

# Bulletin

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

One of our clients is an elderly man who has mild learning difficulties. He was an only child, and had lived with his parents all of his life until they sadly passed away, his Mum first a few years ago and more recently his Dad. He felt completely overwhelmed at the prospect of having to plan his Dad's funeral but we supported him every step of the way, from meeting the funeral director with him, helping him write his dad's eulogy, finding songs his dad liked, researching poems to be read out at the service, to buying and ironing a shirt for him to wear on the day. He was thrilled with the send-off he gave his father and felt his Dad would have been proud of him, which we are sure he would.

After the funeral he was extremely low and anxious but through a lot of persuasion and a bit of encouragement from our befriender Margaret, he agreed to make the trip to Gloucester to visit his two friends. He had always wanted to go but couldn't pluck up the courage to travel alone. Margaret organised his coach tickets, helped him pack his suitcase and because he was so nervous travelled up to London with him and settled him onto the coach. She even made him a packed lunch which he said he devoured before he'd even left London! He had a great week with his friends and came back feeling relaxed and very positive about his future. Sadly, this wasn't to last long as a few days later he was held at knife point during the night in an aggravated burglary. Thankfully he was unharmed but as you can imagine he was left in a complete state of shock. The police and social services were called but he felt very unsafe and nervous in his home (this was the fourth time in five years he had been burgled). Margaret arranged for security lights to be fitted on the outside of his house and had all the locks changed as well as a new more secure back door put in. To begin with she visited him on a daily basis and he knew he could contact her at any time including out of office hours, and this gave a lot of reassurance. Throughout the pandemic, with our continued support, he is doing really well and during lockdown he has even learnt to use skype so he can have some great face to face chats with Margaret which he really enjoys especially as he doesn't see anyone else.

**Please submit any information you would like included in the next bulletin by Monday 3rd August 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)**



## Mental Health

23rd July 11am – 12pm part of the One Croydon's CVA Social Prescribing training programme and open to all community groups, delivered by the World Federation for Mental Health,

<https://wfmh.global/>

Contact [sarah.burns@cvalive.org.uk](mailto:sarah.burns@cvalive.org.uk)

**Creating conversations**  
Dying well takes planning

Join us online on Zoom for...

**Death Café**  
Every Wednesday, 2.30-4pm

**Bereavement Café**  
Every Monday, 5-6.30pm

Join us for relaxed and friendly conversations about death, dying, loss and bereavement and life. Bring your questions, stories and concerns as we share and appreciate our finite lives together. Our welcoming cafés are a space for any people of any background, religion, culture, or belief to meet together in a non-judgmental environment. Attendance priority is given to people living in St Christopher's catchment area (Bromley, Croydon, Lambeth, Lewisham and Southwark).

Please join the Zoom meetings at  
<https://us02web.zoom.us/j/7048734172>

You will need a password to access these events online, so please contact Carol Trower at [c.trower@stchristophers.org.uk](mailto:c.trower@stchristophers.org.uk) to book your space and receive the password. To find out more about these events visit [www.stchristophers.org.uk/creatingconversations](http://www.stchristophers.org.uk/creatingconversations).

Delivered by StChristopher's More than just a hospice | Supported by Croydon ageUK | Funded by Croydon Clinical Commissioning Group

[Click here](#) for the latest mailing from CVA



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

Latest [E-bulletin](#) from the Carers Information Service is now

What's New  
for Carers



Thank you to all of those who attended our Zoom AGM on 1<sup>st</sup> July.



## Trustee Vacancies

Citizens Advice Croydon has vacancies on their board for a Chair and Treasurer. Please see attached job descriptions if you are interested in these roles.



## Multi-purpose community facilities and council buildings

The guidance for the safe use of multi-purpose community facilities was updated on 6th July to reflect that such facilities can open. The guidance for those managing council buildings has been updated to include a new section on gatherings, with measures to take account of cumulative impact of many venues re-opening in a small area. Live performances in front of a live audience, and indoor grassroots sport are prohibited.

**Community facilities guidance:** Revised to reflect that multi-use community facilities can now open. <https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities>

**Council buildings guidance:** <https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-council-buildings>



## New funding available from London Community Response

Three types of grants are available; crisis, enable and adapt.

1. Crisis grants are for organisations that need to urgently provide food, essentials and support to communities through crisis.
2. Enable grants supports work that helps to prevent difficulties arising from the crisis escalating, and that enables people to emerge from crisis.
3. Adapt grants help organisations to restart, adapt or collaborate for the future.

**Applications will be considered in the order they are received and it is expected that they will stop taking applications under this wave of funding by the end of July.**

<https://londoncommunityresponsefund.org.uk/>

Guidance

## Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19

Shielding guidance for millions of clinically extremely vulnerable people has changed.

[Click here](#) for current information



CNCA are collaborating on a post-Covid-19 state of the sector survey.

So many of you have responded really well to the Covid-19 crisis, supporting local people through lockdown and into the recovery period. But at what cost?

That's what this survey, being carried out by CVA, BME Forum, ARCC and CNCA, is for: to capture the impact that Covid-19 has had on the financial health of your organisation.

Croydon's VCS is being expected to play a key role in tackling the post-Covid-19 challenges – but to sustain their effort, VCS organisations will need longer-term support and investment. As a first step we need to know what state the sector has been left in by the crisis.

**Please complete this short survey by Friday 31st July.**

We anticipate being able to have some results in September and then convene an online meeting of the Croydon Voluntary Sector Alliance to discuss and agree a way forward.

For your group, it is important that you are properly represented and if you are experiencing any issues, it is important that you fill in the survey so that your voice is heard.

We're sure some of you are familiar with survey monkey – on completion it automatically gets submitted. Here is the link: <https://www.surveymonkey.co.uk/r/XQY98H6>.



THE **ALZHEIMER'S** SHOW 23-24 October 2020  
Olympia London



[The Alzheimer's Show](#) has developed strong partnerships with the leading specialist charities and organisations in the field. In collaboration with them, they've developed a new digital hub

and a series of free webinars packed with useful advice and practical tips you can use during the pandemic and beyond.

## ADVICE & SUPPORT FOR THE DEMENTIA COMMUNITY - FREE WEBINARS



The [Alzheimer's Society](#) has lots of useful advice for those affected by dementia during the Coronavirus pandemic



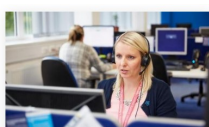
### About coronavirus

How coronavirus affects people affected by dementia.



### Support at home

Practical advice for people staying at home, including health, activities and more.



### How we can help

Find out about support we offer and changes to our services.



### Support in and after hospital

What to do if a person gets coronavirus symptoms or has to go into hospital.



### Support in care homes

Guidance for supporting somebody living with dementia in a care home.



### Frequently asked questions

Read answers to common questions about dementia and coronavirus.



As of 1st August, anyone 75 and over who is not in receipt of Pension Credit will cease to receive their

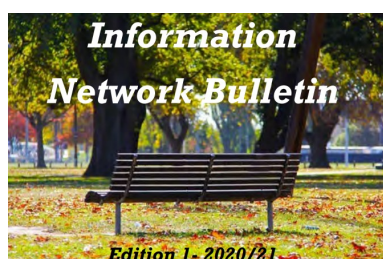
TV licence. During this time the TV has been important to older people as a means of information, entertainment and company. There are between 150,000 and 200,000 Londoners of state pension age eligible for Pension Credit who are not claiming it.

The attached letter from the Mayor, Age UK London and Positive Ageing in London aims to encourage older Londoners entitled to claim Pension Credit in time for them to continue to receive their free TV licence. It sets out how they can claim it.

Please visit our website for regular updates and good news stories.

[www.cnca.org.uk](http://www.cnca.org.uk)

[Click here for](#) the latest edition of the Information Network Bulletin from Croydon Council's Trading Standards team



## LONDON STREET GUIDE W1

CITY OF LONDON

A STREET BY STREET HISTORY OF LONDON COVERING STREET NAMES, ITS PEOPLE AND ITS BUILDINGS

An ambitious project to uncover the secret history of all of Greater London's streets is appealing for help in Croydon. [Londonstreetguide.com](http://Londonstreetguide.com) is asking for help to find out the meanings behind the area's street names. Its founders say they have already uncovered several hundred in the area but need help from local experts to find many more.

If you would like to help, make a comment or a suggestion

email [Tony@londonstreetguide.com](mailto:Tony@londonstreetguide.com)

## **Croydon Council wants your views on Equality, Diversity & Inclusion - Have Your Say**

Since the start of the year the Council has been working towards a review of its Equality Objectives which were due to expire this financial year and aspired to develop an Equality Strategy document that maps the Council's approach to fairness, equity and inclusion across the borough. To do this effectively, the Council needs to talk to residents, local organisations, community groups, voluntary sector and other interested parties about its plans and listen to their thoughts, ideas and feedback to help shape its own long terms plan.

*"We know that recent events in our own nation sitting alongside the impact of Covid19 have brought to the fore issues of societal and health equity, and fairness. As we come out of lockdown, we are beginning to plan how to engage residents, private and public partners, and local VCS organisations against the current economic and health landscape and against the background of a new 'normal' "*

### **What are the benefits of taking part in this process?**

- Sharing your views, opinions and feedback will ensure that issues or concerns that matter to you are picked up
- You will be helping the Council to make its approach to Equality, Diversity and Inclusion more effective
- Taking part will help policy makers aware of concerns or issues not picked through existing evidence or research
- It will help the council monitor existing policy and decide what needs to change or be amended

### **How can you get involved?**

There are a number of ways in which you may choose to take part including:

- One to one telephone interviews
- Online survey
- Online forum groups
- Face to face forum groups – subject to national social distancing rules

If you are interested, they can share with you the collective feedback from all participants at the end of the engagement process. There aren't any dates for the sessions yet, but please indicate your interest and preferred approach by sharing your contact details with Barbara or Yvonne so you can be added to the 'Stakeholder List', allowing them to make contact once there are more details for the sessions mentioned above.

Barbara Grant

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[Barbara.Grant@croydon.gov.uk](mailto:Barbara.Grant@croydon.gov.uk)

Yvonne Okiyo

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[Yvonne.Okiyo@croydon.gov.uk](mailto:Yvonne.Okiyo@croydon.gov.uk)

# Trading Standards Alert

## CROYDON TRADING STANDARDS COMMUNITY ALERT

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

### **What should you do if you've received a scam email?**

- Do not click on any links in the email.
- Do not reply to the email or contact the senders in any way.
- If you have clicked on a link in the email, do not supply any information on the website that may open.
- Do not open any attachments that arrive with the email.

**If you think you may have compromised the safety of your bank details and/or have lost money due to fraudulent misuse of your cards, you should immediately contact your bank.**

### **Scams to be aware of:**

**Upfront payment/fee scams** - This covers a wide range of situations and scam delivery channels, but they usually ask for an upfront payment to unlock either a cash prize, a PPI claim amount or for initiating a service. This also includes loan fee fraud: scammers prey on individuals who have a bad credit rating or who need a loan quickly are asked to hand over a fee – usually between £25 and £450– when applying for a loan or credit that they ultimately never receive.

**Vishing** –This is where the consumer received a cold call aimed at extracting personal information and details from them. Scammers impersonate someone from a trusted organisation, such as a bank, to manipulate people into transferring money or pass on financial/ personal details.

**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 phone **0300 123 2040**