



**Community Action Sutton**  
Building Stronger Communities

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

**Edition 10**

# 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](http://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

## Latest Government Advice

We can all help control the virus if we all stay alert. This means you must:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms.

### What you can and cannot do from 4 July

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july>

## Symptoms

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19 – See testing information below.

## Coronavirus test

Anyone over the age of FIVE with coronavirus symptoms can now apply for a test. Find out more about testing via this website <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

## Latest Government guidance - changes after 4th July

Click the links below for the latest guidance from the government following the changes after the 4th July.

FAQs: what you can and can't do after 4 July

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do-after-4-july>

### Staying alert and safe (social distancing) after 4 July

This guidance explains the measures that will help you to stay alert and stay as safe as possible as we continue to respond to the challenges of coronavirus.

<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>

### **Meeting people from outside your household**

This guidance explains how you can now see people you do not live with, while protecting yourself and others from coronavirus.

<https://www.gov.uk/guidance/meeting-people-from-outside-your-household>

### **Places of worship**

From 4 July, gatherings of more than 30 people will be permitted but only in certain public places as set out in law. This will include places of worship and their surrounding premises. There are however activities where it is advisable to restrict numbers to 30 within a place of worship for public health reasons.

This guidance sets out those activities as well as how to ensure your place of worship is COVID-19 secure. <https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-places-of-worship-from-4-july/covid-19-guidance-for-the-safe-use-of-places-of-worship-from-4-july>

### **Marriages and Civil Partnerships**

This guidance for marriage and civil partnership has been drafted on the basis of the scientific evidence available and will be updated as necessary as more data becomes available on COVID-19. <https://www.gov.uk/government/publications/covid-19-guidance-for-small-marriages-and-civil-partnerships/covid-19-guidance-for-small-marriages-and-civil-partnerships>

### **Community Centres**

Community centres, village halls, and other multi-use community facilities support a wide range of local activity. However, their communal nature also makes them places that are vulnerable to the spread of coronavirus (COVID-19).

This information is for those managing multi-use community facilities.

<https://www.gov.uk/government/publications/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities/covid-19-guidance-for-the-safe-use-of-multi-purpose-community-facilities>

Take a look at this selection of guideline documents and risk assessment templates. Some are only available in hard copy. This is just a sample of those available online.

Church of England - <https://www.churchofengland.org/more/media-centre/coronavirus-covid-19-guidance-churches>

Muslim Council of Britain - <https://mcb.org.uk/resources/coronavirus/>

United Reformed Church - <https://urc.org.uk/new-normal.html>

Quakers - <https://www.quaker.org.uk/our-organisation/support-for-meetings/coronavirus-advice-for-quaker-meetings>

United Synagogue - <https://www.theus.org.uk/article/coronavirus-updates>

Locality - <https://locality.org.uk/services-tools/resources/coronavirus-covid-19-information-and-support/catch-up-on-the-latest-guidance/>

## **Looking out for each other in Sutton: ongoing Covid-19 support from the Voluntary and Community Sector**

With lockdown easing and shielding guidance changing, you may have concerns about the kind of support you'll be able to access in the next few months. We wanted to assure you that there will continue to be support available for you, no matter what your circumstances. As you may already know, boxes from the Sutton Council Food Hub are ending later this month. If you have been receiving these food boxes, you will have been contacted by Sutton Council to discuss your options and find out what support you need.

We will be able to help you with securing an online supermarket delivery slot, or the services of dedicated shopper, or a short term food parcel delivery from the Voluntary sector hub depending on your circumstances. If you are currently receiving any support from us then this will continue and we will continue to talk to you about what help you need. The Voluntary sector is already supporting the distribution of food and other essential supplies which has already been running for 8 weeks. This has been supplied by donations from the public, food via Sutton Council and monetary donations to Sutton Giving.

If you are in need of help, and are not sure who to talk to, we suggest contacting Sutton Council in the first instance, [https://www.sutton.gov.uk/info/200588/health\\_and\\_wellbeing/2099/covid-19\\_how\\_to\\_ask\\_for\\_help](https://www.sutton.gov.uk/info/200588/health_and_wellbeing/2099/covid-19_how_to_ask_for_help) so that they can ensure you are receiving all the support that you are entitled to.

If you need support from a local charity please email [enquiries@communityactionsutton.org.uk](mailto:enquiries@communityactionsutton.org.uk)

## **Reopening cultural and leisure facilities in Sutton**

As the COVID-19 (Coronavirus) restrictions lift, Sutton Council are planning to re-open those services which were temporarily suspended or modified.

Sutton Council know that our libraries, heritage houses, leisure centres, outdoor gyms and children's playgrounds offer important opportunities for relaxing, learning, studying, exercising and spending time in our excellent parks.

### **Libraries opening hours**

The following libraries are opening for public use starting from these dates:

Monday 6th July 2020

Sutton Central Library, St Nicholas Way, Sutton SM1 1EA

Tuesday 7th July 2020

Circle Library, Green Wrythe Lane, Carshalton, SM5 1JJ

Wallington Library, Shotfield, Wallington, SM6 0HY

Worcester Park Library, Stone Place, Windsor Road, Worcester Park, KT4 8ES

These branches will operate with the following revised opening hours:

Monday (Sutton Central Library only): 10am - 4pm

Tuesday: 10am - 4pm

Wednesday: 10am - 4pm

Thursday: 1pm - 7pm

Friday: 10am - 4pm

Saturday: 10am - 2pm

Sunday: Closed

### Changes in the library buildings

Observing social distancing and reducing contact with physical surfaces is essential in protecting our residents, our community and maintaining public health. As such, the libraries are operating under the following conditions:

- A one-way queue system is in operation with 2m social distancing
- The majority of the library spaces are not available for public access (e.g. only a part of the ground floor is open in Sutton Central Library)
- Visitors will be asked to sanitise their hands on entry and exit of the building
- The Cafe at Sutton Central Library is currently unavailable but cafes in Wallington, Honeywood and Whitehall Heritage Houses are open for takeaway services.
- Public restrooms are unavailable
- Live events and activities (e.g. Rhymetime) will not run until further notice

We anticipate potentially long queues, particularly around opening and closing times, so advise visitors to avoid coming to the libraries around those times.

### Changes in book borrowing

Library books can be borrowed in a number of convenient ways through our 'Select & Collect' service. Your library card number and PIN will be required; new users can register for a library card number and PIN here. To have books available for you to collect from one of reopened libraries, you can:

1. Select your book via:
  - The online catalogue
  - My Library App (Android / Apple)
  - Email [sutton.library@sutton.gov.uk](mailto:sutton.library@sutton.gov.uk)
  - Call 020 8770 4744
2. Receive confirmation saying your books are ready to collect.
3. Collect your books in the library within 7 days.



Please be reassured that all library spaces have been deep cleaned during the closure. Books have been quarantined for 72 hours and will be handled with protective equipment (e.g. gloves). Browsing in the libraries will not be available, and newspapers & magazines are no longer available.

## **Outdoor gyms**

We will be reopening outdoor gyms in our parks from 4 July. Please note that only the Council's outdoor gyms are reopening at this stage. Indoor gyms in our leisure centres remain closed for now.

There will be special guidance on how to use the equipment safely and ensure social distancing on display in parks.

In line with all other London councils and government guidance, Sutton will not be disinfecting outdoor gym equipment at the end of each day. To keep safe, users should:

- use hand sanitiser before and after using the equipment
- wear gloves wherever possible
- not touch their faces
- wash their hands once they return home.

Outdoor gym equipment should not be used if someone in your household is displaying any symptoms of Coronavirus and children should always keep a safe distance from others. Please remember to take your rubbish home with you if the park bins are full. Park staff are emptying bins, but with more people using the boroughs open spaces the bins fill up much more quickly.

## **Children's playgrounds**

We will be reopening children's playgrounds in our parks from 4 July.

There will be special guidance on how to use the equipment safely and ensure social distancing on display in parks.

In line with all other London councils and government guidance, Sutton will not be disinfecting play equipment at the end of each day. To keep safe, parents should ensure their children:

- use hand sanitiser before and after entering the playground
- do not touch their faces
- wash their hands once they return home.

Play equipment should not be used if someone in your household is displaying any symptoms of Coronavirus and children should always keep a safe distance from others. Please remember to take your rubbish home with you if the park bins are full. Park staff are emptying bins, but with more people using the boroughs open spaces the bins fill up much more quickly.

Please check the website below for the latest information on which parks will have public toilets available.

**Visit the Sutton Council website to find out about the changes to services and opening hours.**

[https://www.sutton.gov.uk/news/article/558/reopening\\_cultural\\_and\\_leisure\\_facilities\\_in\\_sutton](https://www.sutton.gov.uk/news/article/558/reopening_cultural_and_leisure_facilities_in_sutton)



## **Beddington Park visitors survey – from Sutton C**

Since 2016 Beddington Park has benefitted from improvements following a bid to The National Lottery Heritage Fund of £3.6million. We have re-landscaped the lake and pond, added new playground equipment, signage and footpaths, as well as planting new flower beds and trees. Over the last 4 years people have engaged in events and activities and taken part in fitness, cycling, orienteering, cycle cinema, outdoor theatre, wildlife monitoring and more!

Sutton Council wants to know how satisfied you are with Beddington Park since the National Lottery Heritage Fund improvements. Complete this short survey to let them know your thoughts.

[https://wh1.snapsurveys.com/s.asp?k=159162201082&fbclid=IwAR0jQOyrigZBxJPSHpq6DmnRSUjUkASruo\\_9WNUcZdNb5w\\_goXbVt790Jhg](https://wh1.snapsurveys.com/s.asp?k=159162201082&fbclid=IwAR0jQOyrigZBxJPSHpq6DmnRSUjUkASruo_9WNUcZdNb5w_goXbVt790Jhg)

## **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](http://www.suttonalps.org.uk)



# Vulnerable People

## 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](http://www.suttonalps.org.uk)

## Sutton Women's Centre

Sutton Women's Centre are continuing to support women during the Coronavirus.

### Support includes:

On-line Freedom Programme

Free telephone counselling

Free on-line counselling

Contact them on 0208 661 1991 or email [info@suttonwomen.co.uk](mailto:info@suttonwomen.co.uk)



## Signs to spot: modern slavery is on your doorstep

Signs to spot: Slavery in the 21st century is often enforced by threats to the individual, coercion, abduction, fraud and deception. Victims range from men and women to children, they can be of all ages and backgrounds.

There are a number of signs that may indicate someone is the victim of slavery which include:

- Abuse or malnourishment
- Appears to be under the influence of others
- No access to identification documents
- Living in overcrowded accommodation

Visit [crimestoppers-uk.org/modern-slavery](http://crimestoppers-uk.org/modern-slavery) for more information on the different types of slavery and other possible signs.



## To pass on your suspicions or information:

Contact independent charity Crimestoppers on 0800 555 111 or online via [crimestoppers-uk.org](http://crimestoppers-uk.org)

Give information 100% anonymously in your own language regarding perpetrators of slavery, labour exploitation and other crimes.

Gangmasters & Labour Abuse Authority (GLAA): 0800 432 0804 or online at [gla.gov.uk/report-issues](http://gla.gov.uk/report-issues)

Give information regarding mistreatment of workers, labour providers operating without a licence or businesses.

The Salvation Army: Confidential referral helpline 0800 808 3733 is available 24/7.

For advice and support regarding suspicions or concerns about getting help to adult victims of modern slavery.

## Hate Crime in Sutton and COVID 19 survey

Sadly, at a time when community cohesion is needed more than ever, we continue to see instances of Hate Crimes and Hate Incidents that threaten the safety of everyone in the community.

Stop Hate UK, working closely with the Safer Sutton Partnership, Community Action Sutton and others are working to build a more resilient and sustainable response to Hate Crime across the borough of Sutton. The survey contains questions about experiencing and reporting hate crime and your views on hate crime. The information you provide will help to create a snapshot of the current situation and impact of the pandemic, to find out what is working well and what can be improved. At the end of the survey, you can find out how to be updated about our findings or contribute more to this project if you wish.

The survey should take less than 2 minutes. THIS SURVEY IS TOTALLY CONFIDENTIAL  
Monitoring data will be used to identify trends across communities only

Complete the survey using this link

<https://docs.google.com/forms/d/e/1FAIpQLScN2IV6ziKFaaTOzq31VImcvdkf2GWeWaeV98KaN8xMmw62WQ/viewform>

## Fairness Commission Race Equality Taskforce

Sutton Fairness Commission Race Equality Taskforce has been set up to explore the issues, challenges and aspirations of BAME community members in Sutton. The intention is for the Task Force to inform the work of the Fairness Commission in developing a BAME Strategy and action plan.

The meeting is open to anyone who lives or works in Sutton and who wants to be part of the conversation.

If you would like to be part of the conversation, this group meets online every Friday between 10am and 11am.

You will need this link to join each week

<https://us02web.zoom.us/j/86995523023?pwd=WHJHeIVYakIMbTlucmZ5U01iMFAyZz09>

For more information please contact [razia@communityactionsutton.org.uk](mailto:razia@communityactionsutton.org.uk)

## Domestic Abuse Service

Updates on any changes to domestic abuse services will be published on the [London Borough of Sutton](#), [Not Alone in Sutton](#) and [Transform Sutton](#) websites on an on-going basis.

A signposting information sheet for residents and practitioners is available to download [here](#).

### Are you experiencing domestic abuse and want to talk to someone?

From 1 July our independent domestic abuse advisers are available to meet with you **face-to-face** to provide support and guidance to help you.

Appointments at Sutton Baptist Church every Wednesday morning.

Book an appointment through Transform on **020 8092 7569 (Monday-Friday, 9am-5pm)** or email [transformsutton@cranstoun.org.uk](mailto:transformsutton@cranstoun.org.uk).

**You are not alone.**

Appointments will be conducted with COVID-19 safety measures in place.

**NotAloneInSutton.org.uk**

THE  
SUTTON  
PLAN

## Employment and benefits support

The DWP has set up a new website which provides information about the changes the government has brought in to support people who are already claiming benefits, need to claim benefits, or are at risk of losing their job as a result of coronavirus.

Take a look here - <https://www.understandinguniversalcredit.gov.uk/employment-and-benefits-support/#lse>

AFGHANISTAN AND CENTRAL ASIAN  
ASSOCIATION PRESENTS

# COVID-19 Telephone Helpline Service

*Financial, counselling and mental health advice  
for newly-arrived refugees, asylum seekers,  
BAME residents, elderly, unaccompanied minors,  
low-income families, and children and women  
suffering from mental health and exclusion*

*For residents in Wales, Wiltshire, Berkshire,  
Mansfield, Worcestershire, Sutton, Brighton  
and Hove, Southwark, Birmingham, Kent or  
East London*

**CALL : 0750 877 3336 MON-FRI: 9AM-1PM  
OR 0208 572 0300 MON-FRI: 10AM-5PM  
OR EMAIL : OUTREACH@AFGHANISTAN-CENTRAL-ASIAN.ORG.UK**

Our volunteers and staff can communicate with  
service-users in their own languages (Farsi-Persian,  
Pashtu, Arabic, Urdu, Hindi)



# 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/>

## Time out Youth Project

Riverside Centre has 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.



<https://www.talkofftherecord.org/coping-with-covid-19/>

## Coping with changes to lockdown

Managing your feelings about changes to lockdown - a resource for young people  
Mind has put together information for young people who are struggling with their feelings about lockdown changing, and want to know how to cope and adjust.

Find out more - <https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus/managing-feelings-about-changes-to-lockdown/>

## What you can do if you feel lonely during the coronavirus outbreak

Every Mind Matters has produced a guidance for people who have suffered from loneliness during lockdown and feeling anxiety about the slow opening up of services and adopting a new normal.

Find out more - <https://www.nhs.uk/oneyou/every-mind-matters/coping-loneliness-during-coronavirus-outbreak/>





**NEW from Roundabout**

- Free phone consultation service for teachers/parents/carers to support the emotional well-being of children using creative techniques.
- Online resources including therapy and well-being, stories, activities and learning, games and meditation.

[www.roundaboutdramatherapy.org.uk/covid-19-update](http://www.roundaboutdramatherapy.org.uk/covid-19-update)

[www.roundaboutdramatherapy.org.uk](http://www.roundaboutdramatherapy.org.uk)  
twitter and facebook - @roundaboutdrama



Roundabout has launched a new Free Phone Consultation Service for teachers/school staff working with children in school settings, or parents/carers at home looking after children, to talk through how to support the emotional well-being of children using creative techniques, via a one-off phone consultation. This service will be available throughout July, September and October.

Find out more - <https://www.roundaboutdramatherapy.org.uk/phone-consultation-service/>

Take a look at Roundabouts COVID-19 web pages they provide information for people of all ages, including families. You will find information to help those who are:

- Very anxious
- Worried about going back to school
- Feeling lonely
- Worried about the future
- Struggling with lockdown
- Feeling their emotions are all over the place
- Generally finding this time difficult.

There are activities and resources created by Roundabout dramatherapists alongside links to useful online materials. With an emphasis on creativity, these pages cover therapy and well-being, stories, activities and learning as well as general health information.

Visit the website - <https://www.roundaboutdramatherapy.org.uk/covid-19-update/>

**Community Action Sutton**

**Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA**

**[info@communityactionsutton.org.uk](mailto:info@communityactionsutton.org.uk)**

**[www.communityactionsutton.org.uk](http://www.communityactionsutton.org.uk)**

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