



Community Action Sutton
Building Stronger Communities

**Information for
Ward Coordinators
during Covid-19
(Coronavirus) outbreak**

Edition 1

Introduction

This information booklet has been produced by Community Action Sutton.

During these uncertain times information will change frequently, we will be working hard to ensure the information within this booklet is as up to date as possible.

Visit our website and follow us on social media

www.communityactionsutton.org.uk

Twitter <https://twitter.com/ComActionSutton>

Facebook <https://www.facebook.com/Communityactionsutton/>

Useful websites

NHS official information

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Government information

<https://www.gov.uk/coronavirus>

Sutton Council Covid-19 online information

<https://www.sutton.gov.uk/covid-19>

Domestic Abuse information

<https://www.suttoncvs.org.uk/assets/documents/domestic-abuse-info-list-cov>

London Borough of Sutton Safeguarding information

<https://www.suttonsab.org.uk/index.php>

Volunteering information

<https://vcsutton.org.uk/volunteer/covid-19-registration-for-volu-2/>

Sutton Coronavirus Support and Action Facebook page

A page has been set up by Sutton Council to share updates, news, and information on how and where to get help during this time.

<https://www.facebook.com/groups/suttoncoronavirus/>

Community

How to ask for help during the Coronavirus outbreak

If you are in need of help, and are not sure who to talk to, there are three ways to get in touch.

If you or someone you know needs support, please fill in Sutton Council request support form bit.ly/COVID19supportform and they will contact you. You can complete the form at any time.

If you need support from a charity in Sutton, email Community Action Sutton enquiries@communityactionsutton.org.uk we will forward you details for the right charity.

Call Sutton Council 020 8770 5000, option 6. If you are an extremely vulnerable person, please call Sutton Council in the first instance so they can provide immediate support.

Cyber Aware



Cyber Aware is the UK government's advice on how to stay secure online during coronavirus. Many of us are spending more time online. Keep yourself and your family secure by following our advice.

Stay home. Stay connected. Stay Cyber Aware.

Take a look at these top tips from [National Cyber Security Centre](#)

Supermarket voucher scams UK: how to tell if a voucher is fake

Social media is awash with fake supermarket vouchers purportedly from the likes of Waitrose, Aldi, Lidl, Tesco and Asda. Take a look and find out how to spot a fake and how to stay safe and find out more about some of the most common scams doing the rounds on Facebook, Twitter and WhatsApp.

[Find out more](#)

Scams and Fake News

Be careful what you share. Things aren't always what they seem online.

Before you like, comment or share online, use the SHARE checklist to make sure you're not contributing to the spread of harmful content.

[Find out more](#)

Phone Scams

Take a look at this version of the little book of phone scams, please feel free to forward on to colleagues, friends and family.

[Download the booklet](#)

Advice on looking after your pets

The Government has published advice on what people with animals should do during the lockdown measures. This applies to dogs, cats, horses, livestock and other animals. This includes advice on what to do if you do or do not have symptoms of corona virus, if you are helping other people care for animals whilst they are unable to, or if your pet requires a visit to the vet.

[Find out more](#)

What is Hate Crime and how to report it

Take a look at Stop Hate UK's information leaflet. Please feel free to share with colleagues, freinds and family. Download a copy [here](#)



Update on services from Citizens Advice Sutton

The Citizens Advice Sutton volunteers and staff are continuing, through the Coronavirus crisis to provide free, confidential, independent, impartial information and advice.

We have adapted our service.

- We have suspended our Sutton office's face to face drop in service.
- We have suspended face to face outreach services.
- We are providing advice exclusively by telephone and online.
- We are all working from home / away from the office.

We are running our usual telephone and online service. People needing information and advice can contact us as usual, Monday to Friday, 9.00 am to 5.00 pm – 020 8405 3552 - or online at www.suttonalps.org.uk

Looking after your mental health

Taking care of your mind as well as your body is really important while staying at home because of coronavirus (Covid-19). The NHS has published some useful tips on looking after your mental wellbeing during this time.

[Find out more](#)



Vulnerable People



Advice Link Partnership Sutton

Information and advice

If you or anyone you know needs information or advice on welfare benefits, employment, debt or housing you can contact ALPS from 9:00am to 5:00pm, Monday to Friday on 020 8405 3552 or visit their website www.suttonalps.org.uk

COVID-19 BAME Resource Hub

Take a look at [Ishita Ranjan](#) (one night) resource hub to help BAME people dealing with issues resulting from COVID-19.

[Take a look here](#)

COVID-19
BAME
Resource
Hub

Easy read and BSL Information

Take a look at the most up to date information in easy read/BSL and in different languages

- [Signhealth is providing a videos of summaries of key coronavirus guidance in BSL](#)
- [Public Health England stay at home guidance](#), translated and in easy read
- [NHS guidelines translated into 32 languages by Doctors of the World](#)
- [Easy read information on COVID-19](#) from Mencap
- [Public Health England resources](#) in accessible formats

Guidance for those who provide unpaid care to friends or family

Take a look at the latest government guidance for anyone who cares, unpaid, for a friend or family member who, due to a lifelong condition, illness, disability, serious injury, a mental health condition or an addiction, cannot cope without their support.

<https://www.gov.uk/government/publications/coronavirus-covid-19-providing-unpaid-care/guidance-for-those-who-provide-unpaid-care-to-friends-or-family>

Children, Young People and Families

Community Action Sutton are continuously adding information including activities and ways to keep children entertained during lockdown to dedicated pages of their website.

<https://www.suttoncvs.org.uk/covid19-childrens-info/>

Free Online resources for home-schooling

The Department for education has produced FREE online resources that parents, carers and schools can use to support children's education at home during the coronavirus pandemic.

[Find out more](#)

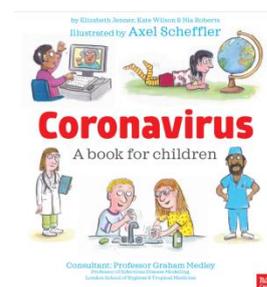
Busylizzy Sutton

Busylizzy Sutton has now moved online with 22 pre and postnatal fitness along with fun baby and toddler classes streamed 7 days a week.

[Find out more](#)

Explaining the Coronavirus to Children

Take a look at a new book illustrated by the artist who did the Gruffalo to help explain coronavirus to children. The book can be [downloaded](#) for free.



My Hero is you

50 humanitarian organisations have come together to produce a children's storybook called My Hero is You to help children aged 6-11 cope with coronavirus. The book is available online and as an audiobook and is currently available in six languages.

[Find out more](#)

Advice for parents during coronavirus

Whilst coronavirus is infectious to children it is rarely serious. If your child is unwell it is likely to be a non-coronavirus illness, rather than coronavirus itself.

Whilst it is extremely important to follow Government advice to stay at home during this period, it can be confusing to know what to do when your child is unwell or injured.

Remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done.

[Here is some advice to help](#)

Time out Youth Project

Riverside Centre have put together a range of online activities, information and events for you to join in with and share with your friends.

Visit their Facebook page - <https://www.facebook.com/TimeOutYouthProject/>

Off the Record – Sutton

Off The Record will continue to work with young people during the Coronavirus. They are not providing in-person support they have tweaked some of their services to include an extended online service and telephone counselling.



Visit their [website](#) to find links to sign up to their counselling services and mental health information and support to help young people cope during the coronavirus pandemic.

[Click here to sign up for free telephone counselling](#)

[Click here to sign up for free online counselling](#)

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