

# Bulletin



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

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

Over the last 7 weeks CNCA have adapted our service. We have been working over a 7 day period, supporting the most vulnerable and isolated over 80's across the borough.

As part of **CNCA's Complex Befriending Service**, we provide support to many vulnerable people. One of these is a gentleman who lives on his own. He has been bereaved, losing both of his parents, and has recently become a victim of crime.

The Coronavirus outbreak and the ensuing period of uncertainty has left him feeling incredibly anxious and he has been missing home visits from Margaret, one of our befrienders. As well as regular 'phone calls, Margaret has worked tirelessly over the past few weeks to set up a Skype call. Eventually, this week, after a lot of persuasion and perseverance, she managed to call him on Skype.

He was over the moon at being able to chat while seeing her face on the screen. The image before Margaret was of a very happy man, with considerably longer hair but a huge smile. It really made his day and helped him deal with the worries that had been building up.

Another call has been scheduled and he feels so much happier having this to look forward to.

**Waddon Community Outreach** have arranged 'safe distancing conversations' for some of their folk who are really struggling with the isolation. They have set up a meeting time outside with 'germ free' chairs, just two - 7 or 8 feet apart. This initiative is helping to relieve some of the pressure and people are being sensible about not coming too often, so others can come if they want to



## Memories of VE Day in Croydon

Do you know anyone with stories of what they remember of VE Day?

Please let us know – [info@cnca.org.uk](mailto:info@cnca.org.uk)

We will pass them on to be collated in a publication.

Thank you.

Please regularly check the [council's website](http://www.croydon.gov.uk) to find out the latest guidance and information about support in Croydon

**CROYDON**  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

CNCA helped make our veteran community smile by hand delivering VE goodie bags from Croydon Commitment to groups across the borough.



Please submit any information you would like included in the next bulletin by Monday 25th May 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)

## Trading Standards Alert

**CROYDON**  
www.croydon.gov.uk

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/>



**METROPOLITAN  
POLICE**

A police initiative is helping support vulnerable elderly and isolated people in the community by paying them special visits. The initiative is called operation Nogi. Many of their referrals have come from adult social care teams and trading standards and the main focus is to provide support to those who have been victims of crime or those who are the potential victims of crime because of their vulnerability.

You can read more about the initiative [here](#).

Croydon referrals can be made

by email to [snewsletter-opnogenicroydon@met.police.uk](mailto:snewsletter-opnogenicroydon@met.police.uk)

**STOP  
CRIME**

**NCVO/KNOWHOW**

#### CORONAVIRUS

The latest information to help you decide what steps you and your organisation may need to take in light of the spread of the covid-19 virus.

#### SETTING UP

Information about setting up a charity, including the many things to consider before making the big decision to set up a new organisation.

#### YOUR TEAM

Tips for developing yourself and your team and advice on how to make the most of human resources.

#### YOUR ORGANISATION

Being on top of day to day operations is fundamental to organisational efficiency and effectiveness.

#### FUNDING AND INCOME

There are many ways to bring money into your charity or voluntary organisation, from traditional fundraising to individual giving.

#### CAMPAIGNS AND AWARENESS

How to mobilise support through awareness raising, campaigning and lobbying.

#### GOVERNANCE

Explore charity governance and leadership for managers, trustees and chairs.

#### SAFEGUARDING

Protecting your clients, staff and volunteers from harm and abuse.

#### STUDYZONE

Training anytime, anywhere, online courses for the voluntary sector. Free to NCVO members, or available to buy.

#### TOOLS AND RESOURCES

Practical tools and resources for use in the voluntary sector.

#### HOW-TO...

How-to guides on hundreds of topics, contributed by the knowhow community.

#### CASE STUDIES

Case studies submitted by the community.

**CROYDON**  
www.croydon.gov.uk

[Click here](#) to read the

Cabinet paper

discussed on 11th May 2020

summarising Croydon's response to COVID-19 within the Council and Health sector

NCVO have made their member-only resources free to everyone because of the current situation.



[https://  
knowhow.ncvo.org.uk/](https://knowhow.ncvo.org.uk/)



## THE CROYDON ALMSHOUSE & RELIEF IN NEED CHARITIES

Relief in Need are keen to hear about projects specifically of benefit to older people in Croydon.

The closing date for their next round of applications is 18<sup>th</sup> June and these will be considered at the Committee Meeting on 3<sup>rd</sup> July, with applicants being notified of the outcome by the end of August.

There are 2 grants, under £5k and over £5k.

<http://www.croydonalmshouses.org.uk/how-to-apply-for-grant.html>

If you are looking for a smaller amount to meet immediate needs, you can send/email a letter outlining your request and this will be considered outside of the usual funding application process.



## Defra Launches £3.45m Fund to Support Frontline Food Aid Charities

If you run a front-line food aid charity in England, you can apply for a grant of up to £100,000 to help you continue to provide food to the vulnerable. [Click here](#) for further details.

**The deadline for bids is 6 July 2020 (12 noon)**



CVA have a list of funding for support during the Covid-19 outbreak

<https://cvalive.org.uk/support-for-groups/funding/funding-news/covid-19-funding/>



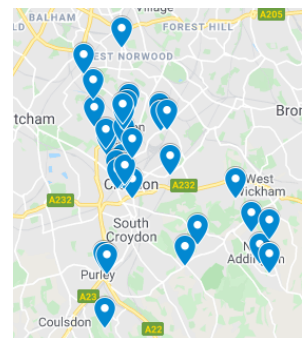
Croydon Digital Services have a number of free training sessions:

- ⇒ Digital Skills for Seniors
- ⇒ Zoom: Practising and Learning the basics
- ⇒ On-line Shopping Explained for Seniors and Carers

[Click here](#) for further details and to book a place.



## Croydon Foodbank Map



## Bensham Manor Kitchen

### COVID19 RESPONSE

Every week till further notice from May 2020

Queens Hall, 1 Turner Crescent,

Collection point Croydon, CR0 2NP

Text a day before to book your food package

Wednesday 1pm - 2pm 07305882959 - Celestina

Friday 5pm - 6pm 07740073353 - Kingsley

Sponsored by:  
Cllr Kabir from CWB  
Mayor of Croydon



Bensham Manor Kitchen is an initiative focusing on the importance of a healthy mind and healthy body.

To reserve a lunch package on Wednesday, you will need to text Celestina by Tuesday evening on 07305 882959. Lunches can be collected between 1.00pm-2.00pm.

To reserve a dinner package on Friday, you will need to text Kingsley by Thursday evening on 07740 073353 and collect it on Friday between 5.00pm -6.00pm

Collections will be allocated a time slot due to social distancing. The collection is from the Queens Community Hall, 1 Turner Crescent, Croydon, CR0 2NP.

Each package will contain:

- \*Healthy yummy nutritional food for you and your household
- \*Realistic tools to stay mentally and physically healthy
- \*Quick Recipe you can cook from your own home with and for your family to build your immune system



In response to the COVID-19 crisis, Re-engage (formerly Contact the Elderly) have suspended their regular social gatherings and have **created a new service for older people called call companions.**

The call companion's idea is very simple: they call the same older person between two and four times a month at a mutually agreed time for an informal chat. Calls will last for around 30 minutes.

Just like their social gatherings, the call companions programme is aimed at people who are

- 75 or older
- living alone or in sheltered housing with little or no contact with family or friends
- struggle to leave their house in normal times

The older person needs to have sufficiently good hearing to take on regular phone conversations and you will need their consent to make a referral.

At the time the older person is referred, general questions will be asked about the older person's interests or hobbies to make sure they are matched with a volunteer and to help spark conversation.

All volunteers receive training, which includes safeguarding, signposting to other services, and how to engage in difficult conversations. Call companions are supported by call coordinators who monitor the success of the partnership for both the older person and volunteer. If an older person takes part and subsequently decides it is not for them, there is an easy way for them to leave.

**If you know anyone who would benefit from call companions, please refer them using Re-engage's simple online form <https://www.reengage.org.uk/refer/>**

Once the application is received, they will start the process of matching the older person with a volunteer and **you** will hear back from them.

### **A message from Jean Rosser (Organiser at Croham Hurst Good Neighbours)**

*At this difficult time for everyone, and with so many people having additional concerns in their day to day life right now, I feel it is an appropriate time to thank volunteers all over the borough for the help and support they offer the residents living in Croydon.*

*Although I worked for local government, Social Services for Older people, for the vast majority of my adult life, I had little knowledge of the voluntary sector.*

*I was probably too busy fulfilling my role, and a little awareness was enough at that time.*

*However since the commencement of my most recent appointment within the voluntary sector, in August 2019, working for the Good Neighbours, I have the greatest respect and admiration for the fine work they do.*

*I enjoy the role I have, and would just like to say how the volunteers are able to improve the lives of people so much, and this is evident at this most difficult time.*

*Whatever capacity you are helping as a volunteer, is of vital importance to the people who receive the services we provide.*

*Whether it be a telephone call to have a chat, or whether you can assist with shopping for provisions, it is all a gesture and helps those people that are struggling to cope.*

*This is a time when we are pulling out all the stops to assist, support and monitor the community.*

*So a **massive thanks to all volunteers**, as your contribution does not go unnoticed by people, they know the value of what you do.*

*We must also thank the NHS who are facing this pandemic with courage, and endurance against all the odds.*

**No medals, or Commendations, but a huge thank you to you all.**



*'Start where you are. Use what you Have. Do what you can.'*  
(Arthur Ashe 1943-1993)





# Creating conversations

Dying well takes planning



## The untold stories of loss

Zoom meetings discussing death, loss and bereavement during the time of Covid-19

Every Friday during May and June, 7-9pm

The Creating Conversations project aims to break down the silence around death and give each of us a voice, where open conversations are welcome in normalising dying, death and grief. After two years of meeting face to face, we have a new home in keeping with government directives on safe distancing.

We are facing a time of such great upheaval and immeasurable change as we daily suffer through losses in various forms. The impact of living under the shadow of Covid-19 is far reaching and will last for a long time. Our personal experiences however, are unique and bring out powerful emotions and reactions that can be overwhelming and leave us feeling out of control.

We welcome all who live in our catchment areas of Lambeth, Southwark, Lewisham, Bromley and Croydon. We will feature individual stories, discuss the effects of the present-day situation and consider the journey towards healing. We will also feature a special guest every other Friday.

Please join the Zoom meeting at  
<https://us02web.zoom.us/j/87812062196>

To find out more about this event, please contact Carol Trower on 07753 460437 or at [c.trower@stchristophers.org.uk](mailto:c.trower@stchristophers.org.uk).  
[www.stchristophers.org.uk/creatingconversations](http://www.stchristophers.org.uk/creatingconversations)

Please note that this is not a counselling forum

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**StChristopher's**  
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# Creating conversations

Dying well takes planning



## Death Café

Currently meeting on Zoom – join us for a relaxed and friendly conversation about death, dying and bereavement

Every Wednesday during May and June, 2.30-4pm

The Creating Conversations project aims to break down the silence around death and give each of us a voice, where open conversations are welcome in normalising dying, death and grief. After two years of meeting face to face, we have a new home in keeping with government directives on safe distancing because of Covid-19.

The Death Café is a space for people of any background, religion, culture or belief to meet together in a non-judgmental environment to discuss death, dying and bereavement. It is open to all people living in our catchment areas of Lambeth, Southwark, Lewisham, Bromley and Croydon.

Bring your questions and concerns – we are here to listen and respond as together we appreciate our finite lives.

Please join the Zoom meeting at  
<https://us02web.zoom.us/j/83004839128>

To find out more about this event, please contact Carol Trower on 07753 460437 or at [c.trower@stchristophers.org.uk](mailto:c.trower@stchristophers.org.uk).  
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# Creating conversations

Dying well takes planning



## Creating Conversations Café

Co-ordinate My Care puts you at the heart of planning for your future medical care

The Creating Conversations project aims to break down the silence around death and give each of us a voice, where open conversations are welcome in normalising dying, death and grief. After two years of meeting face to face, we have a new home in keeping with government directives on safe distancing.

In both these Creating Conversations Cafés, Carol Trower, Project Lead for Creating Conversations, will be speaking about how care is coordinated at the end of life. This will be followed by friendly discussions and a chance to think about what this means for you.

Most people have questions and worries, so do join us for this informative session where your questions can be heard and answered. We welcome all who live in our catchment areas of Lambeth, Southwark, Lewisham, Bromley and Croydon.

On Tuesday 12 May, 11am-12pm, join the Zoom meeting at  
<https://us02web.zoom.us/j/81770228174>

On Thursday 14 May, 2.30-3.30pm, join the Zoom meeting at  
<https://us02web.zoom.us/j/87812062196>

To find out more about this event, please contact Carol Trower on 07753 460437 or at [c.trower@stchristophers.org.uk](mailto:c.trower@stchristophers.org.uk).  
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# Creating conversations

Dying well takes planning



## Bereavement Café

Currently meeting on Zoom in a welcoming and respectful space for those coming to terms with loss and bereavement

Every Monday during May and June, 5-6.30pm

The Creating Conversations project aims to break down the silence around death and give each of us a voice, where open conversations are welcome in normalising dying, death and grief. After two years of meeting face to face, we have a new home in keeping with government directives on safe distancing because of Covid-19.

The Bereavement Café is open to all people living in our catchment areas of Lambeth, Southwark, Lewisham, Bromley and Croydon. There will be an invited special guest speaker every other Friday.

Now more than ever, you deserve to share your stories, to be heard and to connect through shared experiences. Join us if you are bereaved and struggling with loss and grief. You do not need to carry the burden alone.

Please request your Zoom meeting invite at  
[communityaid@stchristophers.org.uk](mailto:communityaid@stchristophers.org.uk)

To find out more about this event, please contact Carol Trower on 07753 460437 or at [c.trower@stchristophers.org.uk](mailto:c.trower@stchristophers.org.uk).  
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