



Department for Environment and Community Services

Date: 30 April 2020  
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Our Ref: Yate OSS  
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## RE: Yate One Stop Shop (OSS)

I am contacting you regarding the council's One Stop Shop in Yate.

In order to protect the public and staff during the coronavirus pandemic, on Monday 23 March we made the difficult decision to close all of our One Stop Shop (OSS) sites but continued to carry out emergency and pre-booked appointments at the Yate One Stop Shop. We have recently reviewed this service and after considering the safety of the public and our staff, we have decided to undertake a full closure at Yate One Stop Shop. Staff at the Yate One Stop Shop will be redeployed to help residents from our central telephone contact centre.

In order to ensure that we continue to support residents who frequently use the Yate One Stop Shop we have put in place a range of measures:

- The council has a dedicated freephone **COVID-19 telephone number 0800 953 7778** for queries about the council's Covid-19 response, including where to get help and how services are changing in light of staffing issues and other pressures.
- Please continue to use the **councils main contact centre number 01454 868009** for all other enquiries.
- Our coronavirus site details all of the ways that we're responding to Covid-19 and includes information about local community groups that are helping vulnerable people across the district and changes to council services due to the outbreak. Please visit [www.southglos.gov.uk/coronavirus](http://www.southglos.gov.uk/coronavirus)
- The council website continues to be regularly updated to ensure residents have the latest information and support from us and the Government please visit [www.southglos.gov.uk](http://www.southglos.gov.uk)
- As you can imagine we are facing significant pressures on our resources at this very difficult time for all of us and our telephone lines are very busy. Whilst we have redeployed staff to our contact centre, if you do call us, please be patient and our staff will respond to you as soon as they can.

- To receive the latest updates for South Gloucestershire residents please subscribe to our online weekly newsletter which includes the latest updates and information in relation to the coronavirus pandemic.
- To read our latest news articles please visit <https://sites.southglos.gov.uk/newsroom>
- Please note that the public will be able to continue to deliver items to the Yate One Stop Shop and these will be collected on a regular basis.
- To ensure that residents do not feel that they cannot communicate with us during these difficult times, we will display key phone numbers, websites and details of local South Gloucestershire Councillors at the Yate One Stop Shop.
- Finally, in extreme emergencies our staff will deliver food vouchers directly to residents.

We are notifying all of our partners of the changes at Yate One Stop Shop and would ask you to forward this message to your customers and partners.

Please note that this full closure will last until we are able to re-open which will depend upon Government guidance.

Yours sincerely,

Martin Burton  
Customer Contact Manager