

COVID-19 Update: 23rd June

Here is the latest COVID-19 update from Cardiff Council, covering: keeping the city centre safe and accessible for all; the garden waste collection areas this coming Saturday; Cardiff Market scheduled to re-open on June 29th; and the work of our Telecare team in lockdown.

Keeping the city centre safe and accessible for all

To ensure the city centre is a safe and accessible place for all, a range of additional measures have been put in place to assist those with disabilities or mobility problems in the city centre.

A Motorised buggy pick up service is available on request, by asking a member of staff at any of the welcome points. The buggy can also be booked in advance from a designated parking bay by calling 029 2087 3888.

Disabled parking in the city centre is available as normal on both Churchill Way and Wharton Street. As Station Terrace is closed, those wanting to access Churchill Way will have to travel via Bute Street onto Adam Street.

Car parks on the restricted roads are open for the public to use. These roads are only closed as a through route and signs will be put up on these roads to make this clear.

The only full road closures that are in place are on Castle Street and Mill Lane.

Arrangements have been made with retailers in the city centre to ensure that deliveries can take place during the working day. Loading areas have been put in place on either side of the Castle Street closure and we are continuing to work with retailers as the new system beds in.

For further information on the new arrangements in the city centre, please see the Q & A sheet here:

<https://www.cardiffnewsroom.co.uk/releases/c25/24137.html>

For more information about city centre road closures and restrictions, please visit:

<https://www.cardiffnewsroom.co.uk/releases/c25/24135.html>

Garden waste collection areas this coming Saturday

The areas of Cardiff that have their waste collected on a **Thursday** will have a garden waste collection this coming **Saturday, 27th June**.

The one-off garden waste collections continue into June and the first week of July, so that residents are able to dispose of their grass cuttings, small twigs and branches, leaves, and plant and flower cuttings.

These are the only waste types which should be put in your green wheelie bin or reusable bags.

Residents are being reminded that they should only put out garden waste for collection in their green wheelie bin or their reusable garden sacks.

Any additional garden waste, which is put in any other container, including plastic bags, will not be collected.

If incorrect items are placed in the green bin or the re-usable sacks, a pink sticker will be placed on the container to notify the resident that incorrect items have been put out for collection and the waste will not be collected.



GREEN GARDEN WASTE COLLECTIONS JUNE/JULY 2020

No additional side waste

Your collection date will depend on your usual recycling/waste collection date.

Your next one off collection of garden waste will be...

Normal collection day	New Garden waste collection date
Monday	- Saturday 6 th June 2020
Tuesday	- Saturday 13 th June 2020
Wednesday	- Saturday 20 th June 2020
Thursday	- Saturday 27 th June 2020
Friday	- Saturday 4 th July 2020

For more information, please visit www.cardiff.gov.uk/gardenwastecovid19

Caerdydd yn ailgylchu
Cardiff recycles



Cardiff Market scheduled to re-open on June 29th

Cardiff Market is currently scheduled to re-open on June 29th following last week's announcement by the Welsh Government that non-essential shops can now re-open.

Ahead of the re-opening, additional safety measures are being put in place by the Council, and by individual stallholders, to ensure everyone using the market can do so safely.

Telecare Cardiff's move to agile working enables the team to help answer out of hours calls

Telecare Cardiff have adapted their working habits to ensure customers receive the best possible service, with some staff now agile working and supporting the wider team as a whole helping with calls and emails.

Our Customer Care team having reduced their opening hours to 9am – 4.30pm, Monday to Friday, have been busy answering calls, emails and ensuring urgent connections for the service are processed. During May, the customer care team dealt with 1375 calls, processed 1022 emails and 55 new customers signing up to the service.

Our Telecare Operators have been busy responding to customers requiring assistance, with over 8,569 calls dealt with during May alone. The Out of Hours team working from home also dealt with 1,192 calls.

Having support from staff agile working has meant that team members at home can help answer out of hours calls from not just Cardiff Council but other local authorities and housing associations, this takes the pressure off those still in the office.

To find out more about Telecare visit:

www.telecarecardiff.co.uk

Diweddaraf COVID-19: 23 Mehefin

Dyma'r diweddaraf ar COVID-19 gan Gyngor Caerdydd: cadw canol y ddinas yn ddiogel a hygyrch i bawb; yr ardaloedd sy'n cael casgliadau gwastraff gardd dydd Sadwrn yma; Farchnad Caerdydd ailagor ar 29 Mehefin; a penderfyniad Teleofal Caerdydd i newid i weithio ystwyth yn galluogi'r tîm i helpu i ateb galwadau y tu allan i'r oriau arferol.

Cadw canol y ddinas yn ddiogel a hygyrch i bawb

Er mwyn sicrhau bod canol y ddinas yn lle diogel a hygyrch i bawb, mae amrywiaeth o fesurau ychwanegol wedi cael eu rhoi ar waith i helpu'r rheini sydd ag anabledau neu broblemau symudedd yng nghanol y ddinas.

Mae gwasanaeth Bygi Modur ar gael ar gais, drwy ofyn i aelod o staff yn unrhyw un o'r pwyntiau croeso. Gellir hefyd archebu'r bygi ymlaen llaw o fan parcio dynodedig drwy ffonio 029 2087 3888.

Mae parcio i bobl anabl ar gael fel arfer yng nghanol y ddinas ar Ffordd Churchill a Heol y Cawl. Gan fod Rhodfa'r Orsaf ar gau, bydd angen i bobl sydd am ddefnyddio Ffordd Churchill deithio ar hyd Stryd Bute i Adam Street.

Mae meysydd parcio ar y ffyrdd cyfyngedig ar agor i'r cyhoedd. Dim ond fel llwybr trwodd y mae'r ffyrdd hyn ar gau, a bydd arwyddion yn cael eu gosod ar y ffyrdd i wneud hyn yn glir.

Yr unig ffyrdd fydd ar gau yn llawn yw Stryd y Castell a Lôn y Felin.

Mae trefniadau wedi'u gwneud gyda manwerthwyr yng nghanol y ddinas i sicrhau y gall nwyddau gael eu danfon yn ystod y diwrnod gwaith. Mae mannau llwytho wedi'u creu y naill ochr i Stryd y Castell, a fydd ar gau, ac rydym yn parhau i weithio gyda manwerthwyr wrth i bawb ddod i'r arfer â'r system newydd.

I gael rhagor o wybodaeth am y trefniadau newydd yng nghanol y ddinas, darllenwch y daflen Holi ac Ateb:

<https://www.newyddioncaerdydd.co.uk/releases/w66/24138.html>

I gael rhagor o wybodaeth am gau ffyrdd yng nghanol y ddinas a'r cyfyngiadau, ewch i:

<https://www.newyddioncaerdydd.co.uk/releases/w66/24136.html>

Yr ardaloedd sy'n cael casgliadau gwastraff gardd dydd Sadwrn yma

Bydd yr ardaloedd yng Nghaerdydd y mae eu gwastraff yn cael ei gasglu ar **Ddydd Iau** yn cael casgliad gwastraff gardd **ddydd Sadwrn yma, 27 Mehefin**.

Bydd y casgliadau gwastraff gardd untro yn parhau yn ystod mis Mehefin a wythnos gyntaf mis Gorffennaf, fel y gall preswylwyr gael gwared ar eu toriadau glaswellt, brigau a changhennau bach, dail, a thoriadau planhigion a blodau.

Dyma'r unig fathau o wastraff y dylid eu rhoi yn eich bin olwynion gwyrdd neu eich bagiau amldro.

Hoffem atgoffa preswylwyr y dylent roi gwastraff gardd allan i'w gasglu yn eu biniau olwynion gwyrdd neu eu sachau gardd amldro yn unig.

Ni fydd unrhyw wastraff gardd ychwanegol a roddir mewn unrhyw gynhwysydd arall, gan gynnwys bagiau plastig, yn cael ei gasglu.

Os rhoddir eitemau anghywir yn y bin gwyrdd neu'r sachau amldro, caiff sticer pinc ei roi ar y cynhwysydd i hysbysu'r preswylwyr bod eitemau anghywir wedi eu rhoi allan i'w casglu ac ni chaiff y gwastraff ei gasglu.

Mae Teleofal Caerdydd wedi addasu eu harferion gweithio i sicrhau bod cwsmeriaid yn derbyn y gwasanaeth gorau posibl, gyda rhai aelodau o staff bellach yn gweithio'n ystwyth ac yn cefnogi'r tîm ehangach yn gyffredinol gan helpu gyda galwadau a negeseuon e-bost.

Mae ein Tîm Gofal Cwsmeriaid, ar ôl lleihau eu horiau agor i 9am-4.30 pm o ddydd Llun i ddydd Gwener, wedi bod yn brysur yn ateb galwadau a negeseuon e-bost a sicrhau bod cysylltiadau brys i'r gwasanaeth yn cael eu prosesu. Yn ystod mis Mai, deliodd y tîm gofal cwsmeriaid â 1375 o alwadau, prosesodd 1022 o negeseuon e-bost a chofrestrwyd 55 o gwsmeriaid newydd i'r gwasanaeth.

Mae ein Gweithredwyr Teleofal wedi bod yn brysur wrth ymateb i gwsmeriaid sydd angen cymorth, gyda thros 8,569 o alwadau yn cael eu trafod yn ystod mis Mai yn unig. Roedd y Tîm y Tu Allan i Oriau Arferol a oedd yn gweithio gartref hefyd yn delio â 1,192 o alwadau.

Mae cael cymorth gan staff sy'n gweithio'n ystwyth wedi golygu y gall aelodau o'r tîm gartref helpu i ateb galwadau y tu allan i oriau arferol gan Gyngor Caerdydd yn ogystal ag awdurdodau lleol a chymdeithasau tai eraill, ac mae hyn yn tynnu'r pwysau oddi ar y rhai sy'n dal i fod yn y swyddfa.

Meddai Lesley Ironfield, Rheolwr Gwasanaethau 24/7, "Mae tîm Teleofal wedi parhau i ddarparu gwasanaethau i ddinasyddion sy'n agored i niwed trwy gydol y pandemig, gan eu helpu i aros yn annibynnol yn eu cartrefi eu hunain. Rwyf mor falch o'r ffordd y mae'r tîm wedi addasu, mae'r rhai sydd wedi methu gweithio yn y swyddfa yn dal i allu cefnogi eu cydweithwyr."

I gael gwybod mwy am Teleofal, ewch i:

<https://telecarecardiff.co.uk/>