



Message from Cllr Linda Haysey, Leader of East Herts District Council

I know many of us in East Herts will be concerned and anxious about the Coronavirus (COVID-19) pandemic, and I want to reassure you that the welfare of residents in the District remains paramount.

Whatever our age, occupation or background, it is unlikely that any of us in East Herts have been through a period of time as unsettling or as uncertain. While we may all have our own personal anxieties and know friends and family who are unwell or self-isolating, we all have a part to play in making a difference and helping to support our families and the wider community.

Our essential Council services are currently operating as usual, but we understand that the uncertainty of the situation could lead to some questions so we have put together a coronavirus page of our website, which is home to all the latest information along with an FAQs section.

Vital services

As a Council, our focus is on continuing to provide vital services but as this is a fast changing situation. We are making contingency arrangements to ensure that the delivery of all essential services remains as close to normal as possible.

It is absolutely essential that we all follow the advice of public health professionals and do all we can to protect those who are vulnerable or at higher risk from the virus, so we will keep things under review in the light of any changes to government advice.

With the introduction of new guidance on 'social distancing' and large gatherings, we are advising residents to only visit our Customer Service Centres in Hertford and Bishop's Stortford in an emergency. The best ways to get in touch with us are via our website or email customer.services@eastherts.gov.uk.

Community support

In this challenging time, it has been inspiring to see the community spirit and response of so many of our residents and voluntary groups in East Herts, who are offering to help those who are more vulnerable. It's important, however, that this is coordinated and that everyone who offers to help respects each other and follows public health advice – avoiding inadvertently putting people at risk. More details of the support you can provide to those in need will be available in due course on our website.

Financial support

The Government has announced that additional financial support will be available for those who are most vulnerable both in the community and the local businesses that sustain our local economy. The Chancellor has also announced support and relief for small businesses, which we will continue provide updates on this as more details become available so keep an eye the business support section of our website.

Our website also lists all the usual support available for residents on low incomes who may be experiencing hardship.

Stay up to date

We are conscious that information and advice will continue to change quickly so will be issuing updates on our website and through all Council communications channels such as Facebook (@EastHertsDC) and Twitter (@EastHerts) as we work together to maintain services and represent East Herts through the days, weeks and months ahead.