



**Community Action Sutton**  
Building Stronger Communities

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

**Edition 11**

# 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)

<https://www.suttoncvs.org.uk/covid-19-ward-coordinators/>

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>

**NHS TEST & TRACE**  
**GOT SYMPTOMS?**  
**GET TESTED NOW**

To stop the spread, do not leave home except to get a test at [nhs.uk/coronavirus](https://nhs.uk/coronavirus) or call 119

**STAY ALERT • CONTROL THE VIRUS • SAVE LIVES**

## **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)

### **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)

## **Reopening our High Streets - Beauty and Leisure venues next**

The Government has this week announced the next phase of businesses and leisure venues that can reopen in Sutton as the lockdown is eased.

All reopenings require venues to be 'COVID-19 Secure', including enhanced cleaning, social distancing measures and protection for customers and staff.

### **Key dates:**

**Saturday 11 July** - Outdoor pools and performances (including theatre, opera, dance and music) can restart with social distancing in place. Recreational cricket can also take place from this weekend. Guidance will be published on Saturday for other team sports.

**Monday 13 July** - Beauticians, nail salons, tanning parlours and tattooists can reopen with safety measures in place.

**Saturday 25 July** - Indoor gyms, sports facilities and pools can start to reopen.

Sutton Central, Circle, Wallington and Worcester Park Libraries are now offering a 'select and collect' service to enable people to borrow physical books, and continue to offer a wide range of books, magazines and publications via their online catalogue.

Outdoor gyms and children's playgrounds in Sutton parks have been open since 4 July.

Visit the website for the latest information on opening dates for council-run venues.

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

## **Green light for £500m investment for Epsom and St Helier hospitals and brand new specialist hospital in Sutton**

NHS leaders have approved plans which will see a brand new, state of the art hospital built in Sutton to treat the sickest patients and most services staying put in modernised buildings at Epsom and St Helier hospitals.

Under the proposals, around 85% of current services will stay put at Epsom and St Helier, with six major services being brought together in the new specialist emergency care hospital, including A&E, critical care and emergency surgery.

Read the full article here - <https://improvinghealthcaretogether.org.uk/green-light-for-500m-investment-for-epsom-and-st-helier-hospitals-and-brand-new-specialist-hospital-in-sutton/>

## Changes to travelling on buses

From Saturday 11 July, all London buses are now taking payments and the temporary capacity limits have increased. Following the temporary changes made to protect drivers and customers from coronavirus, nearly all buses have returned to front door boarding. Customers are now required to touch in with Oyster, contactless and concessionary cards on all buses when they board. A phased reintroduction of revenue collection and front door boarding started in late May.



A small number of buses – around 200 New Routemasters – continue to have middle door only boarding, and an additional 200 of these buses still allow boarding through all three doors.

A huge range of cleaning and hygiene measures have also been introduced across the transport network, which includes all touch points being cleaned with hospital grade disinfectant every day. Customers must also wear face coverings for their entire journey, unless they are exempt. The police and our enforcement officers patrol the network to ensure compliance, and over 10,000 have been stopped from travelling for not wearing a face covering.

The temporary bus capacity limits have now also been increased in line with the Government's latest social distancing guidance. Double-decker buses can now carry 30 passengers, while single-deckers, depending on size, can carry either 11 or 14 passengers. Signs on buses clearly mark these new passenger limits, and drivers have the discretion to allow more customers on board if they are travelling in household groups. A one customer off, one customer on policy operates on buses at full capacity.

Customers are advised to continue to follow Government guidance, which includes walking or cycling if possible, travelling at quieter times and washing hands before and after journeys. Customers on buses are advised to sit individually in each pair of seats, with the exception of those travelling in household groups. Where possible, customers should sit next to and open bus windows for better ventilation, as well as space themselves out across the bus as much as possible, making use of the upper deck on double decker buses.

## NHS Test and Trace: if you've been in contact with a person who has coronavirus

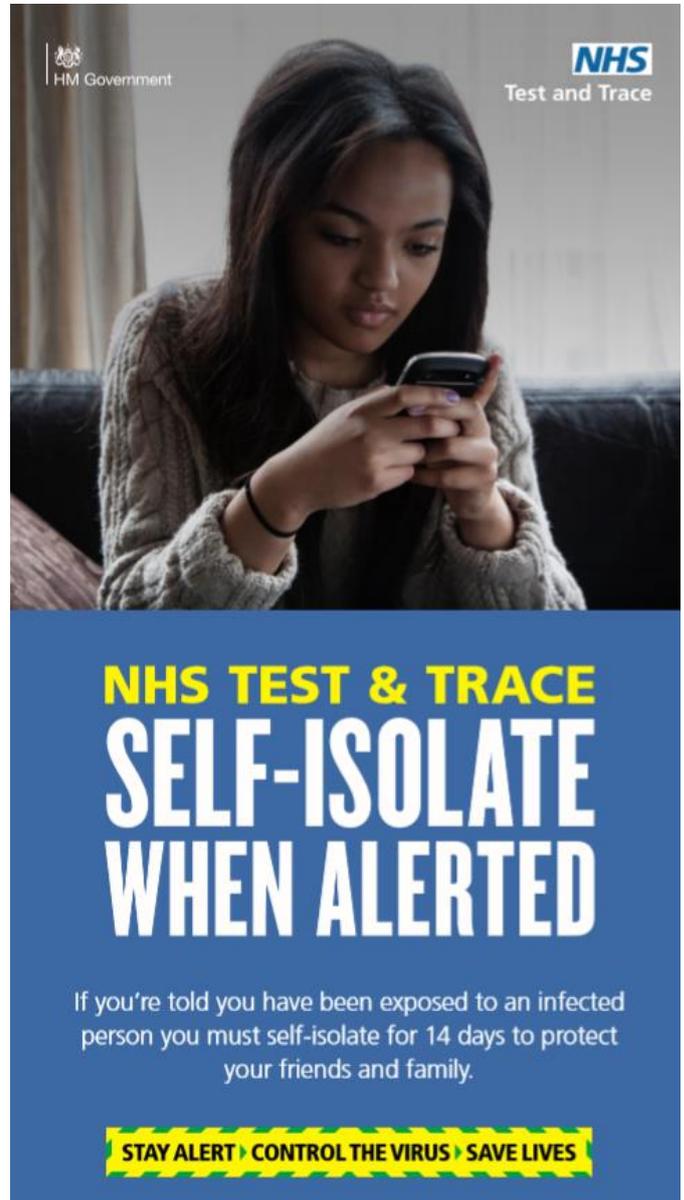
### Stay at home for 14 days

If you're told you've been in contact with a person who has coronavirus:

- stay at home (self-isolate) for 14 days from the day you were last in contact with the person – it can take up to 14 days for symptoms to appear
- do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask friends and family to drop it off at your home
- do not have visitors in your home, including friends and family – except for essential care
- try to avoid contact with anyone you live with as much as possible
- people you live with do not need to self-isolate if you do not have symptoms
- people in your support bubble do not need to self-isolate if you do not have symptoms

Find out more -

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youve-been-in-contact-with-a-person-who-has-coronavirus/>

A vertical poster for NHS Test and Trace. The top half features a photograph of a young woman with long dark hair, wearing a light-colored sweater, sitting on a dark sofa and looking down at her smartphone. In the top left corner of the poster is the HM Government logo, and in the top right corner is the NHS Test and Trace logo. The bottom half of the poster has a solid blue background. It contains the text 'NHS TEST & TRACE' in yellow, 'SELF-ISOLATE WHEN ALERTED' in large white letters, and a paragraph of white text: 'If you're told you have been exposed to an infected person you must self-isolate for 14 days to protect your friends and family.' At the very bottom, there is a yellow banner with a black and white checkered border containing the text 'STAY ALERT > CONTROL THE VIRUS > SAVE LIVES' in black.

HM Government

NHS  
Test and Trace

**NHS TEST & TRACE**  
**SELF-ISOLATE**  
**WHEN ALERTED**

If you're told you have been exposed to an infected person you must self-isolate for 14 days to protect your friends and family.

**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**

**Anyone who has symptoms of coronavirus (COVID-19) can get a free test to check if they have the virus.**

Get a test if you have coronavirus symptoms:

- a high temperature,
- a new, continuous cough,
- or a loss or change to your sense of smell or taste

*You need to get the test done in the first 5 days of having symptoms.*

### What the test involves

The test usually involves taking a swab of the inside of your nose and the back of your throat, using a long cotton bud.

You can do the swab yourself (if you are aged 12 or over) or someone can do it for you. Children aged 11 or under cannot do the swab themselves.

**There are 2 ways of getting a test. You can:**

- book an appointment at a drive through or walk-through test site
- ask for a home test kit – this will be delivered to your home

If you get a home test kit, you will need to do the test and return the kit in the next 48 hours. You will be told how to do this.

Find out more - <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>



**NHS TEST & TRACE**  
**GOT SYMPTOMS?**  
**GET TESTED NOW**

To stop the spread, do not leave home except to get a test at [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus) or call 119

**STAY ALERT • CONTROL THE VIRUS • SAVE LIVES**

# 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)



## 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>

## Council scraps Council Tax for Care Leavers

Care leavers who are supported by a local authority, rather than their parents, often face more challenges than other young people in the same community.

The Council is excited to announce that care leavers will not have to pay council tax until they turn 25, to further support them as they leave care.



Find out more -

[https://www.sutton.gov.uk/news/article/562/council\\_scraps\\_council\\_tax\\_for\\_care\\_leavers](https://www.sutton.gov.uk/news/article/562/council_scraps_council_tax_for_care_leavers)

## 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)



**NEED A SAFE SPACE?**

If you're experiencing domestic abuse, support is available.

You can use the consultation room in our pharmacy to call a support service.

SAFE SPACES | UK SAYS NO MORE | Pharmacy | #YOUARENOTALONE | [UKSAYSNOMORE.ORG/SAFESPACES](https://uksaysnomore.org/safespaces)

## Safe Spaces scheme remains open

If you're experiencing domestic abuse and need somewhere to go where you can call a helpline or support service, collect your thoughts or message a friend, pharmacy consultation rooms at Boots, Superdrug, Morrisons and many independent pharmacies are open.

Find out more - <https://uksaysnomore.org/where-is-my-nearest-safe-space/>

## 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](#).

## Alzheimer's Society local services update

Local Alzheimer's Society teams continue to provide information, support and guidance to those who need it. To ensure the wellbeing of our service users, volunteers and staff, we have made some changes to how this support is provided. This may change depending on future government guidance, but at present the following is in place in your area:

### Direct support for people affected by dementia:

Service user attending group services will be receiving weekly support calls during this suspension

- Dementia Advisor and Dementia Support Workers will be suspending face to face visits and this will be replaced by 1-2-1 support over the phone
- Staff will be working from home but a rota will be in place to remotely deal with incoming phone calls and new referrals
- We have introduced Welfare and Companion Calls for our service users to help and support them through Covid19 and look after their wellbeing and guard against isolation.
- We will be extending the operating hours of our national Dementia Connect Support Line.
- Trained advisors can be contacted via 0333 150 3456 for advice and guidance.

### Group support:

- All local group sessions have been suspended.
- We have started delivering virtual peer support and social groups to support people through lockdown.
- Online support:
- Advice and guidance on a range of issues is available on our website.
- We would encourage people to join Dementia Talking Point. This is our online community where people affected by dementia can receive valuable support from people in similar situations.

### Further support:

- People with questions about what they should be doing and how they should be interacting with people living with dementia at this time can access this guidance.
- Any community groups or individuals that wish to support vulnerable adults during this time can contact Alzheimer's Society for information and guidance. This includes how to access our online Dementia Friends awareness sessions.

Alzheimer's Society contact details:

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Telephone: 0333 150 3456

# 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/>

## Skoot skateboarding sessions are back with a brand new 5 week programme

Here is a promo [video](#) of what young people experienced in their first session.

For those of you interested it is not too late, sessions will be running through the whole of July!

Its a perfect opportunity to try something new.

Outdoor Skoot Sessions are on Wednesdays & Fridays see as followed: To book onto one or more sessions click the following links-

Sutton Common Park: (Wednesdays)

<https://toyp.wildapricot.org/event-3886605>

Royston Park: (Fridays)

<https://toyp.wildapricot.org/event-3886907>

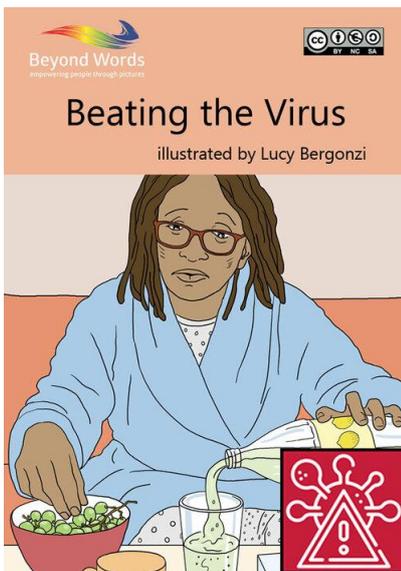


# Beyond Words

empowering people through pictures

## Free picture stories and illustrated guides

Free picture stories and illustrated guides to support people with learning disabilities and autism through the coronavirus pandemic.



illustrated by Lucy Bergonzi

A short wordless story, that will help people to understand what to do if you have Coronavirus and how to keep yourself and those who you care about safe. The story also shows how to safely help others who may be self-isolating.

Supplementary text at the end of the story gives information on where people can seek help if they are unwell and signposts to other useful resources.

Download this plus many more here -

<https://booksbeyondwords.co.uk/coping-with-coronavirus>

**Community Action Sutton**

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

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

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