

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 - SNC	Current Status of the service
Homelessness	Accommodation still being provided. Staff adhering to social distancing guidance. If you need help with this service , you can phone 01508 533751 or use our Housing Advice Team online form.
Care & Repair / Independent Living	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. If you need help with this service phone 01508 533933 or email earlyhelphubsouth@s-norfolk.gov.uk.
Housing Standards	Operating full service but following government guidance we are not visiting self- isolating households If you need help with this service , you can email hstandards@s-norfolk.gov.uk or phone 01508 533633 or use our Housing Standards Team online form.
Gypsy & Travellers	Service and support continuing with staff following government guidance on social distancing

	If you need help with this service , you can email hstandards@s-norfolk.gov.uk or phone 01508 533633 or use our Housing Standards online form.
Waste Services (e.g Bin Collection)	Operating normally: Black Bins – General Refuse Green Bins – Recycling Brown Bins – Garden Waste However the time your bin is collected may change, now operating a maximum of 2 people in refuse collection vehicle cabs.
Public Toilets	Public toilets in Diss and Long Stratton closed.
Play Areas and Open Spaces	Playgrounds and play areas are closed. Parks and countryside sites are currently open, except for some car parks. Please see more information on our play areas, open spaces and public assets page.
On and Off Street Parking	Ticket machines in Council managed car parks not in operation. You can park for free for the time being until notified.
Housing Benefits	Operating normally – may be a longer wait than normal on phones. If you need help with this service, you can email benefitsmailbox@s-norfolk.gov.uk, phone 01508 533715. Please read our coronavirus update page or to work out what you could claim use our Benefit calculator.
Communities	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

Community Connectors	Operating a reduced service – no longer available in GP surgeries
Early Help Hub	The Help Hub is here to support people who are in need of any kind of support, including those affected by COVID-19. If you need help with from this service because of COVID-19 or anything else please fill in our online form or phone 01508 533933.
Business Rates (including grants and discounts related to Covid-19)	Operating normally but there may be a longer wait than normal on phones. The Business Support Grant scheme is up and running for information. Click here for more information. If you need help with this service, you can email NNDRTeam@s-norfolk.gov.uk or phone 01508 533884 or use the webforms on the business rates pages
Council Tax	Operating normally but there may be a longer wait than normal on phones If you need help with this service , you can email counciltax@s-Norfolk.gov.uk, phone 01508 533839 or manage this through My Account
Business Support and Advice	Operating normally but there may be a longer wait than normal on phones. If you need help with this service , you can email businesssupport@s-norfolk.gov.uk or phone 01508 500670.
Planning	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.

	A Remote Development Management Committee will be held on 6 May, more details will be posted on our website shortly. If you need help with this service, you can email planning@s-norfolk.gov.uk or phone 01508 533813 or visit our planning pages or make a planning application.
Building Control (CNC)	Operating a reduced service – for more information visit the CNC website .
Licensing	Operating a modified service to reflect the impacts of COVID-19. If you need help with this service , you can email licensingteam@s-norfolk.gov.uk or phone 01508 533602 or use the relevant online form available on our licensing page
Food Hygiene and Public Safety	Operating a modified service to reflect the impacts of COVID-19. If you need help with this service , you can email foodandsafety@s-norfolk.gov.uk or phone 01508 533778 or use our Food Hygiene and Public Safety online form
Environmental and Community Protection (e.g. Fly tipping, Anti-Social Behaviour)	Operating with modified service reflecting Government guidance to minimise the impact of COVID-19 on our residents. If you need help with this service, you can email envserv@s-norfolk.gov.uk or phone 01508 533755 or use our Anti-Social Behaviour online form
Leisure Centres	Closed until further notice. Please note that member Direct Debits have been suspended

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