



Borough
Insight

ISSUE 78

Thank you



Keeping YOU informed...

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Epsom & Ewell

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Contact us

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Find us @EpsomEwellBC on:



Front Cover image courtesy: STLS Events www.stlsevents.co.uk; Benjamin Wetherall Photography.

Mayor's message



Introducing your new Mayor 2020-2021

I am starting my year as Mayor under the most unusual circumstances. As I write this, we are still under instructions to keep physically distant from other people. This is an exceptionally difficult and, for many people, dark time.

I have taken heart from Captain Tom Moore, who raised such a staggering amount of money for National Health Service Charities. He said "For all those finding it difficult: the sun will shine on you again and the clouds will go away". Captain Moore is one example of the indomitable human spirit which I believe will see us through this time.

By cooperating and taking inspiration from each other, we can get through this. In years to come, we'll look back at 2020 as a testing moment in our history – but one that together, we will have overcome.

This year, I have chosen to support three very special charities. These are Age Concern Epsom & Ewell; the Epsom and Ewell Community Fund; and Love Me, Love My Mind.

You may already know these organisations and the wonderful work that they do. If not, it will be my pleasure to introduce you to them over the next twelve months. I hope that you'll find them as inspirational as I do, and will join me in raising both their profile and also vital funds to help them continue their good work.

I am looking forward to meeting as many borough residents and businesses as possible this year. For the first few months, we may need to meet virtually or by telephone. But I hope that as the year progresses and the social distancing restrictions ease, I and my wife Gillian, the Mayoress, will be able to take part in events and celebrations. You can find out more on a dedicated website: **www.mayorscharitiesepsom.org.uk**

I have called Epsom and Ewell 'home' for nearly 50 years. This is a creative, dynamic and vibrant borough, with a strong community spirit and a big heart. I'm proud to be your Mayor this year and look forward to celebrating our wonderful borough with you when the clouds have cleared and the sun is back out again.

Councillor Humphrey Reynolds

Supporting those in most need

As the Government brought in measures to keep the most vulnerable safe from Covid-19, we quickly set up a community hub providing help and support for those that need it most.



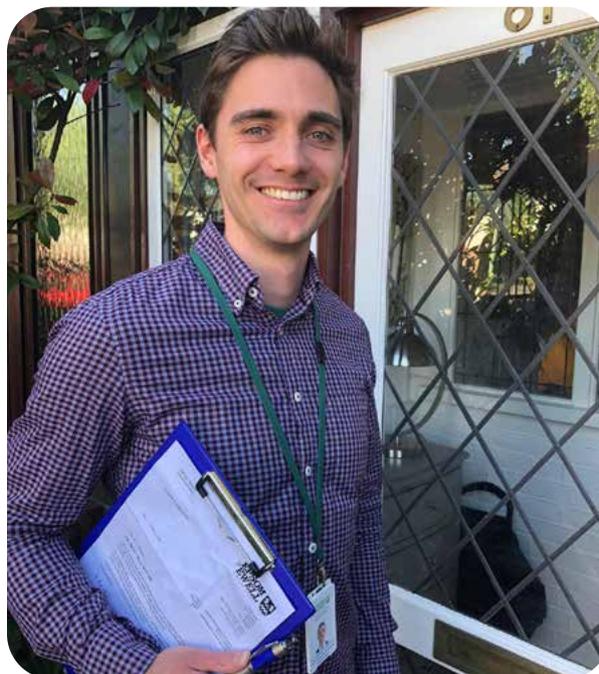
Our Contact Centre teams have been answering your calls

The hub is supporting the most vulnerable residents who are in self-isolation, often with no family or friends to help, as well as those who are identified as being extremely vulnerable on the NHS 'shielded' list.

In the first month of the lockdown, with community partner, Age Concern Epsom & Ewell, we made nearly 10,000 phone calls to vulnerable residents to check on their welfare and help them to access vital services.

In most cases, these calls have been answered and are being appreciated as an important, caring, element in the response to the Covid-19 pandemic.

However, some residents have not answered their telephone after three attempts. To check on their



All council staff calling on residents have photo ID, will not need to access properties and will not ask for financial information.

wellbeing, we launched a dedicated taskforce of DBS checked volunteers and council park rangers. The team are calling on up to 120 households each week, checking on residents' general wellbeing.

With a surge in Covid-19 scams, it's important to highlight that anyone phoning from the council will not ask for financial information. Our representatives on the ground will be able to identify themselves with photo ID and other means. They will not require access to properties and will ensure that all social distancing guidelines are met. Residents are urged to be vigilant and take the normal precautions when dealing with cold-callers.



Specially trained volunteers, many working from home, have been calling residents as part of our Community Hub.

Food, glorious food

As the lockdown continued, one of our services where demand suddenly doubled was in the provision of meals. In the first month of the lockdown over 4,000 meals were delivered via our Meals at Home service.

Social distancing meant that our staff could not prepare the increased requirement and avoid working closely together. With additional facilities required, we turned kitchens in our venues, closed under the Covid-19 restrictions, into Meals at Home production centres.

There was a need for additional staff to prepare food and deliver it. Staff were drafted in to help from all areas of the council, and with the help of volunteers we were able to increase capacity and can now cater for an even greater demand should the need arise.



Working in one of the kitchens



Delivery drivers practice safe distancing

Gone shopping

Another of our services we had to re-think was our home shopping service. Until recently, this had been mainly used by older residents. For our Covid-19 response, we needed to re-invent it to support self-isolating households across the borough, who could not get supplies in any other way.

We approached all the major supermarkets for help but only the Epsom branch of Waitrose was able to assist. They, together with several smaller stores, prioritised our requirement for those who cannot leave their properties or shop online and have no other support network

Each week around 50 households are now using the shopping service, where a range of groceries and other essentials can be provided at cost plus a small delivery charge.

Residents' Communications Survey

Communicating with our residents is important to us. We want to help keep you informed about important news from the council, as well as our borough's extraordinary potential as a creative, vibrant and prosperous place.

There are many different ways we could do this. However, we want to share information in the ways which work best for you.

We have created a short survey to help us understand how to do this. By taking part, you'll tell us not only how you already consume information, but also how you'd like to receive it in the future.

This will help us to direct our resources and give us opportunities to measure the impact of any changes we make.

Thank you, in advance, for taking part. The survey can be completed online:

<https://epsom-ewell.gov.uk/survey> - and will remain open until Friday 3 July.



We want to use this opportunity to say a special thanks to the bodies and individuals within our community

that have stepped up to address the pandemic. Some have worked with us enabling the council to protect the most vulnerable and keep essential services running.

Age Concern Epsom & Ewell

Age Concern Epsom & Ewell are doing a fantastic job contacting and assisting the vulnerable elderly within our community.

www.ageconcernepsom.org.uk

Central Surrey Voluntary Action

Central Surrey Voluntary Action have coordinated volunteers for organisations across the borough including the council.

www.centralsurreyvoluntaryaction.co.uk

Epsom & Ewell Foodbank

With their five centres closed, the foodbank have set up a delivery only service, getting food to those who need it. Food donations can no longer be left at churches and other community collection places but the foodbank need your help more than ever.

www.epsomewell.foodbank.org.uk

Mary Frances Trust

As well as running the mental health crisis Safe Haven, the Mary Frances Trust has introduced online tools and a telephone helpline to help residents manage their mental wellbeing during lockdown.

www.maryfrancestrust.org.uk

Ruxley Foundation

The Ruxley Foundation donated a huge quantity of fresh fruit and vegetables when the supermarkets were bare which we were able to distribute to the most vulnerable in our community.

www.ruxley.foundation

Sunnybank Trust

While we all are feeling a bit anxious and unsure, for those with learning difficulties this can be confusing time. Our friends at the Sunnybank Trust have produced weekly activity packs (and even a

weekly radio programme) and are really living up to their moniker as 'Friends to those with a learning disability'.

www.sunnybanktrust.org

Local retailers

Some in our community who have no one else to call upon, rely on us to get them food, meals and groceries. During the first weeks of the pandemic, we struggled to get enough produce. Most retailers we contacted were unable to prioritise our requirement. The following local stores provided us with the groceries and other necessities we needed to support those in our community who we help:

- Londis, Hollymore Lane, Epsom
- Savers, High Street, Epsom
- Waitrose, Ashley Centre, Epsom



Pic credit: Benjamin Wetherall Photography

Thanks to local company STLS Events who volunteered their time to light up Epsom Clock Tower in blue along with a special message for all NHS staff and keyworkers for Thursday 30 April's Clap for Carers.

To all working on the front line, to all key workers, to all volunteers and to all helping neighbours, family and friends - thank you.

A big problem

Imagine an elephant. Magnificent.
Impressive. Heavy.

Now imagine 15 elephants.

15 elephants weigh around 100 tonnes.



Last month, 100 tonnes of your recycling had to be destroyed. That's the soft drink bottles you set aside, the plastic pots you rinsed out and the items you carefully sorted for recycling. 100 tonnes of material destined to be used again in a different form, wasted; negatively impacting on the planet's natural resources and contributing to climate change.

We have a problem in Epsom and Ewell. A big problem and it's getting bigger month on month.

The wrong things are being put in the recycling bins and the recycling is being rejected by the organisations that process it. We're not talking about the odd piece of questionable plastic or tempered glass. There's soiled nappies and sanitary waste in the recycling which get mixed with the other items in the dustcart. Chemicals and paint are being put in the recycling which spread all over everything else. Electrical and other items that are dangerous to process are ending up at the recycling plant.

The wrong items in one bin can result in a whole neighbourhood's recycling being rejected.

Climate change is a huge problem that affects every single person and yet we can all do little things to help, including sorting our rubbish.



Right thing, right bin. Be like an elephant and don't forget.

Lock down, waste up

Lockdown has certainly had a big impact on waste and, especially, recycling.

At its height in April, food waste peaked at nearly 25% higher than normal, recycling bins were up as much as 40% and glass recycling hit nearly 50% higher than last April. So when your grandchildren ask you what happened during lockdown, the answer will surely be "recycling!"

Garden waste was suspended for three weeks at the start of lockdown while we grappled with short-staffing and focussed on core collections. Since its come-back, garden waste volumes have been through the (shed) roof, peaking at just over twice normal April volumes.

It's been hard work for our collectors. But the huge amount of happy messages residents and their children put on their bins created fantastic morale in our team. You really made a difference with that, and we're very grateful.

The Community Recycling Centre (the Tip) located at Blenheim Road, Epsom is managed by Surrey County Council. For the latest update at this time please see www.surreycc.gov.uk/recycling



Caring for a loved one in lockdown

In times like these, it's reassuring to know that help is available.

Whilst many of us are isolating, it's important not to feel isolated. Staff and volunteers across the council are working together to maintain essential services – and to the same high standards.

The lockdown has affected those who would care or provide support for a loved one. Looking after someone from a distance has its own challenges. It's harder to respond to issues yourself, and you may not be able to pop round as often.

Our wellbeing services offer vital support - not only for carers, but also the people they look after. This is also true for residents who live on their own, but need a little extra help at home.

Help with meals...



Our Meals at Home service has seen a huge increase in demand. Many residents are now enjoying the convenience and health benefits of fresh dinners delivered straight to the door. For those who usually batch-cook meals for an elderly relative or loved one, Meals at home offers a real lifeline. Plus the addition of a friendly face checking-in is particularly comforting.

Help with shopping...



Supermarkets have seen a significant rise in online shoppers. These numbers are still growing! For those without internet access (or know-how), the process may seem a little daunting. If you're finding it hard to find a suitable delivery slot or shop for someone you care for, why not enquire about our

6 **Our wellbeing services offer vital support - not only for carers, but also the people they look after.**

shopping service? We can help with getting some of the heavier items to your door, take orders over the phone, and check-in on your loved one at the same time.

Help with feeling safe...



When it comes to doorstep crime, it's never easy to spot a bogus caller. People aren't always who they say they are - but there are a few things you can do to protect yourself in these situations.

Always ask to see some form of identification. All our staff and volunteers will carry ID with them. If anyone claims to be from the council, you can always phone our offices and check.

Community Alarm has a 'bogus caller' function and other monitoring systems. Great for security and peace of mind.

If you're spending more time at home due to coronavirus, or unable to do the things you would in your caring role, our support services can help. For more information, please visit www.epsom-ewell.gov.uk/support or call 01372 732418.

Thank you to our supportive community



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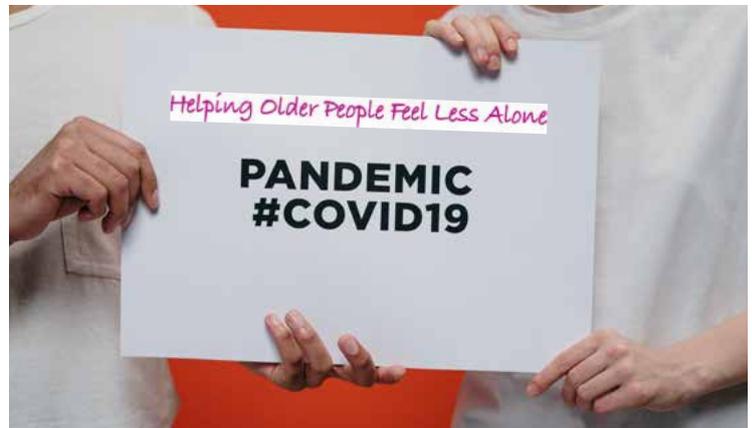
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Can Age Concern Epsom & Ewell Help You During The Coronavirus?

Are you 65+ years old? Do you live in the Borough of Epsom & Ewell? Are you isolated from your family, friends and neighbours due to the Coronavirus?

We could help!

Age Concern Epsom & Ewell are offering the older residents within the borough ESSENTIAL assistance in the form of shopping and prescription deliveries and telephone befriending services. These services are designed to bridge the gap whilst residents are isolated from their daily support network

- ✔ **Shopping**
Give us a shopping list of ESSENTIAL grocery items and we will do our best to collect and deliver them for you. Cash or card payments required
- ✔ **Prescriptions**
Running low on your medication? Order your repeat prescription and we will collect them and deliver them to your door.
- ✔ **Befrienders**
Are you feeling Lonely?. We offer a telephone befriending service to help you through these unprecedented times.

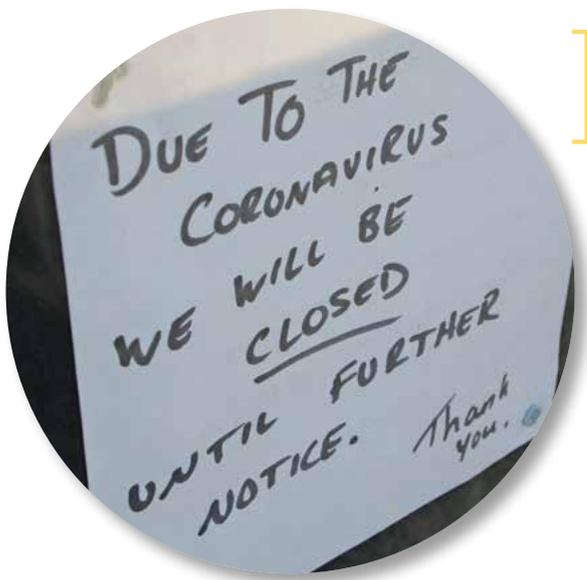
Get in touch: 01372 732 456

Monday - Friday 9am - 4pm

AGE
Concern
Epsom & Ewell

Business lifeline

At the end of March, the Chancellor announced a host of measures designed to support businesses facing financial hardship in the Coronavirus lockdown period. With very little notice the Government handed the task to manage and distribute these funds to local authorities.



The council's Revenues Team have been working around the clock to ensure the money gets to businesses as soon as possible. Staff continue to work through many detailed applications a day.

Grants totalling more than £6million were paid to 490 small businesses throughout the borough before the 1 May. The council is now trying to contact the businesses who have not yet come forward to make sure that they know a grant is available. Many of these businesses are small or medium sized companies who don't usually pay business rates which means the council does not have full contact details.

There are three different grants available:

- **Small Business Rate Relief**
- **Retail rate Relief (£10,000 grant)**
- **Retail Rate Relief (£25,000 grant).**

These business grants are available to business rate payers who have a rateable value under £51,000 and are currently in receipt of Small Business Rates Relief or Retail Discount. The criteria for receiving these grants are very specific and businesses are requested to fully read the guidance before making an application.

Other business support is available directly from central government (see box).

All figures are correct at the time of writing and are subject to change.



The Government has created a dedicated hub for Covid-19 Business Support where businesses and the self employed can find out how to access the support that has been made available, who is eligible, when schemes open and how to apply.

www.gov.uk/coronavirus/business-support

“ Grants totalling more than £6million were paid to 490 small businesses throughout the borough before the 1 May ”

Useful contacts

Epsom & Ewell Borough Councillors

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Alan Sursham:
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07784 716567

In an emergency

In an emergency, the Government advice is to 'go in, stay in and tune in'. These are our local radio stations:

BBC Surrey: 104.0 & 104.6 FM, DAB, Freeview 722

Radio Jackie: 107.8 FM

Eagle Radio: 96.4 FM, DAB

Stamford

Steve Bridger:
SBridger@epsom-ewell.gov.uk
07873 150268

Previn Sing Jagutpal:
PJagutpal@epsom-ewell.gov.uk
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01372 811555

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01372 739727

Surrey Community Helpline Number

0300 200 1008

Monday to Friday, 8am to 6pm

Saturday and Sunday, 10am to 2pm

www.surreycc.gov.uk/coronavirus



Your MP

The Rt Hon Chris Grayling MP
Constituency office:
01372 271 036

Westminster office:

020 7219 8194
chris.grayling.mp@parliament.uk

Contact the council

The best way to contact us is via the website:
www.epsom-ewell.gov.uk

Email:
contactus@epsom-ewell.gov.uk

Emergency telephone

(operates 24 hours):
01372 732000

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