



Community Action Sutton
Building Stronger Communities

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

Edition 12

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

Copies of this information booklet can be found here -

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

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

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

In this Edition

Community – updated information

Vulnerable People – updated information

Children, Young People and Families – updated information

COVID-19 Information – No change to information

Useful Contacts – No change to information

Community

Ongoing Covid-19 support from the Voluntary and Community Sector

We can still 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 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

Coronavirus (COVID-19): safer travel guidance for passengers

Since the easing of some lockdown activities, the Department for Transport has updated the guidance on how to travel safely during the outbreak including travelling by public transport and other means.

The most recent update to this guidance includes travelling in and out of areas in which find themselves in local lockdown.

The Government advises that only essential travel is allowed into and out of local lockdown. Their definition of essential travel is also included.

Other guidance includes how to wear a face mask, who does/does not need to wear a face mask and what to take with you if you are walking or cycling.

See the guidance here - <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Public asked to leave a name and number with venues to help stop the spread of COVID-19

Businesses and organisations are being told to collect contact details of their visitors to help the NHS Test and Trace service in the national effort to contain and prevent the spread of coronavirus.

The records will help NHS Test and Trace to reach anyone who may at a later date be found to have potentially been in contact with a positive coronavirus case whilst at a particular venue, helping to quickly contact people at risk of the virus and prevent localised outbreaks before they occur.

Meeting people from outside your household

How you can see people that you do not live with while protecting yourself and others from coronavirus (COVID-19).

This guidance explains how you can protect yourself and others from coronavirus when meeting people that you do not live with. At all times, it's important to maintain social distancing from people you do not live with to reduce the risk of spreading the virus. You should only have close contact with people outside of your household if you are in a support bubble with them.

You should only meet people you do not live within 3 types of groups:

- you can continue to meet in any outdoor space in a group of up to 6 people from different households
- single adult households – in other words adults who live alone or with dependent children only – can continue to form an exclusive 'support bubble' with one other household
- you can also meet in a group of 2 households (anyone in your support bubble counts as one household), in any location – public or private, indoors or outdoors. This does not need to be the same household each time.

It remains the case – even inside someone's home – that you should socially distance from anyone not in your household or bubble. Those who have been able to form a support bubble (which is those in single adult households) can continue to have close contact as if they live with the other people in their bubble. This should be exclusive and should not change. This change also does not affect the support you receive from your carers.

Find out more - <https://www.gov.uk/guidance/meeting-people-from-outside-your-household-from-4-july>

Testing for coronavirus: privacy information

You need to submit your details on the website to register to be tested for COVID-19 and to receive a home testing kit or an invite to attend at an allotted regional test site.

If you cannot book a test online, you can book a test by calling 0300 303 2713.

Each test option will require slightly different details. The details we may need from you're:

- first and last name
- date of birth
- gender
- ethnicity
- email address
- address including postcode
- vehicle registration number, if booking a test at a regional test site
- National Insurance number, if you're a key worker
- NHS number (for English residents and if you know it. Wales, Scotland and Northern Ireland residents may need to provide a different local identifier, which will be specified upon registering for a test)
- employer details, if you're employed or work for the NHS or in social care

For the home test option, you'll need to follow the instructions provided with the testing kit, as different test suppliers may have different instructions.

At a regional test site, you need to follow the instructions given to you, both on registering and then on arrival at the site. Your testing kit will be allocated a unique reference number and we will keep a record of the date and time that your test was taken (this is important for the laboratory to know). We will link your test's unique reference number with your test registration record, which consists of the information listed above.

After your COVID-19 test, we will also collect and process your test results (positive, negative or unclear), so we can inform you of your result and what steps you should take next. Find out more - <https://www.gov.uk/government/publications/coronavirus-covid-19-testing-privacy-information/testing-for-coronavirus-privacy-information-quick-read>

Face coverings to be mandatory in shops and supermarkets from 24 July

From 24th July it will be mandatory to wear a face covering in shops and supermarkets.

Under the new rules, people who do not wear a face covering will face a fine of up to £100, in line with the sanction on public transport and just as with public transport, children under 11 and those with certain disabilities will be exempt

A shop can refuse entry and can call the police if people refuse to comply, the police have the formal enforcement powers and can issue a fine.

Take a look at how to make your own face covering here -

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

The Prime Minister updated on progress on 17 July, setting out the next stages of our roadmap. This includes the following steps.

From 24 July:

In order to help contain the spread of the virus as we open up more premises, face coverings will be required in shops and supermarkets - in addition to public transport where they are already required. People are also strongly encouraged to wear face coverings in other enclosed public spaces where there are people they do not normally meet

From 25 July, subject to rates of transmission closer to the time:

- sports facilities and venues, including such as indoor gyms, fitness and dance studios, indoor swimming pools and indoor water parks, can open
- From 1 August, subject to rates of transmission closer to the time:
- employers will have more discretion, in consultation with their employees, on how to ensure people can work safely - working from home is one way to do this, but workplaces can also be made safe by following [COVID-19 Secure guidelines](#)
- the clinically extremely vulnerable will no longer need to follow advice on shielding, though should still take particular care to follow the social distancing guidelines when meeting people
- bowling alleys, skating rinks and casinos can open
- conference and exhibition centres will be able to reopen in order to enable pilots for business events to take place - they should not yet be open fully to host events more widely
- indoor performances to a live audience can begin to take place, in line with COVID-19 Secure guidelines and subject to the success of pilots that are taking place as soon as possible
- further pilots of larger events can take place in venues, including in sports stadia and business conferences
- small wedding receptions - sit-down meals for no more than 30 people - can take place, subject to COVID-19 Secure guidance
- all remaining close contact services - such as facial treatment and make up application - can restart, in line with COVID-secure guidelines

From 1 September:

- schools, nurseries and colleges will open for all children and young people on a full-time basis
- universities are working to reopen as fully as possible

From 1 October, if prevalence remains around or below current levels:

we will bring back audiences in stadiums, and allow conferences and other business events to recommence in a COVID-19 Secure way

In November, our ambition is to scale back remaining social distancing measures, but this is contingent on a number of factors, including consideration of the specific challenges as we move into winter.

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

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

Whitehall Historic House and Honeywood Museum opening - 23rd July 2020

Sutton Cultural Services are delighted to announce that [Whitehall Historic House](#) in Cheam and [Honeywood Museum](#) in Carshalton, will be reopening their doors from the 23 July 2020.

With measures in place to welcome visitors safely, new temporary exhibitions and children's activity packs to delight visitors old and new, the team are thrilled to invite visitors back through the doors to enjoy these two unique local heritage attractions.

Little Holland House is still closed.

Whitehall reopens from Thursday 23 July, weekly on Thursdays and Saturdays from 10am - 5pm, with two new temporary exhibitions:

Unlocked... A look inside The Locals: Diaries, a display based around Sutton Archives' recent contemporary collecting project, The Locals: Diaries.

Lockdown Art - Creativity Released, a display by local artists following a recent call out for works created during the recent lockdown.

Tickets are FREE but must be booked in advance -

<https://www.eventbrite.co.uk/e/welcome-to-whitehall-unlocked-a-look-inside-the-locals-diaries-tickets-111868329184>

Honeywood reopens from Friday 24 July, weekly on Fridays and Saturdays from 10am - 5pm, with two new temporary displays:

The Painted Wandle - Beddington to Mitcham Bridge which features artwork from the London Borough of Sutton's Museum Collection and is the result of a collaborative project with The Friends of Honeywood Museum.

Lockdown Art - Creativity Released showcases creative responses by local artists in words, film, textiles, sculpture, mixed media, painting and drawing

Book tickets here - <https://www.eventbrite.co.uk/e/hooray-for-honeywood-tickets-113134863422>

Future electoral arrangements for Sutton

Take a look at the recently published final recommendations for future electoral arrangements for Sutton.

The Local Government Boundary Commission are proposing that Sutton should have 55 councillors. Those councillors should represent 15 three-councillor wards and five two-councillor wards across the borough.

They are also proposing that the boundaries of all wards should change.

Take a look here - <https://consultation.lgbce.org.uk/>

Have your say about local health and social care services

Giving feedback - both good and the bad - helps improve NHS and social care services.

Visiting health and social care services and the way you receive care has significantly changed because of COVID-19, with some non-urgent treatment postponed, face-to-face appointments reduced and homes and services limiting public access.

During this time, public feedback has already played an important part in helping the NHS and social care services spot issues caused by the pandemic. It is vital your views and experiences continue to help professionals understand the key local issues and how well services are working for you, your family and our community.

Take five minutes to complete our short confidential survey and share your experiences.

<https://www.healthwatch.co.uk/tell-us-about-your-experiences-nhs-and-social-care-services>

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>

Vulnerable People

Update Easy Read Guidance and Information

Easy Read - Test and Trace <https://www.suttoncvs.org.uk/assets/documents/easy-read-covid-test-and-tra>

Important deadline approaching to secure your free TV licence

From 1 August the free TV licence for people over 75 will only be available for those who claim Pension Credit.

If you – or someone you know – could do with more money, as well as continuing to get the free TV licence, now is a good time to claim.

You may be eligible, even if you own your home or have savings. People who receive Pension Credit can also get free dental treatment and possibly help with Council Tax, housing costs and heating bills.

Pension Credit is a benefit for people over state pension age. It is extra money that could top up your retirement income and help with the cost of living, but more than a hundred thousand families in London entitled to receive it could be missing out

You can apply by phoning the Government's claim line on 0800 99 1234 (Monday to Friday, 9.30am to 6pm) or online <https://apply-for-pensioncredit.dwp.gov.uk/start>

They will need to know some details about you to check whether you are eligible. Information you may need to hand includes:

- Your National Insurance number
- Information about your income, savings and investment
- Your bank account details.

Applications can also be made

- by post: call the number above and ask them to send you an application form
 - by Textphone: 0800 169 0133
 - using Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 99 1234
- Monday to Friday, 9.30am to 6pm.

If you would like more information about Pension Credit or have any questions about this letter, please call the Age UK Advice Line on 0800 169 6565.

The Advice Line is open from 8am to 7pm every day of the year. Advisors can also connect you with your local Age UK and confirm that this letter is genuine. Other organisations that may be able to give you more information include Citizens Advice.

You can download the letter from the Mayor of London here -

https://mcusercontent.com/8193c418eae7ff7af65963287/files/0015f8d1-cdfa-4a0e-8417-c42738614ad5/Pension_Credit_letter_TV_licence_recipient_letter_final.pdf

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>

Information, Advice and Support for FGM survivors

IKWRO have been commissioned by MOPAC to work with survivors of HPs in particular FGM survivors, this is by offering advice and guidance with issues relating to traditional harmful practices.

They offer advice and help with accessing Housing, Health services (FGM Clinics and maternity) assistance with accessing immigration specialist advice and mental health, they also offer counselling in Arabic, Farsi, Kurdish and English.

They run community engagements groups with women in the affected community, in addition to delivering training to both women in the community and professionals on issues pertinent to harmful practices.

Take a look at their leaflet for more information

https://mcusercontent.com/8193c418eae7ff7af65963287/files/5e677c93-5358-4944-a197-d0d7ebcb79c4/FMG03_lowres.pdf

COVID-19 (Coronavirus) and Domestic Abuse Services

The Sutton Domestic Abuse One Stop Shop is OPEN.

In light of the COVID-19 (Coronavirus) outbreak and in response to national Public Health advice, changes to our domestic abuse services have been made over the past few months.

The Sutton Domestic Abuse One Stop Shop which runs on a Wednesday morning as a drop-in session is now **open again**.

Independent Domestic Abuse Advisers (IDVAs) are available to offer face-to-face support and guidance to help you at **Sutton Baptist Church, 21 Cheam Road, Sutton SM1 1SN on Wednesday mornings from 9.30am – 11.30am.**

The drop-in sessions will be conducted with COVID-19 safety measures in place, i.e. observing social distancing; ensuring that hand washing facilities are available etc.

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](#).

Boots and Superdrug offer safe spaces for victims of domestic abuse

People living with domestic abuse are able to access safe spaces at **Boots pharmacies, Superdrug pharmacies** and more than 60 independent pharmacies nationwide. Those needing help can ask staff at the counter to use the consultation room, where they can collect their thoughts and contact local services or national helplines for help and advice.

Charity Hestia launched the scheme in response to the situation many people are currently facing to provide an opportunity for those who need help to get it.

You can find out more about the scheme here. <https://www.hestia.org/news/superdrug-join-safe-spaces-scheme-for-victims-of-domestic-abuse-almost-a-quarter-of-all-uk-pharmacies-now-taking-part>

Sutton Counselling: Talking Helps

Lockdown living has been tough in all kinds of ways. Counselling may offer a way through this difficult time.

'How have you been coping with the lockdown?'

This has become a well-worn greeting over the past three months, and no two answers are the same. Some people seem to have been thriving, especially if they have been lucky enough to continue working from home on full pay. But for many people, it has brought no end of hardships: a drop in income, anxiety about the future, loss of work, struggles with schooling and childcare. For others it has meant the loneliness that comes from being separated from loved ones, family and friends; or the feeling of being trapped in difficult and even abusive relationships, or where the lockdown has seemed to amplify problems and anxieties that existed before. All the while, many people have been denied access from vulnerable relatives in care homes, and some have had to face the tragedy of bereavement in the most trying circumstances.

So when someone asks about your own lockdown experience, it can be difficult to say exactly how you're feeling about it all. Perhaps we don't want to go into a complex or personal story when all they seem to be interested in is what kind of cakes you've been baking, or what you're wearing during conference calls. It's hard to share something painful with others. And sometimes it seems almost impossible to describe what those problems are, beyond a sense that everything, or something, is just not right.

At Sutton Counselling, we provide a place where it's OK to say that things are not OK. As the lockdown eases, we will be gradually re-opening our counselling centre in Cheam Road with new social distancing measures in place – and we will continue to offer remote counselling (by phone or internet) to people who are still shielding. Whichever format the counselling takes, we provide a confidential space where you can talk about whatever is on your mind with someone who is not involved in your life and who will not judge you in any way.

Our counsellors won't give advice or tell you what to do. And they don't (as some people think) force you to come up with all the answers yourself. What counsellors do, however, is listen to you carefully, and try to explore links or patterns that seem to crop up in your life experience – which can help you think about things in a different way. Many people find

that this brings relief from anxiety, and enables them to begin to make changes in their lives. As we say at Sutton Counselling: talking helps.

So how does it all work in practice? If you are interested in finding out more, then the first step is to get in touch (contact details below) and discuss it with us on the phone. If, following that, you think you'd like to get started, then we can arrange an initial meeting for you with a counsellor. Sutton Counselling is a registered charity, and as a result we are able to offer fees considerable below the rate for private practice counselling, with a sliding scale and bursary scheme to ensure that people on low incomes can make full use of our services.

The lockdown, and the virus, has created an unprecedented time in all of our lives, and it may be harder to 'get back to normal' than we initially thought. If you're struggling with any aspect of your life right now, we'd love to hear from you.

Tel: 020 866 1 7869 Email: info@suttoncounselling.co.uk

Website: suttoncounselling.co.uk

Are you having trouble sleeping?

If you're having sleep problems, there are simple steps you can take to ease those restless nights. Find out how to get to sleep and how to sleep better.

Top tips to get to sleep and sleep better

Keep regular sleep hours

Going to bed when you feel tired and getting up at roughly the same time helps teach your body to sleep better. Try to avoid napping where possible.

Confront sleeplessness

If you are lying awake unable to sleep, do not force it. Get up and do something relaxing for a bit, and return to bed when you feel sleepier.

Create a restful environment

Dark, quiet and cool environments generally make it easier to fall asleep and stay asleep. Watch our video for tips on how to sleep better.

Tips for sleeping better video - <https://www.nhs.uk/oneyou/every-mind-matters/sleep/>

Write down your worries

If you often lie awake worrying about tomorrow, set aside time before bed to make a list for the next day. This can help put your mind at rest.

Tackle your worries video <https://www.nhs.uk/oneyou/every-mind-matters/sleep/>

Move more, sleep better

Being active can help you sleep better. These videos can get you going, but remember to avoid vigorous activity near bedtime if it affects your sleep.

Home workout videos

Put down the pick-me-ups

Caffeine and alcohol can stop you falling asleep and prevent deep sleep. Try to cut down on alcohol and avoid caffeine close to bedtime. <https://www.nhs.uk/oneyou/for-your-body/move-more/home-workout-videos/>

Public health, the NHS and the fight against scams and fraud

Take a look at this information sheet from the National Trading Standards Scams Team on Scams, their impact on individuals, the work the Scams team do to prevent them and how we can all take a stand against them.

Download the flyer here -

https://mcusercontent.com/8193c418eae7ff7af65963287/files/fd417275-6467-4951-9971-6f4e96adf9a8/Scams_Team_Smart_Guide_Public_health_and_the_NHS_ENGLAND_1_1_1_.pdf

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/>

New online tool to involve young people in policy making

Young people across the UK have been invited to share their views on key government issues through a new Instagram profile - Involved.

This profile is aimed at encouraging 13-25 year olds (not me, then) to contribute to Government policies through Instagram features such as polls and stories.

Topics such as social distancing measures, what support is needed to access information about coronavirus and what extra help is needed during this time.

Find out more - <https://www.gov.uk/government/news/new-online-tool-to-involve-young-people-in-policy-making>

Advice to the public on keeping children safe from abuse and harm

A new centralised hub of information on child safeguarding is now available online for parents, carers and the wider community to make use of to keep children safe from risk and harm.

Led by HM Government, it includes information on safeguarding risks and harms children may be particularly vulnerable to during coronavirus (COVID-19) such as domestic abuse, child sexual abuse and criminal exploitation, with links to support available from such organisations as NSPCC and Barnardo's.

For further information which may be of use to support your conversations with parents and carers visit - https://www.gov.uk/government/publications/coronavirus-covid-19-keeping-children-safe-from-abuse-and-harm/advice-to-parents-and-carers-on-keeping-children-safe-from-abuse-and-harm?_cldee=YW5nZWxhLmtpbGxhbGVhOHN1dHRvbi5nb3YudWs%3d&recipientid=contact-829d225c3eaae61194120050568779ad-58e2dc5c6a6e4fe2b6ddb9bb8f45f876&esid=42ae0040-efc1-ea11-80e0-005056877cb9

COVID 19 (Coronavirus Information)

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

Find out more about testing via this website <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>

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/>



The advertisement 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. The background is a simple indoor setting with a window and curtains.

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 about testing via this website <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>



The image is a vertical advertisement for NHS Test & Trace. At the top, it features the HM Government logo on the left and the NHS Test and Trace logo on the right. The central photograph shows a healthcare worker wearing a white t-shirt, blue gloves, a blue surgical mask, and a clear face shield, standing next to a car in a drive-through testing facility. Below the photo, the text reads: **NHS TEST & TRACE** in yellow, **GOT SYMPTOMS?** in large white letters, and **GET TESTED NOW** in large white letters. Underneath, it says: "To stop the spread, do not leave home except to get a test at nhs.uk/coronavirus or call 119". At the bottom, a yellow banner with black text reads: **STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**.

Useful information and contacts

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/>

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

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

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 6611991 or email info@suttonwomen.co.uk



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](#).

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/>



Community Action Sutton

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

info@communityactionsutton.org.uk

www.communityactionsutton.org.uk

Registered Charity No. 1063129

Company Limited by Guarantee No 03336660