

Bulletin

We have been contacting our member groups to catch up on what they've been doing and thought we'd share some of their good news stories. It has been fantastic to hear about what has been happening in these challenging times.

The last few months have meant changes to many of the services that groups have been able to run, many have adapted their provision, some have not been able to run their service at all and we are keen to hear from you all. If we have not already spoken with you, please get in touch. We are committed to supporting all of our groups and would like to hear about your plans, challenges and any help you may need.

You can contact us at info@cnca.org.uk.

Thank you.

A SWEET TREAT FOR SHIRLEY'S ELDERS

Shirley Neighbourhood Care organised an "Afternoon Tea At Home" for almost 200 elderly clients on Saturday 18th July. The project involved around 70 volunteers who baked cakes and made sandwiches, packed and despatched the teas or delivered them to each client. Each tea contained a scone with individual portions of jam and clotted cream; a trio of different triangle sandwiches and a variety of three cakes. The goodies were delivered in candy pink striped boxes – with alternative colour schemes used to help identify boxes containing food for special diets. Trinity School kindly offered their hall as the pack and despatch area. Volunteers working on this major military style operation were drawn from the SNC regular team and additional help came from the Shirley and Addiscombe Rotarians and Shirley Townswomen's Guilds.

Comments from some of the clients who received tea included:

"It was just like having tea at the Ritz!"; "It was a real lift to the spirits"; "it is so nice to know that you are not alone and somebody cares"; "It gave every one of us a much appreciated treat in these isolating times"; "Our tea/picnic boxes were lovely, as were all the goodies inside. You have all gone to so much trouble".



The event highlighted the work of Shirley Neighbourhood Care – particularly in supporting elderly residents during the Covid-19 pandemic - and attracted donations of £1,250. More information about Shirley Neighbourhood Care's work is available at www.shirleyneighbourhoodcare.co.uk

Please submit any information you would like included in the next bulletin by Monday 24th August to info@cnca.org.uk

Please keep sharing your good news stories and any updates/issues info@cnca.org.uk



Contact

People Who Care

CONTACT - Selsdon Churches Neighbourhood Care
Reg. Charity 1124346

MANAGER

CONTACT is a thriving charity based in Selsdon Community Centre, providing practical help, advice, support and information to people of all ages in the Selsdon area.

They are seeking a Manager to

- take responsibility for client care, activity and quality,
- recruit, supervise and co-ordinate the team of volunteers,
- ensure the smooth running of the office,
- develop strategy and fundraising,
- maintain and develop all necessary external links.

The initial contract will be for a period of six months with the possibility of extending to a permanent position.

The hours are 20 spread over four days per week.

The salary will be in the region of £15.00 per hour depending on previous relevant experience.

An application pack is available from the Contact office on the lower ground floor at Sainsbury's, Selsdon or by e-mail at info@selsdoncontact.org.uk

The closing date for applications is Friday 4th September

Rowland Brothers is a family owned and run funeral company which has been serving the community of Croydon since 1873.

The Rowland Brothers Foundation was launched in 2015, to give something back to the community and offers free of charge professional bereavement aftercare:



- Counselling/listening ear; (both 1:1 and in groups; in person, or via zoom, phone, online groups etc)
- 'Never Alone' informal drop in at various locations (they aim to facilitate the creation of support networks for like -minded people who may be struggling to come to terms with issues regarding grief and loss). They have started drop ins on a Monday at the Wellness Centre in the Whitgift Centre
- Practical help – filling in forms, explaining about probate etc
- Training on all areas of bereavement – to HR departments, social prescribers, volunteers, registrars, first responders, police family liaison officers, and many more.

Their contact details are aftercare@rowlandbrothers.com
or telephone 020 8684 1667



RowlandBrothers
FOUNDATION



THE COMIC RELIEF COVID-19 COMMUNITY FUND

The Comic Relief COVID-19 Community Fund will provide grants of £4,000 to English grass roots organisations in order for them to respond to the current crisis and recover through enhanced Capacity building grants of £1000. Many small grassroots organisations have had to respond rapidly to the COVID-19 crisis, so these funds will be distributed quickly through a simplified application process and weekly grants panels.

The fund has the following objectives:

- To support grass roots organisations to respond to the needs of vulnerable individuals, families and communities during the COVID-19 crisis
- To support local grass roots community led organisations with 'lived in' experience to recover and develop organisational resilience following the COVID-19 crisis

Please see link below for full details:

<https://www.groundwork.org.uk/comic-relief-apply-for-a-covid-19-community-grant/>

APPLICATIONS OPEN FOR INFRASTRUCTURE ORGANISATIONS TO SUPPORT BAME-LED CHARITIES TO ACCESS NATIONAL EMERGENCIES TRUST (NET) FUNDS

The focus of this fund is to support BAME infrastructure by helping BAME organisations and groups access National Emergencies Trust (NET) via the UKCF network of Community Foundations.

UKCF is seeking applications from BAME-led infrastructure organisations to access the new fund. Grants between £5,000 – £20,000 over a maximum of three months are available.

Please see link below for full details:

<https://www.ukcommunityfoundations.org/news-article/bame-infra-fund>

CROYDON COMMUNITY GRANTS

Croydon Community Grants is now open for applications **until 31st August**, with bids being assessed in **September**.

The grants are to help voluntary or community organisations provide projects and activities for Croydon residents. They support projects that make positive change to people and their community.

Projects and activities must meet one or more of the 5 key priority outcomes below:

- health and wellbeing programmes
- children and young people activities
- access to homes or preventing homelessness
- safety improvements for neighbourhoods, streets or homes
- employment and careers advice

<https://www.croydon.gov.uk/community/advice/tsfunding/funding/community-grants>

Are you self-isolating? Do you need help or know someone who does?

If you have received a letter from the Government saying you are extremely vulnerable and Shielded, you should receive direct support. It's very easy to register, you can:



Call the national helpline **0800 028 8327**



Go to the website www.gov.uk/coronavirus-extremely-vulnerable

If the Government changes their offer, we will be in contact with you.

If you or a member of your family are vulnerable, high risk or in need of urgent support, Croydon Council may be able to help you.



Call our helpline
020 8604 7787



Email:
covid19support@croydon.gov.uk



Croydon Council, volunteers and community partners can help you with:



Shopping



Medication



Keeping
active



Connecting
with local
groups



Finding
someone
for a chat



Supporting
your mental
health

www.croydon.gov.uk/coronavirus

Information and advice on getting food and staying active

There are many ways you can get help accessing food and help with shopping:

- If you are Shielded you can currently receive a food parcel from the Government (see overleaf). (this is being reviewed by the Government the week beginning 15 June 2020)
- Croydon Council can arrange an emergency food parcel, or additional food if you have specific cultural or dietary requirements.

☎ **020 8604 7787**

✉ **covid19support@croydon.gov.uk**

🌐 **www.croydoncovid19mutualaid.uk**

Croydon residents who are volunteering to help their neighbours.

For further support

Croydon Voluntary Action, connecting you to your local community – information such as help with shopping, food parcels, meals, food banks and activities in the community.

🌐 **cvalive.org.uk/coronavirus/**

☎ **020 8253 7076** or

📞 **07540 720102** Mon to Fri 10 - 4pm

✉ **connectwellcroydon@cvalive.org.uk**

Food Stops

Become a member of one of our four food stops located in New Addington, Selsdon, Thornton Heath and Purley. If you are eligible, you can have £20 worth of fresh food and other groceries for £3.50 per week.

✉ **gcc@croydon.gov.uk**

Check-in and Chat

If you are feeling lonely or isolated there are volunteers who can give you short-term telephone support.

NHS Volunteer Responders programme

☎ **0808 196 3646**. Please note, this is only for individuals who meet specific criteria or who are considered medically vulnerable for another reason.

Supermarkets

Check their websites or call their customer service number for the most up-to-date advice. All the major supermarkets are working hard to support their vulnerable customers to arrange deliveries or click-and-collect.

- Call Morrisons on ☎ **0345 611 6111** selecting option 5 - customers can choose from a selection of 47 items over the telephone.

- **Other ideas** – there are many companies that can deliver to you, check online by searching for 'prepared meals', 'recipe box' or 'food box'.

There are many ways you can get active, stay well and look after your mental health. Croydon Council has lots of information on our website, go to **www.croydon.gov.uk/coronavirus** and look for Health and wellbeing advice or contact our COVID-19 helpline on: **020 8604 7787** or email **covid19support@croydon.gov.uk**



A new team of Croydon Healthy Homes [energy] advisors will be able to start supporting residents in late October/early November.

The new team will include two experienced energy advisors who will provide one to one support to vulnerable residents by phone, and through face to face appointments when it is safe to do so (normally home visits).

With people spending far more time at home and losing income due to COVID-19, cold homes and high energy bills will be more of an issue this winter than ever before, and many of those residents who have been shielding due to medical conditions, will be those at highest risk of the impacts of fuel poverty. They are really keen to work with us all to help identify residents who would benefit from support.

Croydon Healthy Homes will provide a flexible service with support tailored to the needs of the individual household. Some residents just need a pointer in the right direction, but others need intensive support on an ongoing basis.

They will continue to offer home owners and residents renting from a private sector landlord the following:

1. Help using energy measures and controls already fitted in the home (including heating controls)
2. Support accessing grant funding for larger energy measures (heating and insulation)
3. Help with finding and switching to the best energy tariffs, and accessing support and discounts from energy and water companies

When they relaunch, they will be able to start offering Council and Housing Association tenants support with energy tariffs and energy/water billing issues

There is a link on their webpage www.croydon.gov.uk/healthyhomes for residents to pre-apply for support for the new service (or be professionally referred).

If any home owners or private sector tenants, need support funding larger energy improvements, the Mayor of London's Warmer Homes scheme offers up to £4k of grant for larger energy measures for home owners and private sector tenants and is open for applications. This scheme is aimed at vulnerable and low-income households and the grant is offered on a 'first come first served' basis. There is information about this scheme at www.croydon.gov.uk/energyadvice

Free Webinars from NCVO

- [Volunteering in a pandemic: Lessons from volunteering organisations](#)
- [Easing of lockdown: practical considerations for managing and supporting staff](#)
- [Easing of lockdown: Legal/practical considerations for returning to work](#)
- [Building organisational resilience: Things for small charities to consider](#)
- [Making decisions in tough times](#)
- [Board leadership: Supporting your charity through the next phase of coronavirus](#)
- [Financial management and accessing government funding](#)
- [Financial management during covid-19 – top tips and scenario planning](#)
- [Assessing health and safety risk in uncertain times](#)
- [How to involve and safeguard volunteers during coronavirus](#)
- [Involving volunteers during the pandemic – what you need to know](#)
- [Governing during a pandemic: the key things trustees need to focus on](#)



One in six older people are victims of abuse.

The Hourglass confidential helpline provides information and support to anyone concerned about harm, abuse or exploitation of an older person. This might include physical, financial, psychological, sexual or neglect.

The Helpline provides a tailored service to callers from across the UK. Their trained Information Officers can provide information, advice and support to help you make the best choices about keeping safe, and put you in touch with appropriate local agencies.

The Helpline is available from 9am to 5pm every Monday to Friday, offering:

- Support for older people who have experienced, or are at risk of, any kind of harm, abuse or exploitation.
- Support for anyone concerned about an older person, e.g family, friends, neighbours, carers or health professionals, etc.
- Information and advice relating to safer ageing and prevention.
- The Hourglass helpline is entirely confidential, free to call from a landline or mobile, and the number won't appear on your phone bill. Help is just a phone call away.

Helpline number: 0808 808 8141



Covid-19: Managing Health and Well-being in the Caribbean Community in Croydon

[Click here](#) to complete the survey

RESEARCH

Covid-19: Managing Health and Well-being in the Caribbean Community in Croydon

This research is a collaborative project between Croydon BME Forum and Dr. Audrey Allwood, Visiting Research Fellow at Goldsmiths University. It will take place in the London Borough of Croydon between June and August 2020.

The research will collect stories and narratives that identify and document how health and wellbeing is maintained regarding access to healthy lifestyle options, it will also identify ways forward regarding maintaining well-being in relation to covid-19, in the Caribbean community in Croydon, London.

This research provides qualitative research, through telephone conversations/interviews, focus group discussions and making recordings of experiences/stories (video only on agreement), using on the line platform, Zoom.

The five areas of research are:

- Experience as a front-line worker
- Being ill or supporting someone ill with covid-19
- Stigma attached to Covid-19 and BME community, experiences and fears
- Experience of home schooling – engagement/non-engagement with learning
- Experiences, e.g. elders support from family/friends/community

Contact:

Dr. Audrey Allwood Email: a.allwood@gold.ac.uk
Lisa Broderick Email: lisa@bmeforum.org

In partnership with



[f@cmbeforum](#) [Twitter CroydonBMEForum](#) [@croydonbmeforum](#)

Help the NHS this winter by sharing your views about flu vaccination.



Your views will help the NHS to understand why people choose to have, or not have, the vaccine.

It takes about 10 minutes to complete and the information will help to develop effective messages to people about the vaccination.

<https://www.surveymonkey.co.uk/r/SWLFluSurvey>

At the end of the survey, there is an opportunity to enter a prize draw to win a £50 Amazon voucher.

**The survey will close on
Tuesday 1 September 2020.**

Trading Standards Alert

CROYDON TRADING STANDARDS COMMUNITY ALERT

Someone unexpected at the front door? Stay alert!

Over the last months there have been reports nationally of unscrupulous persons attempting to exploit the COVID pandemic and fear of the virus for their own financial gain.

These scams have ranged from people receiving telephone calls or visits to their homes from persons claiming to be offering expensive on the spot COVID tests, to email offers of expensive sanitising products or home COVID tests.

Recently this Service was alerted to a message circulating, warning of persons calling at homes allegedly offering free face masks as part of a new initiative, but suggesting that that the visit was a ruse for distraction burglary.

As always, Trading Standards remind you to remain on your guard when answering the door to unexpected callers and to be wary of unsolicited telephone calls or emails offering goods and services.

- ⇒ **Stop and think.**
- ⇒ **Don't be frightened or rushed into making a decision.**
- ⇒ **If you are unsure, talk it over with a relative or friend.**
- ⇒ **If it is a genuine offer, it will still be available.**

**Scams should be reported to the Citizens Advice Consumer Service on
0808 223 1133 or via the Gov Website at**

<https://www.gov.uk/consumer-protection-rights>

**Suspicious emails should be reported to
The National Cyber Security Centre (NCSC), part of GCHQ,
by forwarding the email to report@phishing.gov.uk and their automated pro-
gramme will immediately test the validity of the site**



Free e-learning training about energy efficiency. The course is run by National Energy Action, the national charity for fuel poverty, and open to front line members of staff at Croydon Council, other public sector organisations, and the voluntary/ community sector.

Please book places by [clicking here](#).



The Introduction to Domestic Energy Efficiency e-learning aims to make delegates aware of how householders may be able to use their energy more efficiently and reduce possible waste whilst still maintaining a warm and comfortable home.

Available free of charge to non-commercial organisations that regularly encounter and provide advice to those in or at risk of fuel poverty – i.e. essentially those on a low income / in a vulnerable situation and who are struggling to manage their household bills.

COURSE AUDIENCE

This course is designed to provide a basic introduction to domestic energy efficiency for frontline staff providing householders with energy efficiency advice.

COURSE OBJECTIVES

Explain:

- heating systems and controls
- top tips for saving electricity
- heat loss in the home and insulation methods
- sources of advice and assistance

COURSE CONTENT

- Explain basic space heating appliances
- Explanation of some basic space heating and hot water controls including room thermostats, TRVs, storage heaters and programmers
- Tips for using energy more efficiently in relation to heating, hot water, lighting and appliances
- Examine heat loss in the home and insulation
- Explain some of the help and assistance available, including the Warm Home Discount Scheme, Winter Fuel Payment and Cold Weather Payment, Priority Service Register and the Affordable Warmth Obligation
- **ADDITIONAL INFORMATION RELATING TO COVID-19** - offer information for frontline workers on current advice agency and fuel supplier support for customers in relation to Covid-19

HOW WILL THE E-LEARNING COURSE WORK?

Learners will have access to the course for two weeks and be able to study online at a time and location that is convenient to them.

SUPPORT

Tutor support will be available via telephone / video call.

SUGGESTED STUDY TIME

This course will take approximately 2 hours to complete however each learner is different and e-learning offers the flexibility to study at your own pace.

Give your feedback, views and comments about tackling and addressing inequalities in our Borough.

You can take part in an online survey on the council's engagement portable by following the link here: <https://getinvolved.croydon.gov.uk/project/647>

The Survey has been extended to end midnight on **20th September 2020**.

You can book a place on an online Workshop by following the link here... [Equality & Diversity Engagement Workshops](#)

Or you can request a one to one telephone interview by emailing barbara.grant@croydon.gov.uk with your telephone or mobile phone contact details.

Everyone can take part in the online survey, but you must book a place, using the link provided above to take part in an online workshop or let us know if you prefer to have a telephone discussion.

For further information, [click here](#)





TFL have developed a London Underground Stations Real Time Information app update to improve their Turn Up and Go (TUAG) service. Turn-up-and-go means you do not have to pre-book assistance to use their services.

Station staff will now receive a pop-up incoming journey notification which tells them when a TUAG customer is on route to their station along with an estimated arrival time.

Key features and benefits:

- The new notification message ensures station staff are aware of an incoming TUAG journey, even if the app is not in use on their iPad
- The estimated arrival time feature will help staff plan customer collection more accurately, improving the quality and consistency of our TUAG service by ensuring customers are collected promptly

For further information about Turn up and Go, please visit tfl.gov.uk/transport-accessibility/help-from-staff

With face coverings in shops and supermarkets now mandatory due to the Coronavirus pandemic, deaf people who rely on lipreading will face massive communication barriers when visiting these places.

They won't be able to see people's mouths or facial expressions, and voices will be muffled with less clarity when people are wearing face coverings or face masks. This will make things incredibly difficult for deaf people who lipread and could even pose a safety risk.

Here are some [tips](#)

If you are looking for clear panel masks visit [Noon Masks and Apparel](#).

