



Bulletin

POSSIBLE BOGUS LETTER: CROYDON COUNCIL FOOD DELIVERY SERVICE



As you may be aware Trading standards are currently investigating reports of a possible bogus letter received by a Croydon resident some days ago, (reported on 21st April). The letter, on Croydon Council headed paper, was sent to a vulnerable resident in self isolation and advised him of a shopping service available to him as a person who is shielding at home because of COVID 19. There was an email address in the letter and a telephone number to ring to register for the service. He rang the number and left a message. He was called back and was advised by a woman that he was registered. She told him that he should send his shopping list to the email address given in the letter. He would then receive a telephone call from Tesco telling him how much his shopping would cost and they would take payment for it over the telephone at that time. His shopping would then be delivered to him at home later that same day. He then called his social worker who suggested that this may be a scam and to report it to Trading Standards.

Please let us know if:

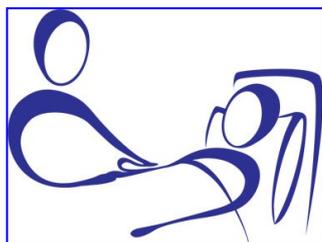
- ⇒ you know of anyone that has had this contact, and if so, do they still have the letter?
- ⇒ you know of anyone who has been approached, received this flyer or, worse still, given their bank details

Thank you - this information will help Trading Standards know where in the borough this flyer has been distributed.

Chaplaincy Service (Croydon University Hospital)

The hospital chaplains can visit people who have been admitted to hospital.
Their telephone number is 020 8401 3105.

[https://
www.croydonhealthservices.nhs.uk/
chaplaincy-and-spiritual-care](https://www.croydonhealthservices.nhs.uk/chaplaincy-and-spiritual-care)



The Loss Foundation, a registered bereavement charity, is offering free online support groups for people who lose a loved one to coronavirus. All events can be seen on their website calendar.
[https://thelossfoundation.org/.../
coronavirus-online-support](https://thelossfoundation.org/.../coronavirus-online-support)

Covid-19

ONLINE GRIEF SUPPORT GROUPS

Please submit any information you would like included in the next bulletin by Monday 4th May to info@cnca.org.uk



Disclosure & Barring Service

During the Covid-19 outbreak, in line with government guidelines, we are unable to work in the office and are therefore unable to operate our paper-based official Disclosure & Barring Counter-Signatory service.

Individuals can apply for a Basic DBS check online (paid and volunteer posts) , through the [DBS online application route here](#) (at a cost of £23) or through a [Responsible Organisation](#)

Enhanced Disclosure checks for volunteer positions are processed in the same way as for a paid position. Enhanced applications can be online via [Responsible Organisations](#) and this has to be done through the organisation you are volunteering with.

An individual cannot apply for their own enhanced check.

There are administration fees for applications made online via [Responsible Organisations](#)

Current guidance from the DBS can be found here: <https://www.gov.uk/government/publications/safeguarding-factsheet-community-volunteers-during-covid-19-outbreak>

We are sharing funding opportunities with our member groups to help offset any costs of DBS applications during this period.



2020-2021 Faith, Race and Hate Crime Grant scheme

The closing date to submit funding bids for the above scheme has been extended to 15th May.

Applications are welcomed from established community organisations and charities to carry out projects that meet at least one of the following aims:

- ⇒ To promote shared values among people of all backgrounds through sustainable social integration and meaningful civic participation.
- ⇒ To effectively tackle and prevent religiously and racially discriminatory behaviour and those acting against others because of their faith or race.

Further details can be found [here](#)



Please see attached service update from Purley Cross Centre

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

At an Infrastructure level, CNCA have been an involved in strategic meetings between Croydon Council and the VCS.

A Partnership agreement has been drawn up and a tiering system established to ensure that people can be referred to the most appropriate source of help, depending on the complexity of their needs, therefore freeing up the Council and specialist services to focus on the most vulnerable.

Please note that CNCA, CVA and Age UK will be referring directly to Neighbourhood Care groups where appropriate.

**“Shielded” (“extremely vulnerable”)
Central government**

A very narrowly-defined group of 1.5m people nationwide are entitled to central government support, including free doorstep food deliveries. This comprises people with a [very limited range of medical conditions](#) who have been told to self-isolate for 12 weeks. The some-750,000 people who volunteered to help the NHS will be deployed for this purpose (among others).

Most eligible people should have received a letter with details of how to register. Individuals can also register (or be registered by someone else) [online](#) or 0800 028 8327.

**Most vulnerable
Croydon Council**

0208 604 7787

covid19support@croydon.gov.uk

CroydonCouncilShieldingTeam@croydon.gov.uk

- Those who GPs and Age UK have registered as the most vulnerable.
- Individuals/ families already known to council services (who should contact those services directly).
- Individuals or families reporting emergency situations e.g. domestic abuse.

Croydon council is also filling in gaps in central government support for “shielded” individuals.

More vulnerable

Croydon Voluntary Action (CVA)

020 8253 7076

Mon-Fri 10am-4pm

- Any specialist need above CCMA level, supporting a wide range of individual and family needs
- Stop-gap emergency support (e.g. food parcels)
- Can refer under-50s to AUKC if they meet PIC criteria.

Age UK Croydon (AUKC)

020 8686 0066

Mon-Fri 10am-4pm

- 50+ years old
- Needs above CCMA level, including:
 - Dementia, disability and or care needs
 - Health, social and community care
 - Signposting to other local services

Croydon Neighbourhood Care Association (CNCA)

AUKC will refer to CNCA as appropriate

- 80+ years old
- Totally isolated
- Any complex need above CCMA level

Least vulnerable

Croydon COVID-19 Mutual Aid (CCMA)

020 3322 8379, 8am-8pm daily

- Individuals or families needing someone to pick up shopping because they are self-isolating
- Those in need of a friendly chat because they are lonely
- Those needing simple, routine tasks such as dog walking or picking up prescriptions
- Helping to distribute food for foodbanks