletters" for more information.

For the latest information from the Council on Coronavirus, visit our website:
www.rbkc.gov.uk/coronavirus

Scan this code and hear directly from staff working at our Covid-19 Hub.

