



Community Action Sutton
Building Stronger Communities

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

Edition 4

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

Latest Government Advice

Stay alert

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.

NEW Addition to the symptoms list

- a loss of, or change to, your sense of smell or taste

Coronavirus outbreak FAQs: what you can and can't do

The government has set out its plan to return life to as near normal as we can, for as many people as we can, as quickly and fairly as possible in order to safeguard livelihoods, but in a way that is safe and continues to protect our NHS.

Take a look at the FAQ's page [here](#)

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.

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>

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

Sutton Council – Waste collection

The garden waste collection service is currently running and the council are accepting new subscribers to the service.

https://www.sutton.gov.uk/info/200449/waste_and_recycling/1228/garden_waste_collection/4

The bulky waste collection service is also open for bookings.

https://www.sutton.gov.uk/info/200449/waste_and_recycling/1606/bulky_waste_collections

Kimpton Park Way Household Reuse and Recycling Centre ('the tip'):

- The Household Reuse and Recycling Centre (HRRC) at Kimpton Park Way has reopened (from Wednesday 13 May 2020) - visits to the site are strictly by appointment only and must be booked in advance via the website.
- You can book a visit up to seven days in advance. New slots will be made available on a daily basis.
- Demand for HRRC booking slots is currently very high and places are limited. DO NOT travel to the HRRC if you don't have a valid booking - you will not be granted access. Capacity at the site is being monitored and more booking slots will be made available if it is safe to do so, so please keep checking the website.
- Make sure you familiarise yourself with the temporary conditions and restrictions at the site before making your booking: read the new Reuse and Recycling Centre rules and pre-book a visit
- These important changes will help the site run safely and in accordance with government guidelines designed to slow the spread of coronavirus.
- Only try to book a visit to the HRRC if it's absolutely essential - Households should only take waste to the HRRC if it cannot be safely stored at home and no alternative disposal options are available. Our recycling, rubbish, garden waste and bulky waste collection services are all running - please try to use these to manage your waste instead of taking it to the HRRC.

Introducing Sutton's New Mayor

Sutton Council held its first ever virtual Annual Meeting where Councillor Trish Fivey was appointed as the new Mayor of Sutton.

In a break with tradition Cllr Fivey gave her acceptance speech not in the usual Mayoral Chains but in a unique 'Chain of Office' made by the children of key workers from Devonshire Primary School, in Sutton South ward, where she is the local councillor. Each of the medallions represent different groups of key workers.

This year the Mayor has chosen Sutton Mental Health Foundation and Home Start Sutton as her two charities.



Find out more -

https://www.sutton.gov.uk/news/article/535/appointment_of_sutton_s_new_mayor_-_at_the_borough_s_first_virtual_annual_council_meeting

NHS

Do you have a health concern and need advice from a GP?

The NHS is still here for you and can provide care if you need it. Don't wait until it gets worse.

GPs are offering advice in new ways, by phone or video, to provide you with healthcare advice and reduce the need for travel.

If you, or a member of your household has Covid-19 related symptoms follow the latest advice (nhs.uk/coronavirus). If your symptoms get worse, visit NHS 111 online (111.nhs.uk/covid-19) for advice. Only call NHS 111 if you cannot get help online.

If you need this information in a different format or language, please contact 0203 668 1221 or hello@swlondon.nhs.uk

Contact your GP or call NHS 111 if you have urgent care needs, or dial 999 in emergencies

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

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

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. The consultation rooms can be used to contact local domestic abuse services or national helplines for help and advice.

Find out more about this scheme. <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>

Good Thinking App

Good Thinking is an online mental wellbeing service for London that promotes proactive self-care for the four most common mental health conditions: anxiety, low mood, sleeping difficulties and stress. It was developed through a partnership of local authorities (led by Directors of Public Health), London's NHS, Public Health England, supported by the Mayor of London and delivered by Healthy London Partnership. It has a range of apps and other resources that can help boost your mood, as well as an online mental health assessment with personalised recommendations.

Visit the Good Thinking website for more information <https://www.good-thinking.uk/>

Find out more about the Good Thinking app by watching this short video clip. <https://youtu.be/jyVRPNygTUg>

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

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>

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/>



Have concerns
over the welfare
of a child?

Want to remain anonymous?
Speak up by contacting
our charity.

CrimeStoppers.
0800 555111
100% anonymous. Always.

TALK TO US



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/>

Virtual fitness sessions from Off the Record

Off the Records' very own Aaron demonstrates some very simple hugely effective exercises to get you working out all those muscles!

These videos are especially great if you're starting out, or like to go at your own pace!

<https://www.youtube.com/playlist?list=PLysbzTOKxs6ZViEH6eeP3OY6YOT7hjZrA>

Creative Artists wanted

Sutton Housing Partnership are looking for creative artists for their welcome to your new home drawing competition!

The deadline is 5th June.

The competition is open to all children in Sutton and is a great way to keep young budding artists busy at home!

- Welcome to your new home - These will be given to people / tenants when they move in.
- Thank you for being a star - These will be given to people who go above and beyond to help their neighbours.

There will be chosen winners for each category.

These winners will receive £20 Waterstones gift card. Send a photo of your child's entry (or entries) to communications@suttonhousingpartnership.org.uk by the 5 June, but keep hold of the original as they'll need it if they win. Good luck!

<https://www.suttonhousingpartnership.org.uk/news/our-welcome-to-your-new-home-drawing-competition-is-now-live-1148>

Coronavirus and your wellbeing – for young people

Take a look at the Information from MIND specifically for young people who are worried about coronavirus and want to know how to cope with changes to their lives.

Find out more - <https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus/coronavirus-and-your-wellbeing>



NHS

Does your child have a health concern or an immunisation appointment coming up?

The NHS is still here for you and can provide care if you need it. You should continue to attend your appointments, unless you have been told not to attend.

Think about your child's health in the same way you usually would and get in touch with your GP practice if you have a concern.

GPs are offering advice in new ways, by phone or video, to provide you with healthcare advice and reduce the need for travel.

If you, your child, or a member of your household has Covid-19 related symptoms follow the latest advice (nhs.uk/coronavirus). If your symptoms get worse, visit NHS 111 online (111.nhs.uk/covid-19) for advice. Only call NHS 111 if you cannot get help online.

If you need this information in a different format or language, please contact 0203 668 1221 or hello@swlondon.nhs.uk

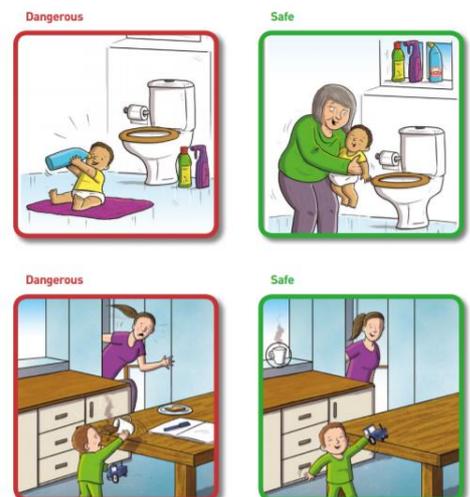
Contact your GP or call NHS 111 if you have urgent care needs, or dial 999 in emergencies

Keeping children safe during lockdown and beyond

With the pressures on the NHS, many parents are worried about a trip to A&E with their child.

The fact that our homes are accident hotspots for younger children is a scary prospect at the best of times. And sadly less traffic doesn't mean we can completely switch off about road safety.

The Child Accident Prevention Trust are reaching out to families feeling the pressure in lockdown to highlight easy wins that can keep children safe.



Take a look at their Parents

Pack https://www.capt.org.uk/Handlers/Download.ashx?IDMF=063f132e-7d4d-46cd-b861-d97cc06fd9ad&mc_cid=c31ddf8b2f&mc_eid=ef82320d99

Community Action Sutton

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

info@communityactionsutton.org.uk

www.communityactionsutton.org.uk

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