

If you are classed as vulnerable and in need of support, please contact our dedicated helpline on 0344 8008020, which is available Monday to Friday 09:00 - 17:00 and Saturday and Sunday 10:00 - 16:00.

If you are a resident and need financial support please call 01508 533933, available Monday to Friday 08:15 - 17:00.

Service - BDC	Current Status
Homelessness	<p>Accommodation still being provided. Staff adhering to social distancing guidance.</p> <p>If you need help with this service, you can phone 01603 430641 or email housing.options@broadland.gov.uk</p>
Care & Repair/IHAT	<p>Operating a reduced service with no visits to self-isolating household. Applicants to the system are triaged, recorded for future delivery and equipment provided where relevant and possible. Only emergency cases and those to facilitate hospital discharge will be considered for adaptations.</p> <p>If you need help with this service, you can phone 01508 533933 or email earlyhelphubsouth@s-norfolk.gov.uk.</p>
Housing Standards	<p>Operating full service but following government guidance we are not visiting self-isolating households</p> <p>If you need help with this service, you can phone 01603 430518 or email p.s.housing@broadland.gov.uk</p>
Handyperson	<p>Operating a reduced service with no indoor visits to self-isolating household.</p> <p>If you need help with this service, you can phone 01603 430518 or email handy@broadland.gov.uk</p>
Gypsy & Travellers	<p>Service and support continuing with staff following government guidance on social distancing.</p> <p>If you need help with this service , you can phone 01603 430518 or email p.s.housing@broadland.gov.uk</p>

<p>Waste Services (e.g. Bin Collection)</p>	<p>All waste and street cleaning services are operating as usual. Waste collections are taking place at slightly different times as per the message to customers, find out more here.</p> <p>New orders for bulky waste and subscription to the garden waste collection scheme have been suspended.</p> <p>All the streets crews have now been fitted with masks. Fly tip responses are now returned to normal.</p>
<p>Public Toilets</p>	<p>Public toilets are closed.</p>
<p>Play Areas and Open Spaces</p>	<p>Playgrounds and play areas are closed.</p> <p>Parks and countryside sites are currently open, except for some car parks.</p>
<p>Housing benefits</p>	<p>Operating normally – may be a longer wait than normal on phones.</p> <p>If you need help with this service, you can phone 01603 430602 or email benefits@broadland.gov.uk</p>
<p>Communities</p>	<p>We are continuing to support vulnerable residents. If you need help, please complete our online form, call 01508 533933 or email communities@s-norfolk.gov.uk</p>
<p>Early Help Hub</p>	<p>The Help Hub is here to support people who are in need of any kind of support, including those affected but COVID-19. This service is currently administered via South Norfolk Council.</p> <p>If you need help with from service because of COVID-19 please phone 0344 8008020.</p> <p>If you need support for anything else, please fill in our online form or call 01508 533933.</p>

Welfare & Debt Advice	<p>We are continuing to support vulnerable residents.</p> <p>If you need help with this service, you can phone 01603 430646 or 01603 430147</p>
Council Tax	<p>Operating normally – may be a longer wait than normal on phones</p> <p>If you need help with this service, you can phone 01603 430600 or email council.tax@broadland.gov.uk</p>
Business Rates (including grants and discounts related to COVID-19)	<p>Operating normally – may be a longer wait than normal on phones.</p> <p>The Business Support Grant scheme is up and running. Click here for more information.</p> <p>If you need help with this service, you can phone 01603 430604 or email business.rates@broadland.gov.uk</p>
Business Support and Advice	<p>Operating normally – may be a longer wait than normal on phones</p> <p>If you need help with this service, you can phone 01603 430449 or email business@broadland.gov.uk</p>
Planning	<p>Operating a modified service – from w/c 27 April we will be putting up site notices and carrying out limited visits for planning applications (prior appointments) and carrying out a restricted service for enforcement.</p> <p>A Remote Planning Committee will be held on 20 May, more details will be posted on our website shortly.</p> <p>If you need help with this service, you can phone 01603 430509 or email planning@broadland.gov.uk Visit our planning pages or make a planning application.</p>
Building Control (CNC)	<p>Operating a reduced service – view more information visit the CNC website.</p>
Licensing	<p>Operating a modified service to reflect the impacts of COVID-19.</p>

	<p>If you need help with this service, you can phone 01603 430574 or email licensing@broadland.gov.uk</p>
Environmental Protection	<p>Operating with modified service reflecting Government guidance to minimise the impact of COVID-19 on our residents.</p> <p>If you need help with this service, you can phone 01603 431133 or email environ.protection@broadland.gov.uk</p>
Community Protection (e.g. Fly tipping, Anti-Social Behaviour)	<p>Operating with modified service reflecting Government guidance to minimise the impact of COVID-19 on our residents.</p> <p>If you need help with this service, you can phone 01603 430488 or email community.safety@broadland.gov.uk</p>
Food Hygiene and Public Safety	<p>Operating a modified service to reflect the impacts of COVID-19.</p> <p>If you need help with this service, you can phone 01603 430574 or email foodandsafety@broadland.gov.uk</p>