

Bulletin



National Volunteer Week

Thank you to all of the volunteers who generously give their time, dedication and care.

As part of **CNCA's Complex Befriending Service**, we provide support to many isolated and vulnerable people. One of these is an 85-year-old lady who is housebound and bedridden. She has been living on her own with no family to care for her for many years. She finds it hard to be completely reliant on carers as she is a very determined lady with a strong personality.

Prior to the pandemic, our befrienders visited her regularly. Her house was extremely hoarded and we helped ensure that steps were taken to keep her safe and as well as possible. When we were unable to make home visits, we made sure that she received lots of calls every week from our befriending team. Recently, she lost her elderly cousin who she was very close to, and this affected her badly – especially knowing that no one was allowed to attend his funeral to say goodbye. Once lockdown has eased, we have assured her that we will help her to arrange a memorial service for her cousin.

Having built up the relationship we have, we knew that she was a huge Mario Lanza fan. She had met him when she was younger and he had sent her a letter that she had treasured. She even still receives a Christmas card from Mario's sister every year. Laura, one of our befrienders, tracked down a Mario Lanza DVD and sent it to her. When we speak to her now, she can hardly contain her joy at being able to hear and see him which has lifted her spirits in these difficult times.



VOLUNTEERS
DO NOT
NECESSARILY
HAVE THE
TIME;
THEY HAVE
THE HEART

-ELIZABETH ANDREW

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



Thank you for the VE day memories that you have collected and shared with us. They were wonderful recollections of a truly momentous day and we have added them to our [website](#) too so please take a look. We have passed them on so they can be put together in a publication

Please submit any information you would like included in the next bulletin by Monday 15th June to info@cnca.org.uk



A message from Croydon Commitment:

We know it's been a really tough time for everyone and we hope that you and yours are well and keeping safe.

Croydon Commitment is still working with our partners, as far as possible, to try and support groups and charities in the borough.

We can't always help but just thought we would send out an email to see if there is anything that local organisations are in need of to help your clients or group. Please let us know if you are looking for anything that would improve your work – it may be a printer, storage space, furniture, clothes, volunteers – anything that we could go to our business partners for to see if they can help. As mentioned, we can't always help but at least we can try.

Contact: Melinda.Ashford-mm@mottmac.com

Free Support Numbers and Resources



To see the updated information re: Local Emergency Support Numbers please click [here](#)



Need help?

Good Thinking Digital Mental Wellbeing for London



A range of free apps are available from @GoodThinkingUK to help if you have anxiety, low mood, sleeping difficulties or stress.

Visit www.good-thinking.uk

Looking after yourself during lockdown

You can find lots of advice and information on the [Croydon website](#) including:

- * Getting a GP appointment for non-urgent or routine checks
- * Virtual learning
- * Access to exercise plans
- * Healthy eating advice

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

[JUSTBE CROYDON](#) is full of useful resources and their Live Well advisors are providing their service for residents on the phone giving one-to-one advice and support to those who still want to quit smoking, lose weight and make other healthy lifestyle improvements. They can be contacted on 0800 019 8570 or email livewell@croydon.gov.uk



Help with Fundraising Online Course

Free online course on Monday 8th June 2020 designed to help you get back on track with fundraising and build an evidence-based fundraising strategy.

You can join for free and have access to the course for 5 weeks or can upgrade at a cost of £42 for longer access to a certificated course. The course is being run by the University of Kent. Find out more [here](#).

National
Portrait
Gallery

HOLD STILL

A PORTRAIT OF OUR
NATION IN 2020



Spearheaded by The Duchess of Cambridge, [*Hold Still, a portrait of our nation in 2020*](#), is an ambitious community project to create a unique photographic portrait which captures the spirit, mood, hopes, fears and feelings of the nation as we continue to deal with the Coronavirus outbreak.

Hold Still will capture a snapshot of the people of the UK at this time, creating a collective portrait of our nation which will reflect resilience and bravery, humour and sadness, creativity and kindness, human tragedy and hope as we hold still for the good of others, and celebrate those who have continued so we can stay safe.

You can submit your own photographic portrait, taken during these extraordinary times, which responds to one of the following themes:

Helpers and Heroes
Your New Normal
Acts of Kindness

One hundred shortlisted portraits will feature in a virtual exhibition on the Gallery's website and a selection of images will also be shown across the UK later in the year.

The project is completely free and open to all ages and abilities. Images must involve people, and can be captured on phones or cameras. Each image will be assessed on the emotion and experience it conveys rather than its photographic quality or technical expertise.

The closing date for submissions is the 18 June 2020.

VOLUNTEERING

CVA are still promoting volunteering opportunities for local voluntary sector groups, so if you are preparing for when the lockdown measures will be eased and looking to recruit new volunteers please let them [know](#)

If your group would like to review the positions they are advertising with the team please contact volunteer@cvalive.org.uk and one of the team will get back to you.



As you are probably aware, [Croydon COVID-19 Mutual Aid](#) (CCMA) is a network of local mutual aid groups operating in Croydon. They have been connecting volunteers, support organisations and those in need to give and receive support during the coronavirus crisis.

They're helping residents through the coronavirus pandemic by carrying out simple tasks including collecting shopping and medication, dog-walking and checking on neighbours. They are asking the community to take a few minutes to say what you think CCMA should focus efforts on now?

You can find their survey [here](#)

A SPECIAL
AFTERNOON

Tea

Empower 2 Engage

Come and enjoy Meeting New People and Developing Friendships whilst enjoying a series of Informative & Therapeutic Presentations with Afternoon Tea in the comfort of your own homes.

**Monthly - Every 1st & 3rd Monday
2pm - 4pm**

Via  **ZOOM VIDEO CONFERENCING**

Croydon SocialP



Call/Email to register your interest
T: 07432 155 916 E: lola@moe-online.org.uk



<https://www.croydon.gov.uk/leisure/libraries/library-closures-coronaviruscovid-19>

Croydon libraries are providing lots of online services, including music, books, audio books etc. in lots of different languages.

Anyone without a library can apply online and will receive instant access to services.

Calling Croydon residents we want to hear your views on COVID-19.

Complete our survey.

Talk to us...



Healthwatch want to hear your views on Covid-19. Click here to complete their survey. It only takes a few minutes. <https://smartsurvey.co.uk/s/FJNPC6/>.

Victim Support has produced a Covid-19 (Coronavirus) Fraudsters and Scammers advice leaflet. Please see attached leaflet.

VS VICTIM SUPPORT
Coronavirus: Scammers and fraudsters
Advice for Individuals



Please visit our website for regular updates and good news stories.
www.cnca.org.uk

Trading Standards Alert

DOORSTEP CRIME & COLD CALLERS ROOFING WORK

We have been notified of rogue traders in the Croydon area, cold calling and knocking on doors informing people they need roofing work done or offering to do small jobs that escalate.

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

- DO NOT accept advice from tradesmen knocking on your door – they may lie to get work.
- DO NOT agree to have any work done without getting quotes from other independent tradesmen.
- DO NOT allow people access to your home who you do not know and cannot verify their identity.

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.**

Croydon trading standards would like to warn residents to be alert to scammers who may try to exploit the **COVID-19 test and trace system** in an attempt to get residents to disclose their financial information. The test and trace system is free and so there is **no need** to disclose any financial information.

NHS test and trace

If NHS Test and Trace calls you by phone, the service will be using a single phone number 0300 0135 000. The only website the service will ask you to visit is <https://contact-tracing.phe.gov.uk>.

Contact tracers will never:

- Ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- Ask you to make any form of payment
- Ask for any details about your bank account
- Ask for your social media identities or login details, or those of your contacts
- Ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- Ask you to purchase a product
- Ask you to download any software to your device or ask you to hand over control of your PC, smartphone or tablet

Ask you to access any website that does not belong to the Government or NHS

Advice and guidance on how to protect yourself, or your business, from fraud and cyber crime is available at www.gov.uk/coronavirus-fraud-and-cyber-crime. There is further advice and up-to-date information about COVID-19 fraud on the [Action Fraud](https://www.actionfraud.police.uk) website and [Twitter](https://twitter.com/actionfraud) page. Reporting to Action Fraud can be done online at <https://www.actionfraud.police.uk> or by calling 0300 123 2040. If you live in Scotland, please report directly to Police Scotland by calling 101.