

# Lambethtalk

SPECIAL COMMUNITY EDITION / APRIL 2020

Here  
for  
you



**020 7926 2999**

[lambeth.gov.uk/coronavirus](https://lambeth.gov.uk/coronavirus)



For clinically vulnerable residents check page 4

For safety, this magazine has been delivered following Public Health England guidelines. It may be safely read.

  
**Lambeth**



HM Government



# Coronavirus

## Wash your hands more often



Coronavirus is a serious illness that can make you very ill.



The best way to not catch it is to wash your hands more often for 20 seconds.



Use soap and water or a hand sanitiser when you:

- Get home or into work



- Blow your nose, sneeze or cough



- Eat or touch food

Find out more at  
[nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)

CORONAVIRUS

**PROTECT  
YOURSELF  
& OTHERS**

# Lambeth United

**The last few weeks have been very difficult for all of us – but I want to reassure you that Lambeth council is on your side throughout the pandemic crisis.**

We're prioritising essential services for our most vulnerable residents, with a network established to deliver food and supplies to over 4,000 people who need them.

We've put in place measures to give grants and rent reliefs to hundreds of business and community organisations, increased our emergency funds for residents in financial hardship and stopped evictions from council properties. At a time of great hardship for many, I want you to know that the council is here for you.

I've been incredibly impressed by the community volunteering response to help our vulnerable neighbours, and we want to harness that to give them our full support – please volunteer at [Lambeth.gov.uk/volunteer](https://lambeth.gov.uk/volunteer). While these are unprecedented times, the spirit and unity of our borough has already shown us that together, we can get through this.



**Councillor Jack Hopkins,  
Leader of the Council**

## Stay at home



### Think of others

Ignoring national advice and going out puts you and other people at risk. Stay at home as much as you can.



### Keep in touch

Call or video call friends and family.



### Ask for help

Ask a friend or neighbour to leave some shopping outside your door.



### Shop responsibly

Order an online shop if you can and please only buy what you need.



**IF IT IS ESSENTIAL TO GO OUT MAKE SURE THAT YOU STAY  
AT LEAST TWO METRES AWAY FROM OTHERS.**

# Help and support on offer



## A helpline is available for people in Lambeth who are, or have become, vulnerable due to coronavirus.

You or someone acting on your behalf can call the helpline to get advice on issues you are having, including access to medicines and food.

The call handler will help you to connect with the right department in the council or to other organisations, such as Age UK, who can help you get support.

The helpline number is: **020 7926 2999**.

The council is working closely with the local voluntary and community sector to make sure that anyone who is vulnerable due to

coronavirus has access to the medicine and food that they need.

### Help for those who require 'shielding'

The council is working closely with central government, the NHS, and local Voluntary and Community Sector to protect those who are at the highest risk of severe illness if they contract COVID-19 ('the clinically extremely vulnerable'). Those who are in this group will have been contacted by the NHS advising them to isolate themselves for a period of at least 12 weeks (this is known as 'shielding').

People in this group are urged to stay at home, at all times, and avoid all face to face contact – except for with essential carers and healthcare workers.

An offer of support is in place for those who are being shielded and do not have a support network that they can rely on. This offer includes food, medicines and social contact. People in this group will be, or will have been contacted directly by the local authority to determine their needs. That contact will be ongoing to account for changing needs.

### What to do if you're concerned about someone's welfare

Making sure people remain safe during this time is of paramount importance.

If you believe a vulnerable adult, child or young person is in immediate danger then you should call 999 straight away. If you have any concerns about someone's coronavirus symptoms, it's best to contact **NHS 111** to speak to a health professional.



# COVID-19

## Council Tax Intervention



**To assist residents with their council tax in this unprecedented period, there are various methods of support available.**

- If you have experienced financial hardship due to the coronavirus, you can apply for Council Tax Support online on our website
- It is important that you pay your council tax, but if you are struggling to do so, you can contact our support teams to discuss payment options and possibly deferring payment to later in the year
- You can see your council tax account and payments, set up an arrangement to pay your council tax, change the way you pay and apply for exemptions and discounts online, either through your **my Lambeth** account or the online forms.

### **Emergency Support Scheme**

The council has committed an additional £500,000 to provide financial support to the most vulnerable residents who are at immediate risk of financial hardship. The scheme provides support to those who are experiencing a crisis to buy food and make energy payments. More information at: [lambeth.gov.uk](https://www.lambeth.gov.uk)

You can use this service if:

- You are 16 years of age or over and you live in Lambeth
- You have lived in Lambeth for at least six weeks prior to applying (released prisoners, those fleeing domestic or gang violence, people living in council temporary accommodation or registered care projects are excepted from this requirement).

### **We provide emergency support through:**

- High street vouchers
- Food vouchers
- Fuel payments
- Second-hand furniture
- Refurbished white goods.

### **Help making your application**

All applications for the Emergency Support Scheme are made online. If you need support with making an application your support worker can make an application on your behalf.

If this is not possible we can help you to complete the form by phone. Email us at [ESsteam@lambeth.gov.uk](mailto:ESsteam@lambeth.gov.uk) giving a contact telephone number and we will call you back.

**All pre-booked appointments and ceremonies except registrations of deaths are now cancelled with immediate effect. This is due to Government guidance on containing the spread of coronavirus.**

# Help organisations



## Connect Lambeth

(A partnership of charities).

**How they can help:** Emergency shopping and medication pick up service.

**Who they can help:** Residents of Lambeth who are unable to leave the house and access the things they need.

**How to get support:** If you are worried about yourself or others (not emergency health related), email: [mycommunity@ageuklambeth.org](mailto:mycommunity@ageuklambeth.org) or call **020 7346 6800** (choose option 6).

## Lambeth Mutual Aid groups

**How they can help:** Supporting people who are self-isolating, with errands or a friendly phone call.

**Who they can help:** Helping neighbours in their street or immediate postcode area.

**How to get support:** Join the Lambeth Mutual Aid Group on Facebook to find your local WhatsApp group. Please note these are independent groups. To stay safe, do not exchange money or share personal details with people you don't know.

## Domestic violence

The Gaia Centre which supports Lambeth residents who are survivors of gender based violence, including domestic and sexual violence, are open and accepting referrals. They are providing support via telephone and email during a time where survivors may feel additionally isolated and at risk due to coronavirus. To make a referral or for a survivor to self-refer t: **020 7733 8724** or e: [lambethvawg@refuge.org.uk](mailto:lambethvawg@refuge.org.uk) For more information: [refuge.org.uk](http://refuge.org.uk)

## VASSALL WARD / OVAL QUARTER / MYATTS FIELD NORTH

Are you unable to leave your home? Do you need help with shopping? Are you feeling lonely and want a friendly chat? We are all unpaid volunteers who can refer you to the appropriate professionals. OUR HELP IS FREE. Contact us on email: [oqmfncovid19@gmail.com](mailto:oqmfncovid19@gmail.com)



## Employment Support and Advice

Opportunity Lambeth is working with the Department for Work and Pensions and partners to urgently advertise employment opportunities for local people, both on the website and through a regular newsletter to providers. Visit Opportunity Lambeth – Support and click on the 'Need Help' button. This will take you through a short registration and a few simple questions; you will then be contacted by one of team to make sure you get the help you need. You can also contact Opportunity Lambeth by telephone on **0207 926 0500**.

Lambeth has a strong community spirit and a large voluntary and community sector. It is no surprise that residents and community groups across the borough are offering help and undertaking acts of kindness and support in response to the coronavirus (COVID-19) outbreak.



# How to help the community

**If you want to help** those who are self-isolating or socially distancing, the advice is to start with the people you know including your families, your friends, your neighbours and people in your local neighbourhood. These are the people who you are most likely to be able to provide continued support to.

Lambeth Council is working closely with our local NHS partners and the community and voluntary sector to make sure that vulnerable people and community organisations are able to access support when they need it.

**If you would like to register to volunteer** and support your local community, please complete our coronavirus volunteer form on [Lambeth.gov.uk](https://lambeth.gov.uk)

**Food donations are actively encouraged** as access to food will be one of the key challenges during this period. The Lambeth Larder Community Food Resource is a social enterprise, which helps to connect local people to emergency food and other support.

If you wish to donate food and other supplies, please consult the Lambeth Larder Directory to identify charities that may be accepting donations.

[Lambethlarder.org](https://lambethlarder.org)

**The Lambeth Food Bank Fund** has launched to support our community and the organisations that can have the most impact on those that are most vulnerable. Donate to the Lambeth Food Bank Fund via [gofundme.com](https://gofundme.com)

Be mindful when making donations that you know which organisation the money is going to.

Do not volunteer if you, or anyone in your household, is following self-isolation guidance because they have developed symptoms of coronavirus (a new cough that is continuous, or a high temperature).

If you live with an extremely vulnerable person who has been advised to follow the government 'shielding' guidance, you should strictly follow the government guidance on social distancing. This means that we cannot accept your volunteering support at this time.

## Thank you.



HM Government



## CORONAVIRUS CZĘSTO MYJ RĘCE PRZEZ CO NAJMNIEJ 20 SEKUND

Użyj mydła i wody, a jeśli nie masz do nich dostępu, używaj płynów/żeli na bazie alkoholu.

Umyj ręce w szczególności po:

Podróży do domu/pracy  
Kaszlu, kichaniu  
Jedzeniu lub przygotowywaniu jedzenia



Po więcej informacji udaj się na stronę  
[nhs.uk/coronavirus](https://nhs.uk/coronavirus)

Polish: March 2020

## CORONAVIRUS GACMAHAAGA MAYR IN KA TIRO BADAN

### MUDDO 20 ILBIRIQSI AH

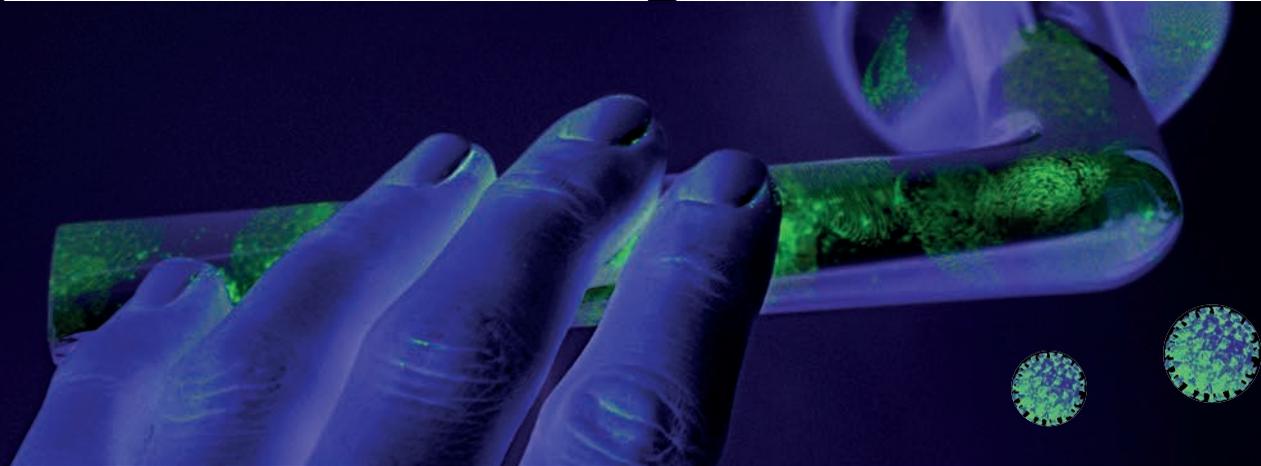
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Wax cunayso ama cunto ka shaqaynayso



Si aad u hesho macluumaad dheeraad ah oo  
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# فيروس الكورونا CORONAVIRUS

اغسل يديك على نحو متكرر

لمدة 20 ثانية

اغسل يديك باستخدام الصابون والماء أو معقم اليدين:

عند حضورك إلى المنزل أو مكان العمل

عند السعال أو العطس أو تنظيف الأنف بالمحارم من المخاط

تناول الطعام أو مناولة الطعام

CORONAVIRUS كورونا فيروس

احم نفسك  
والآخرين

للحصول على المزيد من المعلومات وعلى خطة إجراء الحكومة ، يرجى زيارة الموقع الإلكتروني:

[nhs.uk/coronavirus](https://nhs.uk/coronavirus)

## C O R O N A V I R U S

LAVE AS MÃOS COM MAIS FREQUÊNCIA  
E DURANTE 20 SEGUNDOS.

Use sabão e água ou um desinfetante  
de mãos quando:

Chegar a casa ou ao trabalho

Assoar o nariz, espirrar ou tossir.

Comer ou manusear alimentos

**CORONAVIRUS**

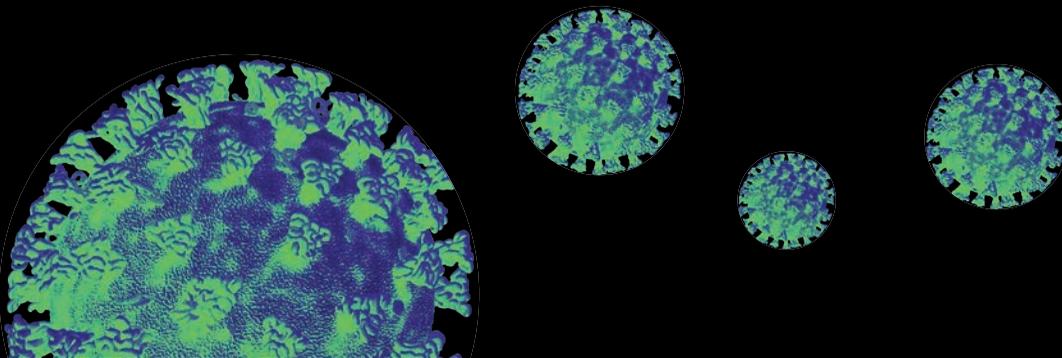
**PROTEJA-SE**

**A SI E**

**AOS OUTROS**

Para mais informações e o Plano de Ação  
do Governo visite-nos em  
[nhs.uk/coronavirus](https://nhs.uk/coronavirus)

For translations to any language please contact: [communications@lambeth.gov.uk](mailto:communications@lambeth.gov.uk)



# Crowdfund Lambeth

Lambeth Council

support for communities during  
COVID-19 pandemic



**During this time of crisis, Lambeth Council is working to ensure that our most vulnerable communities have the help they need. A range of measures and community support partnerships are being put in place, including using our Crowdfund Lambeth scheme to support projects tackling the impact of Covid-19 in their communities.**

Lambeth Council already runs Crowdfund Lambeth, via [crowdfunder.co.uk/funds/lambeth](https://crowdfunder.co.uk/funds/lambeth), helping groups and organisations across the borough to raise funds in order to help turn ideas into reality.

Cllr Ed Davie, Cabinet Member for Health and Adult Social Care, said: “We have quickly extended Crowdfund Lambeth to make money available to support community initiatives in Lambeth that are addressing the Covid-19 crisis.

“This is a really difficult time for everyone and there are lots of different things people are worried

about, including the very basics such as feeding their families. Through Crowdfund Lambeth we are committed to supporting ideas that help our communities through this crisis.

“This is a rapidly developing situation and the council is working with the community in many different ways to manage services, meet emerging local needs and protect the vulnerable. I’d ask that groups in the borough visit the Crowdfund Lambeth site and also see how this option could help.”

The funding is now being made more easily available through the platform to resource a range of groups including local food banks and those working to strengthen food supply and plan to mitigate anticipated challenges.

This could be around information sharing, signposting and logistical matters such as liaising with supermarkets to acquire surplus foods, appropriate storage for fresh and frozen produce, transport for distribution to groups or home food deliveries.

To find out more about crowdfunding in Lambeth visit [crowdfunder.co.uk/funds/lambeth](https://crowdfunder.co.uk/funds/lambeth)

To apply for a match fund as part of the crowdfunding [crowdfunder.co.uk/funds/lambeth/apply](https://crowdfunder.co.uk/funds/lambeth/apply)



We have quickly extended Crowdfund Lambeth to make money available to support community initiatives in Lambeth that are addressing the Covid-19 crisis.”

**Cllr Ed Davie**, Cabinet Member for Health and Adult Social Care

# Staying at home: Maintaining our mental wellbeing

**Handling the news:** While it is important to stay connected with current events, be careful where you get news from. Get your facts from the government website: [gov.uk/coronavirus](https://www.gov.uk/coronavirus) If news stories make you feel anxious, think about switching off or limiting what you look at for a while. You might want to check the news only once or twice a day and limit your use of social media.

**Managing stress:** Many of us may experience stress over this period. Stress and the feelings associated with it are not a sign that you cannot carry on or are weak. Take sufficient rest, eat sufficient and healthy food, engage in physical activity and stay in contact over the phone with family and friends. Avoid using unhelpful

coping strategies such as sugary snacks, alcohol, drugs and smoking which will have an impact on your health. [nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips](https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips)

**Keep to a routine and get adequate sleep:** Try to follow your ordinary routine as much as possible and get family members to do the same. Get up at the same time as normal, and go to bed at your usual time. If you are working at home, it's easy to overwork, so set a start and finish time and take regular breaks. If you live with other people, it may help to agree on a household routine and chores. [good-thinking.uk](https://www.good-thinking.uk)

**Keep active:** Build physical activity into your day. If you cannot go out, regular exercising at home is simple and there are options

for most ages and abilities: cleaning your home, dancing to music, going up and down stairs, gardening, taking a brief walk, seated exercises. If you sit down a lot, just getting up or changing position regularly can help. [sportengland.org/news/how-stay-active-while-youre-home](https://www.sportengland.org/news/how-stay-active-while-youre-home)

## Coping with loneliness and boosting your mood:

To combat isolation, think about things you can do to connect with people. For example, putting pictures up of the people you care about. Listen to a chatty radio station or a podcast if your home feels too quiet. Make a phone call to a friend or loved one every day. It's really important to talk regularly. Do something you enjoy, like reading, listening to music, playing games, dancing. People affected by low mood have also found it helpful to reconnect with an old hobby or take an online course. For more information visit [mind.org.uk/information-support/coronavirus-and-your-wellbeing](https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing)

## Managing conflict at home:

If you are not on your own, it may be easier to get into arguments with the people you are with all day. To maintain calm if things get heated, remove yourself from the situation by walking away. Go to a separate room if you can, or put on headphones and listen to music. If you find yourself in an abusive relationship, you may be at greater risk during this time. If in danger, call the national domestic abuse helpline [0800 2000 247 nationaldahelpline.org.uk](https://www.nationaldahelpline.org.uk)



If you or someone you know is experiencing mental health problems and need support, visit: [lambethtogether.net/living-well-network-alliance/get-help](https://lambethtogether.net/living-well-network-alliance/get-help) or call: [0800 090 2456](https://www.nhs.uk/111). Anxious about coronavirus? Visit: [mentalhealth.org.uk](https://www.mentalhealth.org.uk) and [youngminds.org.uk](https://www.youngminds.org.uk)



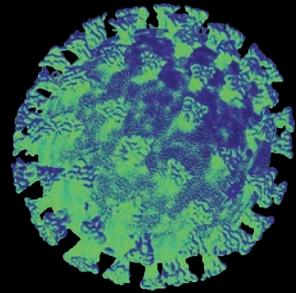
HM Government

**NHS**

# CORONAVIRUS

# STAY AT HOME

# SAVE LIVES



**Anyone can spread Coronavirus.**

**The only reasons to leave home are:**

- ✔ To shop for basic necessities or pick up medicine
- ✔ To travel to work when you absolutely cannot work from home
- ✔ To exercise once a day, alone or with members of your household
- ✘ Do not meet others, even friends or family

**CORONAVIRUS**

**PROTECT  
YOURSELF  
OTHERS &  
THE NHS**

#### **Covid-19 safety note from Lbox communications, distributing this leaflet to your door**

In line with guidance from the UK's Chief Medical Officer and public health authorities, we are advising distribution colleagues that good hand hygiene is the first and most important line of defence. We have taken a number of measures and provided preventative guidance to our colleagues. This includes providing masks and gloves for use, hand sanitiser and promoting regular hand washing with soap and water. We have introduced a range of new social distancing measures aimed at offering further protection for our colleagues. Standard ways of working are being revised to ensure that, wherever possible, colleagues stay two metres apart.