



**Croydon  
Neighbourhood  
Care**

**Edition 12  
Date: 3rd September 2020**

## Bulletin



### Good News!

At CNCA we are in the process of a phased return to our office, and our DBS service is up and running again.

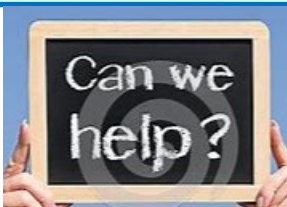
Unfortunately at this time we cannot accept visitors at this time.

You can contact us at [info@cnca.org.uk](mailto:info@cnca.org.uk) or call 020 8662 1000.



Addiscombe Neighbourhood Care Association (ANCA) have been providing a weekly fish and chip delivery to their clients who would have ordinarily been attending their lunch

club. They have been providing this fantastic service since the start of the lockdown. They have also been able to resume their invaluable 'Volunteer Driver' service to Shirley Clinic and other health-related appointments, as a majority of their drivers are now happy to offer their support.



Have you been able to adapt your provision through the lockdown or are you looking to resume your services? Please let us know what your plans are and if we can help.

### Returning to the Workplace

The Health and Safety Executive has produced guidance on social distancing in the workplace, with details on common areas, workstations, movement around buildings etc

<https://www.hse.gov.uk/coronavirus/social-distancing/index.htm>

Please submit any information you would like included in the next bulletin by Monday 14th September to [info@cnca.org.uk](mailto:info@cnca.org.uk)

Please keep sharing your good news stories and any updates/issues [info@cnca.org.uk](mailto:info@cnca.org.uk)



The Alzheimer's Society are asking people who care for a person with dementia to share their experiences in their

***Care During the Pandemic Survey.***

They want to understand how you have coped during lockdown so they can push for change and influence the government to put the needs of people affected by dementia first.

Please click below to anonymously complete the survey.

[https://www.smartsurvey.co.uk/s/CPBOZG/?](https://www.smartsurvey.co.uk/s/CPBOZG/?fbclid=IwAR38aEOHU2R9WrCRnHBjPhk3W4KUhMNa8XQJqCqISq0NoY0CkYOUzTWVma8)

[fbclid=IwAR38aEOHU2R9WrCRnHBjPhk3W4KUhMNa8XQJqCqISq0NoY0CkYOUzTWVma8](https://www.smartsurvey.co.uk/s/CPBOZG/?fbclid=IwAR38aEOHU2R9WrCRnHBjPhk3W4KUhMNa8XQJqCqISq0NoY0CkYOUzTWVma8)



**Woodside Bereavement Service: 'Walking together through Grief'**

A support group for anyone who has been bereaved during the Covid19 Lockdown time and wants to explore their loss with others who have experienced the death of a loved one. The group facilitators are trained and experienced in bereavement support. There will be 5 group sessions which will be about 2 hours. They will provide a 'safe place' to share your story, learn about bereavement and provide the opportunity to hear from others. For your nearest venue, dates and times please call **0203 2562009** or email [wbs@thelisteningear.org.uk](mailto:wbs@thelisteningear.org.uk)



**Thames Water Customer Assistance Fund**

**Apply for help to pay your water bill.**

Are you a Thames Water customer, struggling to pay your water/sewerage bill or do you have a client in this situation?

Then the Thames Water Customer Assistance Fund may be able to help.

There are three ways you can apply to the Customer Assistance Fund. You can complete an online application, request a paper application form or if you require assistance please phone on the number below. To apply online, click here: [www.applytw.org.uk](http://www.applytw.org.uk)

**Thames Water Trust Fund**

Website: <https://www.twtf.org.uk/>

Phone: 0800 111 4680

Email: [contact@twcaf.org.uk](mailto:contact@twcaf.org.uk)



## Are you aware of The Herbert Protocol?

DO YOU CARE FOR SOMEONE WITH SUPPORT NEEDS SUCH  
AS DEMENTIA AND WORRY THEY MAY GO  
MISSING?



There is nothing more frightening than when a loved one, friend or neighbour goes missing or fails to return when they should.

For people living with Dementia, this could be quite common.

The Herbert Protocol is a national scheme being introduced by the Metropolitan Police and other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

Just complete a form recording all vital details such as required medication, mobile numbers, places previously located, a recent photograph etc, and keep it up to date.

In the event of this family member or friend going missing, the form can be handed to the police to reduce the time taken in gathering this information and inform the investigation to locate them.

Provide copies of the completed form to other family members, friends and neighbours with an up-to-date photograph attached.

If your loved one goes missing and after you have conducted an 'open door' search of the address, grounds and outbuildings, alert the police at the earliest opportunity.

If you believe that the person missing is at a high risk of harm, please call 999. Tell the police operator that you have the Herbert Protocol person profile.

The description, known places of interest and the photograph can be circulated to all police officers and PCSOs on the front line.

Once the person is located the form & photo are not stored or kept by Police but returned.

You are encouraged to keep the information up to date for future use. You never know when it might be needed!

Find the relevant forms and more details **here**.



# CAST

## Catalyst and The National Lottery Community Fund COVID-19

### Digital Response

This fund is aimed at organisations whose work has been affected by COVID-19 and who need emergency funding to continue to deliver essential services. It will support them to develop the digital, data and design capabilities that allow them to address urgent issues and serve the most vulnerable.

This funding is a combination of direct grants and payment for support from digital agencies.

Funding size: £5,000 to £60,000

**Applications now open.**

#### Application deadline:

7th September 2020, 5pm (Discovery Programme)

20th September 2020, 5pm (Development Programme)

<https://www.thecatalyst.org.uk/covid-digital-fund>



CVA's training programme for September—December is now available. [Click here](#) for more information.



# VOLUNTEER

**CareDogs** is a charity that aims to create life-changing connections between the elderly and dogs who need rehoming, by facilitating and supporting dog adoption within London.

"Our trained volunteer dog walkers alongside collaborations with elderly care charities and dog rescue organisations allow us to forge matches that last!

We help older people adopt older dogs and provide volunteers that help them walk them. In the process, we seek to end social isolation among older people.

We are planning on launching a new project in Croydon this year and we need volunteers!"

Please check out the CareDogs website below to find out how you can help senior dogs and the elderly

<https://caredogscharity.wixsite.com/website>



CareDogs

## Trading Standards Alert

### CROYDON TRADING STANDARDS COMMUNITY ALERT SCAM FRAUD

Please note there is an Inland Revenue Scam currently doing the rounds via phone.

An automated message as detailed below is heard:

*This is officer Monica Todd, Inland Revenue, the hot line to my division is: 0203 048 5004,  
repeat 0203 048 5004*

*Do not disregard this message and call me back. If you do not call us back or we hear from your Solicitor either, get ready to face the legal consequences - GOOD  
BYE*

**If you receive any calls** like this please **DO NOT RESPOND**. Instead, email HMRC giving as much detail as possible and at least include the phone number the call was from or the number you are being asked to call.

**Report to: [phishing@hmrc.gov.uk](mailto:phishing@hmrc.gov.uk)**

**If you receive a scam text** re HMRC, Inland Revenue or Tax please forward the text to **60599** then delete the message. **DO NOT RESPOND DIRECTLY.**

**If you receive any scam emails** in relation to the same please forward them to **[phishing@hmrc.gov.uk](mailto:phishing@hmrc.gov.uk)**

Please remember to report to Action Fraud 0300 123 2040 or Citizens Advice Consumer Helpline 0808 223 1133 if you have actually been the victim of a scam.

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

Please regularly check the [council's website](http://www.croydon.gov.uk) to find out the latest guidance and information about support in Croydon

## Trading Standards Alert

### CROYDON TRADING STANDARDS COMMUNITY ALERT DOOR STEP CRIME

Please be aware that a resident in the Shirley area has reported a group of men who stopped outside his house in a plain white van and told him his roof tile was slipping. Without permission one man removed several tiles telling the resident he needed more work doing – the estimate started at £150 but quickly escalated to £800.

Thankfully the resident challenged the men and did not part with any money. They did not give a company until challenged, did not have any business cards and the name they gave “Crystal Glazing and Roof Repairs” is believed to be bogus.

**Please do not engage with ANY person who calls unsolicited at your door and offers to do work or points out you have a problem that urgently needs fixing.**

**ALWAYS** get several quotes in writing before having any work done, ensure you have time to think about it about the quote and ensure the companies or traders are legitimate by finding traders using **Approved Trader Schemes** such as:

**Trust Mark** - [www.trustmark.org.uk/find-a-tradesman](http://www.trustmark.org.uk/find-a-tradesman) - 0333 555 1234

**Buy With Confidence** – [www.buywithconfidence.gov.uk](http://www.buywithconfidence.gov.uk) – 01392 383 430

**Which? Trusted Traders** - <http://trustedtraders.which.co.uk/> - 0117 405 4689

For further information please see the Croydon Trading Standards web link below:

<https://www.croydon.gov.uk/advice/tstandards/busadvice/taschemes>

**Please remember to report to Action Fraud 0300 123 2040 or Citizens Advice Consumer Helpline 0808 223 1133 if you have actually been the victim of a scam**

Women ages 16-60 can join various **FREE online classes and activities** for 12 weeks. No matter how little (or no) exercise you've done during lockdown, now is the time to make a change and get active!

With partners like Aim High Dance and Croydon Yoga Hub, you can make a change and be active! Check out the [This Girl Can](http://ThisGirlCan) website to find out more!

