

Temporary changes to the way we work

The way in which we provide some of our services will change from Wednesday 18th March following the Government's advice on how to help limit the spread of the coronavirus pandemic.

We want to protect the health, safety and wellbeing of residents, visitors, businesses and our staff while we continue to provide essential services. That's why, in line with the current Government advice we are making some temporary changes to how you can interact with us.

Face-to-face Meetings

We have decided to restrict all face-to-face contact to emergencies only and are strongly encouraging residents, visitors and businesses not to visit the Council Buildings in Worksop and Retford.

This will affect some of our services in areas such as Customer Services, housing, benefits and money advice, licensing and planning. Additional services such as our warden service, housing and environmental health may also be affected and further advice will be released when it is available.

We're still here for you

You can still access many of our services online and contact us in the following ways:

Email us at: customer.services@bassetlaw.gov.uk

Send us a private message on Facebook:

Call us on 01909 533 533 - Please be patient as we are currently receiving a high volume of calls.

Services such as waste and recycling*, street cleansing and housing repairs and our markets will continue as normal for now, but this is being reviewed regularly and may change in line with the latest Government advice.

Council and Committee Meetings

We are looking at the arrangements for all of our Council and Committee meetings and are taking advice from the Ministry of Housing, Communities and Local Government, on the viability of virtual meetings.

As well as looking at the practicalities of this we are also taking into consideration the business programme of the Council for example; dealing with planning and licensing applications through the relevant committees and meetings.

What else is happening?

We are looking at arrangements to enable Council employees to work from home where possible. Staff have also been advised to cancel all non-essential travel, meetings and non-essential training or make alternative arrangements such as tele-conferencing where possible.

In line with the guidance on social distancing and limiting unnecessary social contact, Bassetlaw Museum and the Pilgrim's Gallery will be closing to visitors with immediate effect. We have also taken the decision to close all Community Centres from Monday 23rd March.

We are also working closely with partners who use our buildings including the DWP and Universal Credit (please see below for further guidance), Citizens Advice, 2Shires Credit Union and Nottinghamshire Police.

At present Bassetlaw Leisure Centres will remain open and this will be kept under review in light of Government advice.

Neil Taylor, Chief Executive of Bassetlaw District Council said:

"This is an unprecedented situation but I want to reassure Bassetlaw residents that we are doing everything we can to maintain the provision of services and have plans in place to ensure that things like bin collections, benefit processing and support for vulnerable residents are prioritised."

"Local services are important for local people and we are working through all possibilities so that we can continue to support the community through this challenging period."

Latest Advice

If you believe you have any symptoms of Coronavirus please follow the Government and NHS advice.

The Council has a specific web page where you'll find links to the most up to date advice from the Government, Public Health England and the NHS regarding coronavirus and how you can help to limit the spread of this pandemic.

***Additional household waste advice**

As part of the Government's Stay at Home guidance, if you are self-isolating we are asking you to take additional measures when disposing of personal waste and cleaning products.

Personal waste, such as used tissues and disposable cleaning cloths should be stored securely within disposable rubbish bags. These bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside for at least 72 hours before being put in your usual external household waste bin.

Other household waste can be disposed of as normal.