



# Bulletin

**Edition 9**  
**Date: 23 June 2020**

As part of **CNCA's Complex Befriending Service**, we provide support to many isolated and vulnerable people.

One of our clients is a 99 year old gentleman. He has been ill for much of his life and has a lung condition which can make it hard for him to breathe. He was hospitalised in his twenties where met a nurse, they fell in love and got married. Unfortunately, he was widowed some years ago and his physical health had deteriorated to the point where he has heart failure and is now very frail and housebound.

He was referred to us by a hospital registrar who had realised that he was finding it very difficult and lonely at home all day every day.

One of our befrienders, Lisa, started to visit him and since the pandemic she has been calling him three times a week. He has a very active mind and waits for Lisa's calls with anticipation. He has lots of interesting stories to tell about his youth and the wartime – nearly a century of memories! They talk about current affairs, often teasing each other, and tend up laughing and joking about all sorts of things.

Whilst he has a caring family, he is able to tell Lisa what he is really feeling without having to burden them with any worries. This has been invaluable for him especially with the concerns about Covid-19 and his serious health conditions.

During the Coronavirus lockdown, these regular calls have made the monotony of being indoors without regular visitors more bearable, helped to keep his mind active and his spirits up.

We look forward to life easing back to some normality and planning his 100<sup>th</sup> birthday celebrations.

## Visiting patients in Croydon University hospital during the Coronavirus (COVID-19) outbreak

From 15th June 2020 there has been some easing of the restrictions on visitors in hospital, in line with the latest government guidance. [Click here](#) for the latest information.



**Please submit any information you would like included in the next bulletin by Monday 6th July to [info@cnc.org.uk](mailto:info@cnc.org.uk)**



**Croydon Neighbourhood Care Association (CNCA)**

**are holding their Annual General Meeting**

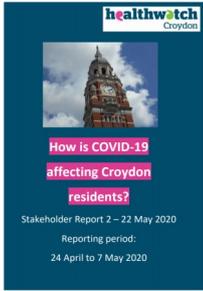
on  
Wednesday 1<sup>st</sup> July 2020  
at 2pm

The meeting will be held via Zoom.

We hope that you can join us.

Please RSVP to [info@cnc.org.uk](mailto:info@cnc.org.uk)

(Zoom details will be sent on Monday 29<sup>th</sup> June)



Healthwatch Croydon have produced a [report](#) presenting the experiences that Croydon residents have shared during Covid-19 and what they suggest could be done to improve their experience.

**Zooming for the over 60s**  
**Zoom Meeting INVITE**

Join us to have a chat and discuss topics of your interest.  
 It's a fun and informative session.

When: Every Wednesday  
 Time: 3-4pm

Please click the link below to join.  
<https://us02web.zoom.us/j/3852076159>

CROYDON BME FORUM

[f@cbmeforum](#) [tCroydonBMEForum](#) [@croydonbmeforum](#)



**The Crisis Project: Letters to the NHS** was set up by a first year University of Warwick Maths Student, in a bid to encourage members of the public to write bespoke letters to keyworkers, recognising them for their individual efforts during the pandemic.

Since lockdown began millions of people stood on their doorsteps to clap for our carers on Thursdays at 8pm, however the clap for carers has now ended, but key workers are still working incredibly hard during the Covid-19 crisis.

- There are currently over 900 volunteers from the ages of 6-90 years old writing to keyworkers
- You can sign up to be a volunteer or nominate a key worker to have a letter sent to them at [www.thecrisisproject.com](http://www.thecrisisproject.com)



Age UK Croydon is currently looking for new Trustees - visit [their website](#) for further information

The [Foundation for Social Improvement \(FSI\)](#) are offering their members a range of online training and useful resources.

If you are a small charity with an annual turnover of less than £1 million you can become a member for free



[Not Another Number](#) is an international online memorial project dedicated to remembering all the victims of COVID-19.

Their mission is to provide a free online platform where those who have been lost are remembered in a more personal way, *'where the world doesn't just see the numbers but the individual people behind those numbers'*.



The [Co-op Local Community Fund](#) supports projects across the UK and is now open for applications. If you are successful, the funding period will begin on 25th October.

**Applications must be completed by midnight on 28th June 2020.**



Please regularly check the [council's website](#) to find out the latest guidance and information about support in Croydon

# Trading Standards Alert

Croydon Trading Standards is taking part in the [Scams Awareness Fortnight 2020](#) Campaign. This annual campaign is all about creating a network of confident, scam aware consumers who are able to recognise a scam, report it and talk about their experiences to help raise public awareness of scams.

## **CORONAVIRUS SCAMS**

There are many new scams around at the moment as a result of fraudsters taking advantage of the Covid-19 pandemic.

### **Scams to look out for include:**

- Adverts for face masks or medical equipment at high prices
- Adverts selling fake cures for coronavirus
- Emails or texts pretending to be from the government
- Emails offering life insurance against coronavirus
- People knocking at your door and asking for money for Covid-19 related charities

## **ROMANCE FRAUD**

### **What is it?**

When you think you've met the perfect partner through an online dating website or app, but the other person is using a fake profile to form a relationship with you. They're using the site to gain your trust and ask you for money or enough personal information to steal your identity.

### **How to protect yourself**

- Avoid giving away too many personal details when dating online. Revealing your full name, date of birth and home address may lead to your identity being stolen.
- Never send or receive money or give away your bank details to someone you've only met online, no matter how much you trust them or believe their story.
- Pick a reputable dating website and use the site's messaging service. Fraudsters want to quickly switch to social media or texting so there's no evidence of them asking you for money.

### **How to report it:**

It can be embarrassing to feel tricked into thinking you've formed a relationship online, but a report can be taken in confidence.

**To find out more about scams go to the Citizens Advice webpage at:**

<https://www.citizensadvice.org.uk/about-us/our-campaigns/all-our-current-campaigns/scams-awareness-campaign-2019/>

**Get advice : Citizens Advice Consumer Service: 0808 223 1133**

**Report scams to Action Fraud at: <https://www.actionfraud.police.uk/> or 0300 123 2040.**

# Trading Standards Alert

**DO NOT USE TRADESMEN WHO COLD CALL AND KNOCK AT YOUR DOOR  
DECLINE THEIR SERVICES AND CLOSE THE DOOR**

## **GARDENING WORK**

Beware cold callers offering 'gardening/tree' services.

**DO NOT** allow people access to your home or garden who you do not know and cannot verify their identity.

**DO NOT** agree to have any gardening or tree cutting without getting quotes from other independent, professional businesses.

**DO NOT** believe they are professional – successful, professional gardeners and tree surgeons **do not** cold call.

**Their work could be poor quality and unsafe. Rogue Traders also fly tip your garden waste!**

## **WASTE CLEARANCE SERVICES**

This might seem like a simple service but it often leads to :

- Fly tipping of your waste
- High costs to the council to clear it
- Fines issued to both the 'trader' and the householder if later found dumped

Your waste is your responsibility – even after it has been collected. You need to ensure that the person taking the waste away:

- Has a Waste Carriers Licence and is registered with the Environment Agency
- Provides you with a receipt or invoice with all their details on it and can later produce a transfer note showing where the rubbish is being taken to. Ask them the name of the commercial site they intend to use.

**In all cases make a note of the vehicle registration number of the vehicle used.**

## **PROPERTY MAINTENANCE WORK**

Please look out for your neighbours – especially the elderly or vulnerable who may currently be even more isolated than usual. If you notice anyone cold calling - knocking on doors offering to do small building, or gardening jobs that often escalate in size and cost, please take details of any vehicles they use and report it to Trading Standards.

If you receive any flyers – Trading Standards are interested in copies of those too.

Send details to [trading.standards@croydon.gov.uk](mailto:trading.standards@croydon.gov.uk)

**Please remember to call police on 999 if rogue traders are at your property, start work without permission and will not leave.**

**Call 101 if they have already left and you want to report a crime.**

**Please call Citizens Advice Consumer Helpline 0808 223 1133 if you want advice on your rights as a consumer.**