



Bulletin

Coronavirus information

Covid-19 Coronavirus

Service updates

Volunteering

Travel advice

Important information and guidance

You can find the latest guidance and information about Coronavirus on Croydon [council's website](#).

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

**AGM
CANCELLED**

**CNCA AGM on 8th April has been
cancelled.
New date to be advised.**

Over 23000 Croydon households pay for their electricity using prepayment metres, needing to go to the shops to top up their meters. The government has issued the guidance below about supporting residents using prepayment meters who cannot leave their homes due to the coronavirus/COVID-19. This guidance is for both gas [card] meters and electricity [key] meters



<https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19>

The guidance asks residents to contact their energy suppliers, to discuss options for keeping them supplied. This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a pre-loaded top up card so that their supply is not interrupted.

OFGEM have also added the information below to their website:

<https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply>

Please submit any information you would like included in the next bulletin by Monday 30th March to info@cnca.org.uk

Food and Essentials Hub



Help us help our community!

With so many people offering support to older people during these uncertain times, we're working to ensure food and essential items are delivered to vulnerable older people in the safest way.

Do you need help or food and essential hygiene items, but can't get out? We can help!

Call our helpline on 020 8686 0066 or email asc@advicecroydon.org.uk and we can try to get you the things you need, delivered safely to your door for **FREE**.

Do you have non-perishable food and hygiene items you would like to donate? Please help!

If you have items to donate, please drop them to Scratchley Hall, 81 Brigstock Road, Thornton Heath Mon-Fri 10am-4pm. Or get in touch on 020 8686 0066 or email asc@advicecroydon.org.uk

Can you help deliver goods to local older people, or help in other ways? Please help!

If you can transport goods to older people, we'd love to hear from you. Please call our helpline on 020 8686 0066 or email volunteering@ageukcroydon.org.uk and we'll share more.

We always need funds to keep our vital services running. Please donate online!

<https://www.justgiving.com/ageukcroydon>

PLEASE NOTE: This is not a Food Bank. Please only come along if you are donating items, or if you are a volunteering collecting items to deliver to others.

If you are contacting the Hub for food or essential hygiene items, you will need the person's contact details, DOB, any dietary requirements and any other relevant information (e.g can they open a can or packet)

VOLUNTEER

Contact office (based in Selsdon Hall) are looking for volunteers to help field phone calls - which are coming in thick and fast. If you do not fall into the vulnerable category or living with someone who does, and you can spare a few hours this week, they would love to hear from you. You will be answering calls and making call backs - usually people do a morning or afternoon shift (10-12.30 or 12.30 to 3pm). If you think you can help., contact them on 020 8651 4944

CROYDON VOLUNTARY ACTION – CORONAVIRUS SUPPORT



CVA is coordinating Croydon's voluntary and community sector effort to maintain social connections across the borough – visit their website at <https://cvalive.org.uk/>.

Volunteer enquiries <https://simplyconnectcommunity.uk/>



Want to help?



Need help?

Call [020 8253 7076](tel:02082537076) or

Call [07540 720102](tel:07540720102)

Monday to Friday 10 - 4pm

or email connectwellcroydon@cvalive.org.uk

Vulnerable people needing support

SUGGESTED PROTOCOL FOR TELEPHONE BEFRIENDERS IF YOU THEY UNABLE TO MAKE CONTACT WITH THE CLIENT

- 1.If there is no reply, try twice more over a few hours (depending on client's circumstances).
2. Contact next of kin.
3. Contact Hospital (Croydon University Hospital 020 8401 3000 – ask for Patient Locator).
- 4.Contact social worker/ care agency if they have one.
5. Before you ring 999 contact Careline (0800 101 3333) if the client has this in place.
6. Finally ring 999 and express your concerns.



Frozen Food Home Delivery

Wiltshire Farm Foods are still accepting new customers
<https://www.wiltshirefarmfoods.com/> to order online

Tel: 01474 700094

Order cut off time 5pm

Delivery - set day(s) in set areas

Payment – Cheque or cash to the driver; card payment can be made over the phone. Payment by cheque would be preferred where possible.

Minimum order value £15

Delivery – Free



Oakhouse Foods will be monitoring demand on a weekly basis and may not be available this week. Availability may change and delivery services may become available during the coming weeks.

<https://www.oakhousefoods.co.uk/> to order online

Tel: 0333 370 2512/02086898485

Order cut off time 4pm

Delivery – set day(s) in set areas

Free delivery on orders over £30 – under £30 the delivery charge £1.00

Minimum order value £15



Selsdon COVID19 – Food Support Group

Selsdon Contact, Selsdon Centre for the Retired, Monks Hill Food Stop, the local Selsdon Churches, GP Surgeries, Vintage 62 and Sainsbury are all working together to provide a bag of shopping to the most vulnerable residents living in the Selsdon area.

If you can spare a few tins or some toilet rolls to help a vulnerable resident you can drop a donation at the Jubilee Café, Lower Ground Floor, 132 Addington Road, South Croydon.

Andy Stranack, Manager at Selsdon Contact said: -

“We have just over 3,000 over 70’s living in the Selsdon area, at Selsdon Contact and Centre for the Retired we come into regular contact with many of these residents. In Selsdon we want to make sure that no one is left isolated in their own homes without food.

If residents have a spare tin or toilet roll we would be very grateful if they could donate items, we are particularly looking for the following items: -

*Tinned or Packet Soup, Sugar, washing powder, Tinned Fish/Meat, Toilet Roll, Long Life Milk, Pasta, **Baked** Beans, Tea Bags, Soap, Rice, Tinned Veg, Coffee, Tinned Pies, Instant Mash, Powdered Milk. We will also need fresh produce on a regular basis (milk/bread and vegetables).*

If you have not got any food but can donate some money you can bring it into the Contact Office (next to the Jubilee Café). We are open Monday – Friday 10am -3pm. Alternatively you can make donations through our Website <https://www.selsdoncontact.org.uk/>.

To keep up to date with the latest developments you can join the following groups:-

Facebook:- Coronavirus Selsdon Support

WhatsApp:- Selsdon Covid 19 Support

Vacancy at Croydon BME Forum—Shopping Escort



Croydon BME Forum are looking for a friendly and reliable Shopping

Escort to support a group of older people shop at ASDA in Marlowe Way. This is a rewarding role where you can make a difference in the lives of older people and help them stay independent for as long as possible.



Salary: £11 per hour

Hours: 4 hours per week (9:45am-13:45pm) every Monday, excluding Bank Holidays

The role is until 31st March 2021, with a possibility of extension, subject to funding.

The closing date for applications: was **Monday 23rd March** but please feel free to apply as all applications can still be received and considered as soon as the service is resumed.

For an application form and job description, please contact Anna D’Agostino, BME Mental Health Community Development Worker (older adults) on 020 8684 3719 or

at anna@bmeforum.org

Trading Standards

Amazon Prime Phone Scam

The latest
bulletin
from

Croydon Council's Trading Standards
Team is attached to this bulletin.



Please see attached
the monthly flyer
from the Purley
Cross Centre for April

April 2020

Trading Standards Alert

COVID-19 Fraud

Fraudsters are taking advantage of the international issue of COVID-19 (Coronavirus) and are increasingly targeting the public and organisations with emails, texts, 'phone calls and WhatsApp messages offering advice and treatment for the coronavirus, as well as setting up fake websites selling products and offering 'cures'. Scammers have also been setting up bogus websites asking for donations for victims or promoting awareness and prevention tips. Cold callers have been contacting organisations suggesting they must have certain measures in place by a certain deadline. A common tactic is for scammers to purport to be from research groups attached to the World Health Organisation (WHO) or the Centre for Disease Control and Prevention (CDC).

- Be sceptical if you receive an email, text or WhatsApp message about the Coronavirus, and NEVER click on any attachments or links
- NEVER provide personal data such as your full name, address and date of birth – scammers can use this information to steal your identity
- DO NOT BE PRESSURED into donating money, and never make donations by cash or gift card, or send money through transfer agents such as Western Union or Moneygram
- If you think you've been the victim of a scam, then speak to your bank immediately and report any fraud to Action Fraud on 0300 123 2040 or visit <https://www.actionfraud.police.uk/>
- Further information on dealing with scams and fraud you can call the Citizens Advice telephone number 03444 111 444, or contact visit the Citizens Advice website.

<https://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/>