



Community Action Sutton
Building Stronger Communities

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

Edition 7

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

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

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

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>

Public Transport Update: Changes from 15 June

In line with new Government guidance, face coverings must be worn for the full duration of journeys on the public transport network from Monday 15 June.

Additionally, there will be a temporary suspension of free travel for the Older Person's Freedom Pass and 60+ passengers during morning peak hours.

Non Essential Shops opening from 15th June

From Monday 15 June, many non-essential shops will reopen in Sutton. Shops will display posters which confirm they are following all government-related guidance. Queuing locations and social distancing markers will be in place and face coverings are recommended in-store or where social distancing is not possible..

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

Pandemic cancellations - beware 'refund vouchers' and 'admin' fees

Consumers who have tickets for cancelled flights, holidays and events must have their legal rights to a refund upheld, says London Trading Standards (LTS), who have today published advice to consumers on their website (<http://www.londontradingstandards.org.uk>).

According to London Trading Standards, complaints about travel firms in London were up 280% during March to May 2020, compared with last year. Complaints about cultural and entertainment firms were up 218% and against transport operators up 195% compared to a year ago.

The UK's Competition and Markets Authority (CMA) recently published data showing they had received almost 20,000 holiday-related complaints about cancellations and refunds; a further 8,000 complaints about airlines and almost 2,000 relating to events.

Some companies struggling to fund cancellation refunds have been attempting to pressure customers into accepting vouchers instead of refunds. Such vouchers aren't financially protected if the company goes bust.

If you bought a package holiday, Refund Credit Notes (RCNs) financially protected (e.g. by ABTA) may be available. These offer a safer alternative to vouchers and the consumer should be able to exchange these for a cash refund at a later date. However, consumers must legally be offered a cash refund.

Some travel agents have also been deducting significant 'admin' fees from refunds, contrary to the law, and this practice should be reported and stopped, according to London Trading Standards.

Under EU and UK law, companies must provide a refund in the event that no service is provided to the customer.

LTS and the Journal of Trading Standards will broadcast a Podcast on the subject on Friday (12th June), with a panel of experts answering questions. It will be available here: <https://www.journaloftradingstandards.co.uk/made-to-measure-podcast/>

London Trading Standards Operations Director, Stephen Knight, said: "The travel and event industry is obviously facing an enormous challenge in the current pandemic, but it is not the responsibility of individual consumers to provide an industry-wide bail-out. Consumer rights to a refund are enshrined in EU and UK law and must be upheld.

"Where package holiday consumers are willing to accept an alternative to a cash refund, then financially protected Refund Credit Notes, such as those backed by ABTA, that can be exchanged for a cash refund or future travel is much safer than a simple voucher.

"We are also aware of some travel agents seeking to charge 'admin' fees of around £75 per person for processing refunds. This is unacceptable and consumers should report any such cases to trading standards."

Chartered Trading Standards Institute Chief Executive, Leon Livermore, said: "This has been an incredibly challenging time for both holidaymakers and travel companies alike. Consumer protection professionals are working hard to support both consumers and businesses through this crisis.

"I hope that once the pandemic subsides, the UK travel industry will return to health, and consumers disappointed by the cancellations will be able to enjoy future excursions backed by good consumer law."

Meanwhile, the Spanish Government announced last week that it will be taking legal action against 17 airlines, including Ryanair and EasyJet, for hiding information from customers about their EU-protected rights to a refund within 7 days when flights are cancelled.

LTS is highlighting a different area of trading standards response to consumer issues raised by the pandemic over the coming weeks as part of our annual 'LTS Week' consumer awareness campaign, this year entitled: "London Trading Standards – Protecting Consumers, Safeguarding Businesses through COVID-19".

To report concerns about companies that are engaging in unfair practices, contact Trading Standards via the Citizens Advice consumer service helpline on 0808 223 1133 or via their chat service online <https://www.citizensadvice.org.uk/consumer/>.

Alternatively, consumer crimes can be reported online using the LTS reporting tool - <http://www.londontradingstandards.org.uk/report-consumer-crime/>

Covid-19 Travel and event cancellations – your questions answered
<http://www.londontradingstandards.org.uk/wp-content/uploads/2020/06/LTS-Travel-and-event-cancellations-advice-OA-for-website-final.pdf>

LONDON TRADING STANDARDS COVID-19 CAMPAIGN

Travel & Event Cancellations: complaint data in London



Complaints to Trading Standards

**YEAR-ON-YEAR
COMPARISON***

Holiday	Culture & Entertainment	Childcare
280% ↑	218% ↑	255% ↑
Transport	Catering & Accommodation	Travel Insurance
195% ↑	184% ↑	257% ↑

* data received for the 1st March – 31st May period in 2020 compared to the same time period in 2019

Watch out for:

TRENDS IN LONDON

Cancellation Fees

Travel agents charging up to £800 for booking cancellations



Communication

Travel agents not passing on information on cancelled flights and not responding to customer queries

Passing the buck

You may be advised to claim on your insurance when you are entitled to a refund from the company you booked with

Know your rights

If you are offered a voucher, credit note, or rebooking only – be aware that you are entitled to a cash refund if your booking has been cancelled.

London Trading Standards – Protecting Consumers, Safeguarding Businesses through COVID-19

Twitter - @London_T_S

Facebook - @LondonTradingStandards

Website - <http://www.londontradingstandards.org.uk/>

LTS anonymous reporting tool - <http://www.londontradingstandards.org.uk/report-consumer-crime/>



healthwatch
Sutton

HAVE YOU RECENTLY HAD A VIDEO OR TELEPHONE APPOINTMENT WITH A DOCTOR OR ANOTHER NHS HEALTH PROFESSIONAL?

We need your help to take part in a national study

Can you help? Get in touch
info@healthwatchesutton.org.uk
 07726 543440

Healthwatch Sutton is helping Healthwatch England with a new research project.

The project is looking in to people's experiences of remote medical consultation. There has been a significant rise in the use of these services during the COVID pandemic and this project aims to check whether or not they are meeting the needs of people. You can read more about the project here: <https://traverse.ltd/recent-work/blogs/dr-will-zoom-you-now-getting-most-out-virtual-health-and-care-experience>

Would you be interested in sharing your views as part of this research (or know someone who might be)?

The project is specifically looking for a diverse range of people, in particular:

- Age: they'd like to hear from both younger people (under 25) and older people (over 65)
- Ethnicity: they'd like to hear from BAME communities, who they know may have a different experience
- Health conditions: they'd particularly like to hear about experience with mental health care, outpatient hospital appointments and primary care
- Digital literacy: they'd like to hear from people who are using digital tools for the first time to access healthcare, as well as those who are online more regularly.

The research project will run over 10 days from June 22nd to July 1st. The total commitment is likely to be 2.5 hours and will run online so you can do it from home. You would be asked to take part in all the activities but if that's not possible, there are ways of catching up independently.

If you are interested in sharing your views (or you know someone who might be), please get in touch with them via email info@healthwatchesutton.org.uk or call 07726 543440. Deadline: Friday 19th June 2020.

Bereavement support

Grieving can feel isolating enough without social distancing. Many people bereaved during lockdown have been unable to properly say goodbye to loved ones, comfort or even hug each other. If they can't get the support they need, they will be more likely to struggle with the long term effects of grief.

To help, Marie Curie offers a free bereavement support service. Anyone who is grieving can access up to six telephone sessions with a matched volunteer by calling 0800 090 2309. Further details as well as online information and support is available here: www.mariecurie.org.uk/help/support/telephone-bereavement-support.



BECOME A FRIEND AGAINST SCAMS

COMPLETE THE ONLINE TRAINING AT:
www.friendsagainstscams.org.uk

NATIONAL TRADING STANDARDS
Scams Team

Friends Against SCAMS

#ScamAware

It's time to take away the shame and take a stand against scams. As part of Scams Awareness Fortnight, why not complete the online training to become a Friend Against Scams today www.friendsagainstscams.org.uk

Silvercloud

Silvercloud have developed new content specifically to support people as they navigate the current COVID-19 crisis. This is available in the Space from COVID-19 programme.

While the Sleep, Resilience and Stress programmes do not specifically address the COVID-19 crisis, you will also have the option to add a tailored module called Challenging Times to your programme. This module provides mental health support for anyone dealing with difficult emotions and situations, brought on by COVID-19.

<https://nhs.silvercloudhealth.com/signup/>

You can sign up for an account using your email address.
When requested you should use the access code: SWLSTG2020

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

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

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



Sutton Domestic Abuse One Stop Shop

The Sutton Domestic Abuse One Stop Shop which usually runs on a Wednesday morning as a drop-in session remains closed until further notice.

However, from 1 July 2020 we are able to offer face-to-face appointments at Sutton Baptist Church, 21 Cheam Road, Sutton SM1 1SN on Wednesday mornings for those who want to talk to a specialist domestic abuse adviser (IDVAs). Our independent domestic abuse advisers are available to meet with you face-to-face to discuss your situation and provide support and guidance to help you.

To arrange an appointment please contact Transform on 020 8092 7569 (Monday-Friday, 9am-5pm) or email transformsutton@cranstoun.org.uk. Appointments will be conducted with COVID-19 safety measures in place, i.e. observing social distancing; ensuring that hand washing facilities are available etc.

If you or anyone you know is experiencing domestic abuse support is available - contact Transform on 020 8092 7569 (Monday-Friday, 9am-5pm) or email transformsutton@cranstoun.org.uk

Sutton Neighbourhood Watch

Sutton Neighbourhood Watch's members are the lifeblood of the Association and during Neighbourhood Watch week they would like to particularly thank members for their contribution, and ensuring safety within our borough, often over a period of many years.

One thing which has become abundantly clear during the current unprecedented situation has been our need for community and the importance of supporting one another during difficult times.

Neighbourhood Watch are grateful to those who have volunteered to undertake roles over and beyond their usual role but equally for those who have continued in their usual role during such trying times. That sense of community has been welcomed by many of us but one thing none of us will have missed are those nuisance phone calls telling us we owe money to a variety of sources; or would like us to give them our bank details. You can bet that they will be calling again as lockdown restrictions continue to be eased.

Some of us may even have been targeted by doorstep callers relying on our worries and concerns during difficult times to be more vulnerable than normal. Always remember that you should never agree to any offer of work, or assistance at the doorstep and should shut the door on the person if they will not go away and threaten to call the police.

Please remember that Sutton Neighbourhood Watch is there to help you and that you can join as a volunteer by emailing admin@SuttonNeighbourhoodWatch.co.uk stating your name, address, and telephone number and whether you would like to join as a member or would like to volunteer in a specific role.

Alternatively, you can complete the "contact us" form on the NHW website asking for further information – <https://www.suttonneighbourhoodwatch.co.uk/>

Take a look at the June "Our News" E-newsletter

<https://www.ourwatch.org.uk/news/june-our-news-enewsletter>

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 555 111
100% anonymous. Always.

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/>

TALK TO US

**OFF
THE
RECORD**

Are you expecting?

The NHS is still here for you and in particular if you are pregnant.

During the current Covid-19 pandemic your baby's movements are as important as ever.

If you notice a change in your baby's movements you should contact your maternity unit, as soon as possible, in the usual way.

Please rest assured that midwives are still here for both you and your baby.



[Here is some useful advice and guidance for pregnancy during coronavirus.](#)



Summer Reading Challenge 2020 - Join the Silly Squad

Sutton Libraries alongside The Reading Agency are encouraging all children to read six library books of your choice over the summer months. Child readers should sign up to the Sutton Libraries prize draw. https://docs.google.com/forms/d/e/1FAIpQLSctUD-fyeiFWMLGxZ5Ow_F3SS2Y9TbcO5QbVsY1PQjRBvypA/viewform?vc=0&c=0&w=1

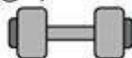
TIME OUT YOUTH PROJECT

WEEK 15/6/2020

- Stay at Home Activities - Through Our On The Street Programme

MONDAY

9am- Morning Workout (Live Stream on our Facebook Page)
Family Friendly



WEDNESDAY

9am - Morning Workout
(Live Stream on our Facebook Page- Following PE with Joe Wick's)
Family Friendly



11am- Skill of the Week- Posted to our Facebook page-
Family Friendly

4pm - Online Craft Making- Posted to our Facebook Page
Family Friendly

FRIDAY

4pm-4:30pm Online Live Facebook Quiz-family friendly

3:30pm - 5:30 Online Gaming.
PS4 Fifa, UNO, Monopoly & more -
Game Tag: TOYP_20

Contact us to join via Facebook or
timeoutyouthproject@gmail.com
11-19 years



TUESDAY

11am - Fitness challenge - posted to our Facebook page
Family Friendly

3:30pm - 5:30 Online Gaming
PS4 Fifa, UNO, Monopoly & more
Game Tag: TOYP_20

4pm-4:30pm Online Quiz
Family Friendly

THURSDAY

9am - Morning Workout (Live Stream on our Facebook Page- 20 minute workout by Youth Worker Katie)
Family Friendly

11am- TOYP Lockdown Recipe Shared
(Posted on our Facebook)
Family Friendly



TIME OUT
YOUTH PROJECT



Community Action Sutton

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info@communityactionsutton.org.uk

www.communityactionsutton.org.uk

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