Croydon SocialP

'Reachout 2020'

"Social distancing does not need to mean social disengagement"

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FINDING SOLUTIONS TO NAVIGATE THE STORM

The country is going through trying times at the moment and with this and current issues, we at Croydon SocialP are still determined to find ways to (remotely and interactively) support our community and continue to connect people.

With this in mind, please make use of the Croydon SocialP Community Resource pack to try and aid you all in this time.

As you will see the pack consists of useful information and advice on:

- Educational Support for families
- Practical support for those isolated in the community
- Online activities
- Buddying and local volunteering support
- Ability to feedback and ask for other advice

Although the NHS and your GPs are currently very busy with COVID-19 it is important to remember that other conditions and illnesses still exist and can still affect us. We request you avoid contacting us about non-urgent or non-important matters but if it is urgent or important please don't feel you can't ask for help just because of what is happening. You will have to make the call about whether you feel it is important or urgent but we would rather you asked than suffered in silence. Please be prepared to answer screening questions about COVID-19 and expect to be called in most cases rather than coming in unless you and your GP both feel you absolutely need to.

We hope this helps, keep well and stay safe,

The Team at Croydon SocialP

Croydon SocialP have been mentoring and supporting Croydon Link Workers and PCNs to connect patients to local non clinical support for over 2 years. As a team, it has been decided that we will not let this current crises prevent us from supporting patients' health and wellbeing.

Therefore we want to offer GP surgeries, patients and communities support over the telephone and connection to online groups, support, donations and a way for us all to maintain our mental health during this period of isolation.

We are supporting Link Workers and PCNs to be able to identify and contact vulnerable or isolated patients to local support including:

- Food Banks
- Food delivery
- Croydon COVID 19 mutual support networks
- Online social groups and events
- Online exercise sessions
- Virtual Mindfulness sessions

If you wish to take up this offer:

- Please identify isolated and vulnerable patients from your surgery's database.
- Provide your Link Worker with telephone numbers for patients (many of whom do not have access to IT or the internet).
- Many Link Workers will be working from home or do not have access to EMIS so this will need to be performed over the telephone or via email, if permission is given.

If you wish to offer support directly to patients please see useful links below:

Croydon Council: Welfare rights advice call free advice line on 0800 7315920 or email: welfare.rights@croydon .gov.uk. Food Shops in New Addington, Selsdon and Thornton

Heath (£20 worth of food for £3.50) Email: anita.konczack@croydon.gov.uk. Homelessness: Council's Gateway service. Email: gcc@croydon.gov.uk (Email a mobile number and they will call you back).
Croydon COVID Mutual via Facebook.
Online exercise and activity sessions. These will be updated daily on the Croydon SocialP Facebook. For example, Mindfulness sessions live feed on YouTube, to help ease anxiety through these times.

Gas [card] meters and electricity [key] meters
https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19
The guidance asks residents to contact their energy suppliers, to discuss options for keeping them supplied. This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a pre-loaded top up card so that their supply is not interrupted.
OFGEM have just added the information below to their website
https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply

Residents can access over 6 million audio books and 700 magazines online via Croydon Library, https://www.croydon.gov.uk/leisure/libraries/online-library

Floating Counselling are offering free telephone and over Zoom Counselling.
Contact 07305882959 Email: info@floatingcounselling.co.uk

THIS IS FOR THE **FRONTLINE.**

THE ONES **FIGHTING** A BLAZING INFERNO

WITH **WATER GUNS.**

THE ONES WHO **HOLD YOUR HAND**

WHEN **NO-ONE** ELSE WILL.

THE ONES WHO **FEAR THE ENEMY**

BUT **RUN AT HIM,** SCREAMING.

THE ONES WHO TEND

THE **WOUNDED** AND THE **FALLEN**

IN THE **DARKEST HOURS.**

WE SALUTE **YOU.**

REAL HEROES WEAR MASKS.

In these challenging times, it's important to try to maintain your own mental wellbeing. Here are a tiny number of ideas that I've collated of things that I, or my trusted friends and colleagues, have found useful that might also help you.

This is a living document and I would love your feedback on ideas and things that have worked for you. I'm
on Twitter at @yvettepyne and you can reach me by e-mail on yvette@digitalgp.net

Dr Yvette Pyne

(digitalgp.net)

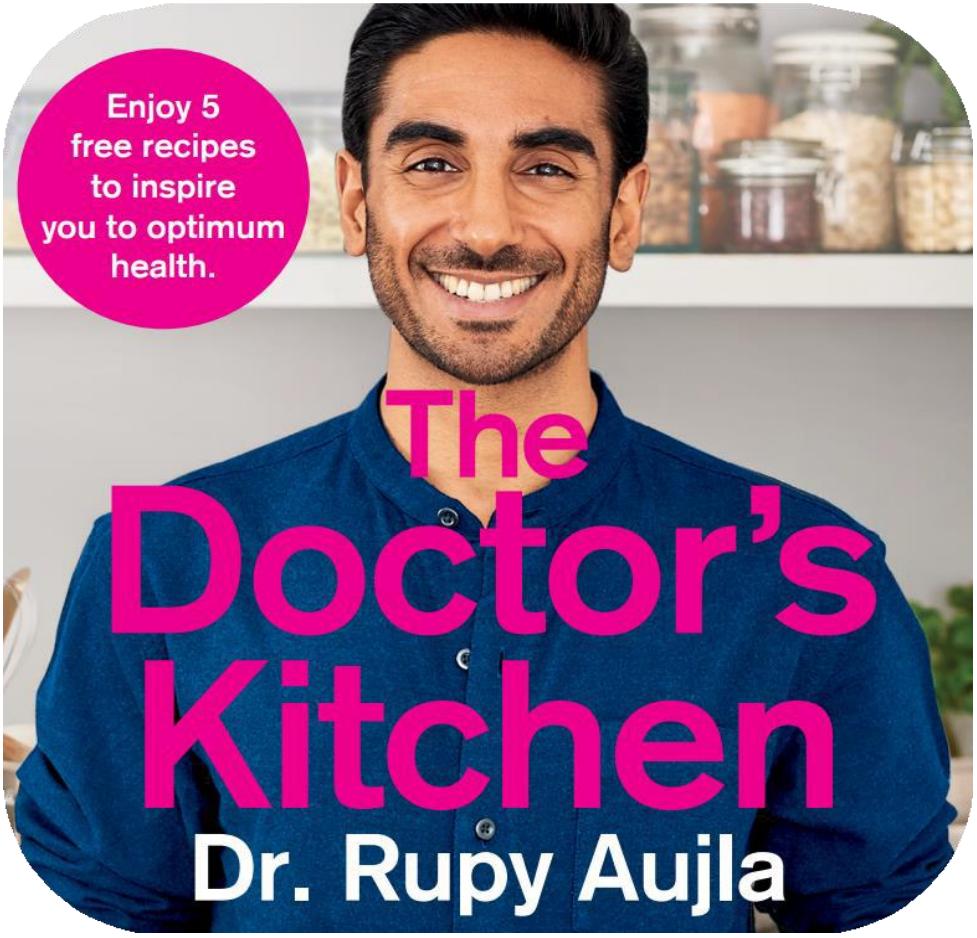
Topics Covered

Eating.....
Sleeping .....
Exercise.....
Mindfulness .....
Self-isolation.....
Volunteering/Community.....
Media.....
Free stuff! .....
NHS & BNSSG Links .....

Eating

Eating healthily is easy in theory but a lot harder in practice especially if you're tired and rundown.

"The Doctor's Kitchen" (@doctors_kitchen) is run by a working GP and has some easy recipes and lots of beautiful pictures to inspire you. He's apparently just released the 'immunity' section of his book for free when you sign up to his newsletter.



Sleeping

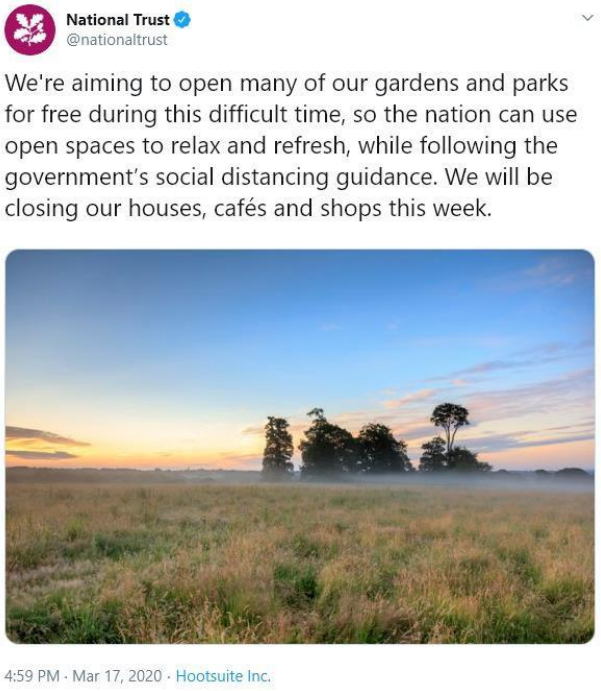
Sleeping is another activity that's easier said than done. Apart from trying to get outside in the fresh air at least once every day and swapping to decaf (I know – heresy! – I find the Lavazza one quite palatable), I've found that two of the big meditation apps also have great sections to help aid sleep.

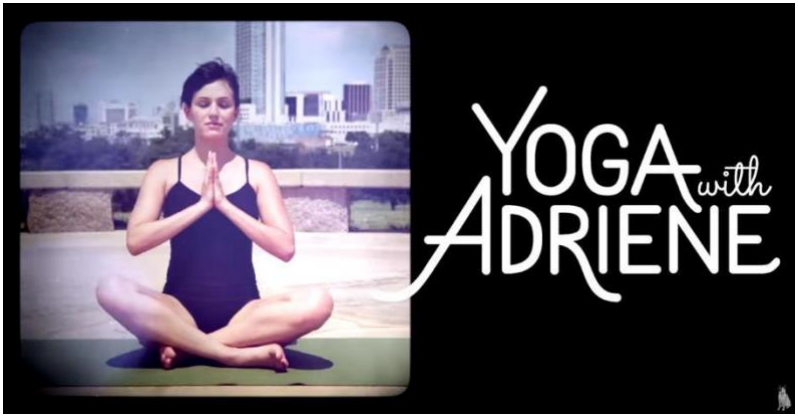
Headspace is an app I use a lot for meditation and when I'm woken by racing thoughts at 3am. Andy Puddicombe (@andypuddicombe) has a very soothing (English) voice.

Calm is another meditation app that's very popular, both it and Headspace have free trials for you to see if either of them will help you get to sleep (and also meditate!)

Exercise

The National Trust are hoping to open up their parks for free, so head to their wide open spaces (fine even if you are in self-isolation as long as you can get there safely) for some walking (which is apparently just as good for you as running)



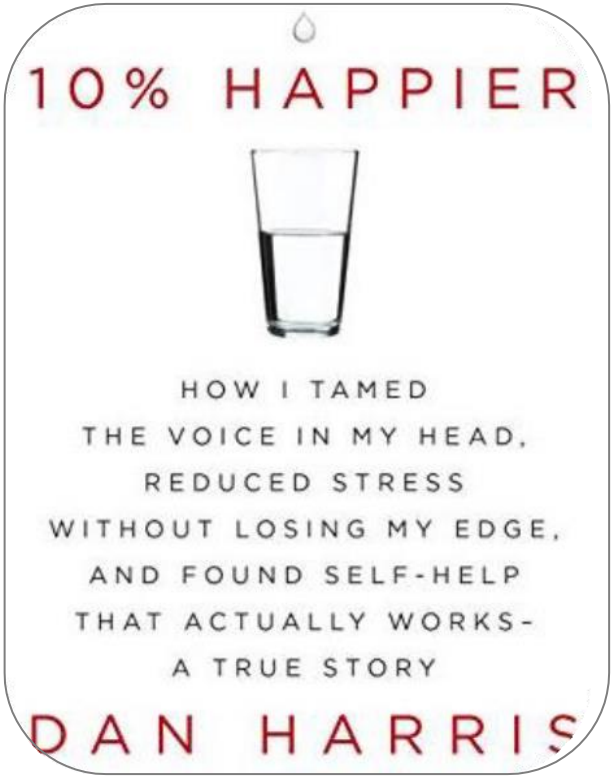


A colleague is enjoying "Yoga with Adriene" at home.

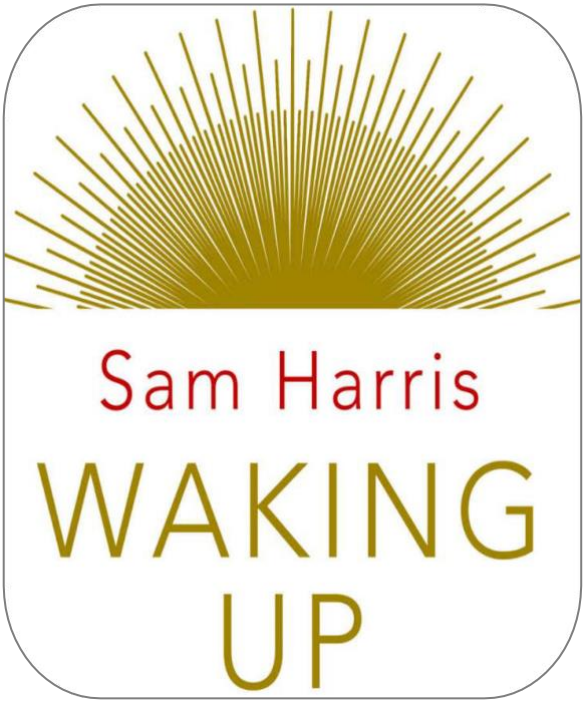
And for those with a treadmill or a stationary bike, there's a free BitGym subscription available at the moment.

Mindfulness

I've already covered off a few mindfulness apps. A couple of books that I've found have inspired and encouraged me to meditate include the following (they also have accompanying apps that I haven't tried but are probably good).



10% Happier by Dan Harris: This is a book by an American news anchor who found meditation slowly and sceptically that is an easy read to turn you on to the benefits of mindful meditation.



Waking Up by Sam Harris: no relation to Dan (!) – this is a book about meditation from a well-known atheist who wanted to find spirituality without religion.

Self-isolation

Here is a massive list of things to consider doing while in isolation:

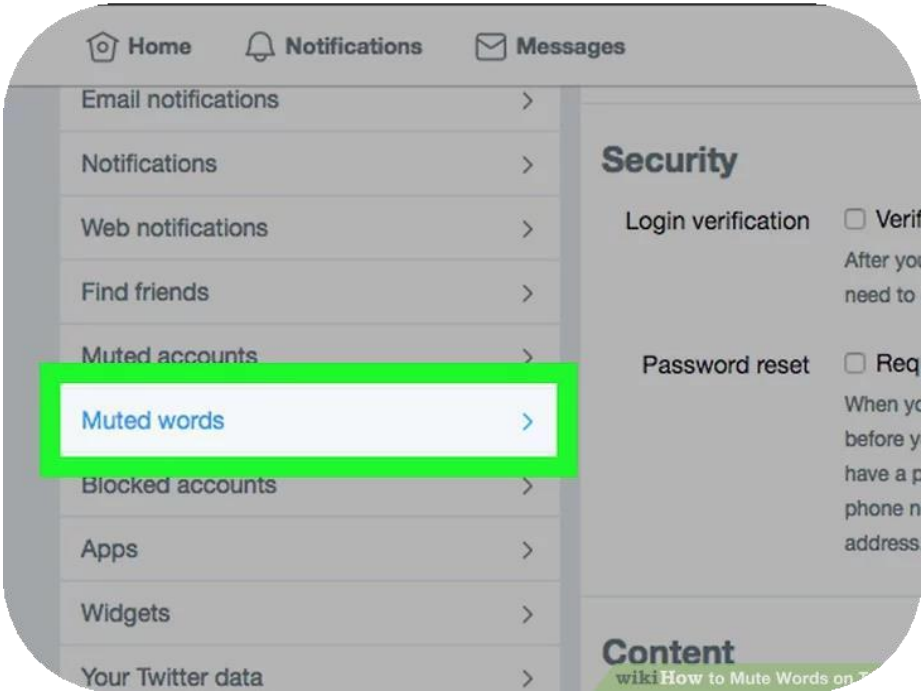
Volunteering/Community

While just doing your 'day job' whether it's manning the phones or keeping the surfaces clean is doing plenty for your community, some people find peace in helping others.

- You can complete a very short SurveyMonkey link for Darren Jones (our local MP) to offer local help during the COVID-19 issues: https://www.surveymonkey.co.uk/r/COVID19help
- And there is an option to sign up to volunteer in Bristol more generally through the main council website: https://candobristol.co.uk/

Media

While following the news especially via **social media** can make you feel connected, it can also become very overwhelming. Don't be afraid to switch off your phone (or at least put it in flight mode for a while[1]). Remember, you can also mute words in Twitter ("covid", "coronavirus"):



You can also choose to follow Twitter people with positive messages such as:

- Dr Rangan Chatterjee (@drchatterjeeuk)
- Simon Fleming (@OrthopodReg)
- Matt Haig (@matthaig1)
- Susan Calman (@SusanCalman)
- Sarah Millican (@SarahMillican75)

[1] Apps to force flight mode?

If it's all just too much, switching on to some feel-good **television**, listening to **podcasts,** or reading some **books** can be a good way to escape and calm the mind for a while. Some of my favourites include:

The Good Place is a fun, and surprisingly deep twenty minute episodic sitc on Netflix about what's important in life and why what we do matters.

Podcasts I find particularly soothing and/or fun include:

- Desert Island Discs
- The Minimalists
- The Infinite Monkey Cage
- Feel Better, Live More

Books to try:

- Why We Sleep by Matthew Walker: A fascinating insight into how sleep works and why we need it – don't know if it's a good or a bad thing that this could probably count for training CPD credits (if you're a doctor) as well!
- Reasons to Stay Alive by Matt Haig: all of Matt Haig's books (both fiction and non-fiction) can be uplifting – this is probably one of his better-known ones

And perhaps just find joy in unexpected places on the web:

- Watch wildlife on live webcams: https://therevelator.org/covid-19-wildlife-livecams/

Free stuff!

As of today (18th March 2020) – there are free (and cheaper) stuff being offered to NHS workers if you like:

NHS & BNSSG Links

Finally, here are some general links that cover a lot of topics that could be useful:

- The NHS has a website which tries to cover off a lot of useful information in one place: https://www.nhs.uk/oneyou/
- BNSSG Wellbeing Toolkit (http://bit.ly/wellbeingtk)
- For Doctors
  - If you are struggling, the BMA Wellbeing service is available by phone on 03301231245 (you don't have to be a member of the BMA to access it and it's also available to families of doctors.
  - There is also https://www.practitionerhealth.nhs.uk/ where you can self refer for mental health or addiction problems.

Overview-Coronavirus (COVID-19)

Contents

1. **Overview**
2. Stay at home advice

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus.

Stay at home if you have coronavirus symptoms

Stay at home if you have either:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)

Do not go to a GP surgery, pharmacy or hospital.

Use the 111 online coronavirus service to find out what to do.

Use the 111 coronavirus service
Information:
Only call 111 if you cannot get help online.

How long to stay at home

- if you have symptoms of coronavirus, you'll need to stay at home for 7 days
- if you live with someone who has symptoms, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms

If you live with someone who is 70 or over, has a long-term condition, is pregnant or has a weakened immune system, try to find somewhere else for them to stay for 14 days.

If you have to stay at home together, try to keep away from each other as much as possible.

Read our advice about staying at home.

How to avoid catching and spreading coronavirus (social distancing)

Everyone should do what they can to stop coronavirus spreading.

It is particularly important for people who:

- are 70 or over
- have a long-term condition
- are pregnant
- have a weakened immune system

Do

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- avoid close contact with people who have symptoms of coronavirus
- only travel on public transport if you need to
- work from home, if you can
- avoid social activities, such as going to pubs, restaurants, theatres and cinemas
- avoid events with large groups of people
- use phone, online services, or apps to contact your GP surgery or other NHS services

Don't

- do not touch your eyes, nose or mouth if your hands are not clean
- do not have visitors to your home, including friends and family

If you're at high risk

The NHS will contact you from Monday 23 March 2020 if you are at particularly high risk of getting seriously ill with coronavirus. You'll be given specific advice about what to do.

Do not contact your GP or healthcare team at this stage – wait to be contacted.

HOW TO STAY SAFE DURING THE CONRONAVIRUS OUTBREAK – NHS ADVICE

How coronavirus is spread

Because it's a new illness, we do not know exactly how coronavirus spreads from person to person.

Similar viruses are spread in cough droplets.

It's very unlikely it can be spread through things like packages or food.

Pregnancy advice

If you're pregnant and worried about coronavirus, you can get advice about coronavirus and pregnancy from the Royal College of Obstretricians and Gynaecologists.

Travel advice

There are some countries and areas where there's a higher chance of coming into contact with someone with coronavirus.

If you're planning to travel abroad and are concerned about coronavirus, see advice for travellers on GOV.UK.

Treatment for coronavirus

There is currently no specific treatment for coronavirus.

Antibiotics do not help, as they do not work against viruses.

Treatment aims to relieve the symptoms while your body fights the illness.

You'll need to stay in isolation, away from other people, until you have recovered.

More information

- GOV.UK: coronavirus action plan
- GOV.UK: information on coronavirus and the situation in the UK
- NHS England: coronavirus for health professionals

This information is changing on a regular basis, please use the link below to access the latest information.

https://www.nhs.uk/conditions/coronavirus-covid-19/

UPDATES ON THE CORONAVIRUS (COVID-19)

GOV UK

https://www.gov.uk/coronavirus

CROYDON COUNCIL UPDATES ON THE CORONAVIRUS (COVID-19)

Information is regularly updated on Croydon Council's website, please visit the website below:

https://www.croydon.gov.uk/healthsocial/phealth/coronavirus-information/service-updates

AGE UK

https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus/

EMERGENCY SERVICES – UK – POLICE/AMBULANCE/FIRE BRIGADE

In the event of an emergency please call 999

POLICE – AMBULANCE-FIRE BRIGADE

What is a typical example of a real emergency?

Answer: domestic violence/a suspected heart attack/a house fire

Please think before you ring, is this really an emergency?

Call NHS 111 for non-emergencies – Advice Line (please bare in mind that this service is extremely busy during the outbreak).

Call the Police on 101 – example – stolen vehicle

Or report the non-emergency here https://www.met.police.uk/ro/report/ocr/af/how-to-report-a-crime/

VICTIM SUPPORT – 0808 168 9291

https://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse?gclid=EAIaIQobChMI0KjSx-Km6AIVQbDtCh0DYQM0EAAYASAAEgKwK_D_BwE

EMERGENCY SUPPORT SERVICES – UK

ORGANISATION	ADDRESS	WEB ADDRESS	EMAIL/PHONE NO:
Croydon BME Forum	56a Mitcham Road, Croydon	www.cbmeforum.org	020 8684 3719
Off The Record Youth Counselling Charity	72 Queens Road, Croydon, CR0 2PR	https://www.talkofftherecord.org/	0208 251 0251
National Domestic Violence Abuse Helpline		https://www.nationaldahelpline.org.uk/	0808 200 0247
Victim Support (Supporting victims of Crime)		www.victimsupport.org.uk/more-us/contact-us	0808 168 9291
FGM HELPLINE (run by NSPCC) -			0800 028 3660
SUZY LAMPLUGH TRUST (NATIONAL STALKING HELPLINE)		www.suzylamplugh.org/	0800 802 0300
NSPCC HELPLINE		www.nspcc.org.uk/	0808 800 5000
CHILDLINE		www.childline.org.uk/	0800 1111

DOMESTIC VIOLENCE

Sadly domestic violence will not stop because the country is in the middle of a pandemic, in fact the abused person will become more vulnerable whilst we adhere to the social distancing and isolation policies.

The organisations are still open to support anyone who is affected by domestic violence.

Where possible, contact the **Police** on **999** or **Refuge** Freephone 24 Hours: **0808 2000 247**

REFUGE – National Domestic Abuse Support

https://www.refuge.org.uk/get-help-now/phone-the-helpline/

VICTIM SUPPORT - 0808 168 9291

https://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse?gclid=EAIaIQobChMI0KjSx-Km6AIVQbDtCh0DYQM0EAAYASAAEgKwK_D_BwE

MEN'S ADVICE LINE – Operated by Women's Aid & Refuge

0808 801 0327

LIST OF SUPPORT SERVICES

https://www.victimsupport.org.uk/crime-info/types-crime/domestic-abuse?gclid=EAIaIQobChMI0KjSx-Km6AIVQbDtCh0DYQM0EAAYASAAEgKwK_D_BwE

NATIONAL LGBT DOMESTIC ABUSE LINE

0800 999 5428

www.galop.org.uk/galop-to-run-national-lgbt-domestic- violence-helpline/

RASASC RAPE & SEXUAL ABUSE CENTRE

0808 802 999

https://www.rasasc.org/

DOMESTIC VIOLENCE

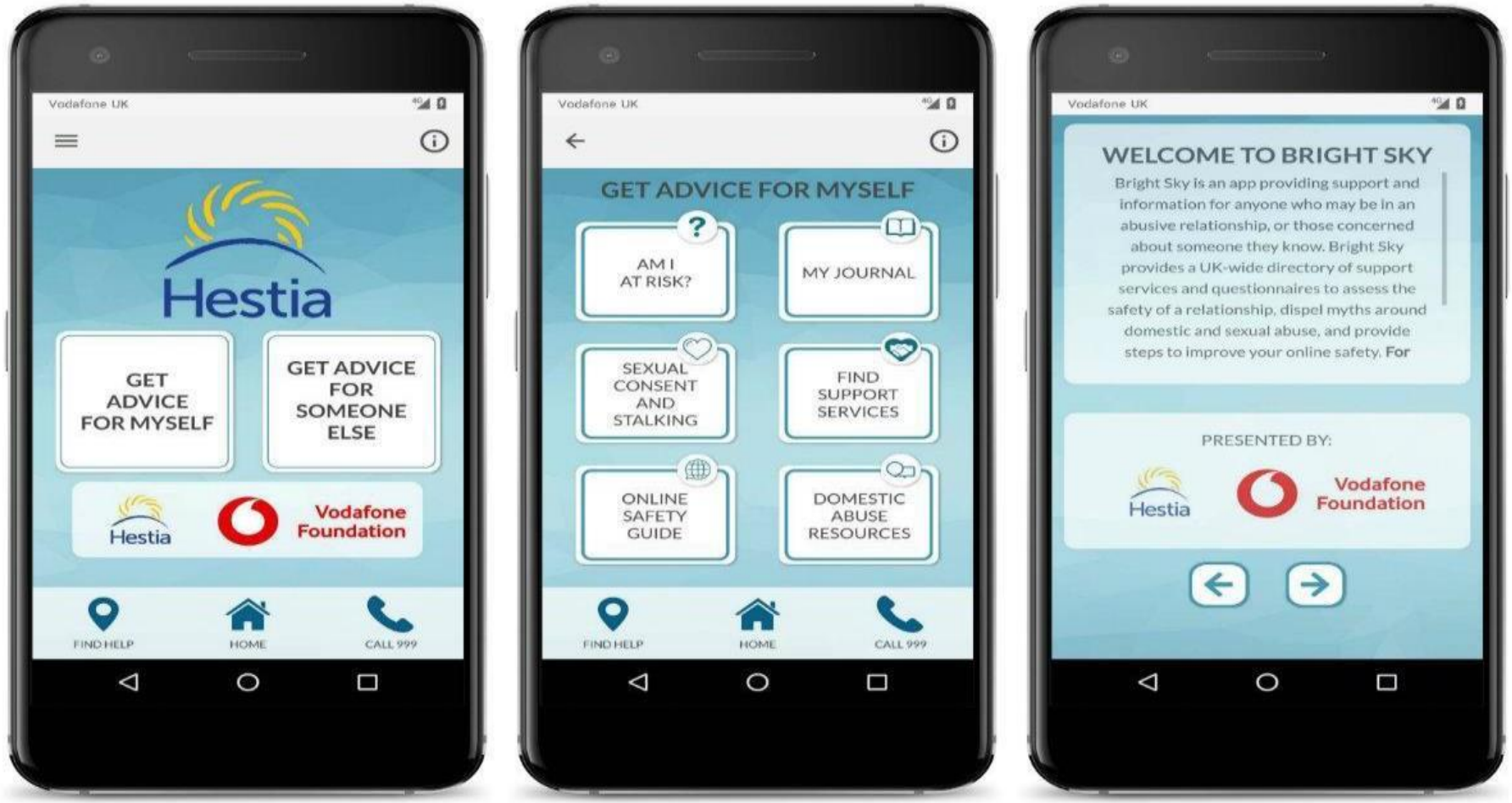
Ending Violence Against Women and Children info@freeedomtogethercic.co.uk

07903580010

FREEDOM TOGETHER CIC

https://www.hestia.org/brightsky

Hestia Bright Sky is a free to download mobile app, providing support and information to anyone who may be in an abusive relationship or those concerned about someone they know. The app is also designed to be used by specialist and non-specialist practitioners and other employers, and for anyone looking for information about issues around domestic abuse such as online safety, stalking and harassment and sexual consent. Freedom Together feel the app can be invaluable to both victims and practitioners, it allows male and females to access on hand information, advice and direct links to specialist services in your area, wherever you are. It is especially significant to those who are unable to talk about what is happening to them. We recommend that our service users, friends and family do their own risk assessment if they find it difficult to discuss their situation with others. They can confirm what they are experiencing and check out all the information available. **It is important that people who are unsafe know there is an option when downloading that will allow them to disguise the App as a weather app- hence Bright Sky name.** If you set it up correctly you cannot access the app unless you hold your finger on the app for 3 seconds, anyone else checking your phone will press the Bright Sky App and it will show the temperature.


Vodafone UK
Hestia
GET ADVICE FOR MYSELF
GET ADVICE FOR SOMEONE ELSE
Hestia
Vodafone Foundation
FIND HELP
HOME
CALL 999
Vodafone UK
GET ADVICE FOR MYSELF
AM I AT RISK?
MY JOURNAL
SEXUAL CONSENT AND STALKING
FIND SUPPORT SERVICES
ONLINE SAFETY GUIDE
DOMESTIC ABUSE RESOURCES
FIND HELP
HOME
CALL 999
Vodafone UK
WELCOME TO BRIGHT SKY
Bright Sky is an app providing support and information for anyone who may be in an abusive relationship, or those concerned about someone they know. Bright Sky provides a UK-wide directory of support services and questionnaires to assess the safety of a relationship, dispel myths around domestic and sexual abuse, and provide steps to improve your online safety. For
PRESENTED BY:
Hestia
Vodafone Foundation

DOMESTIC VIOLENCE

It includes:

- A unique UK-wide directory of specialist domestic abuse support services with contact details.
- A secure My Journal tool to record incidents of abuse via text, audio, video or photo form, without any of the content being saved on the device itself.
- Questionnaires to assess the safety of a relationship, plus a section on dispelling myths around domestic and sexual abuse.
- Links to further resources and information on topics around domestic abuse. It is available in English, Polish, Punjabi and Urdu.

CROYDON
www.croydon.gov.uk

DASV BULLETIN

Croydon's Domestic Abuse & Sexual Violence Bulletin **March 2020**

The FJC response to Covid-19

The FJC remains open during this time. We continue to be available for drop in's and booked appointments. We are advising any clients who book an appointment that it might be completed over the phone in the event that we do have to close to the public. If this does take place, our policy is currently for IDVA's to work remotely from home whilst continuing to support victims/survivors over the phone and completing assessments.

Our number and opening hours remain the same. See information on PAGE 3.

Please advise any victims/survivors to call the police in an emergency .

If you are aware of a victim who is having to self isolate please reassure them that we will continue to support them with their safety planning.

Future Bulletins

Please let me know if there is anything you would like to feature or promote within these bi-monthly bulletins

Ciara.goodwin@croydon.gov.uk

The next Bulletin will be end of April 2020

Some of the things you can advise anyone you know living in fear:

Always keep their phone charged and close by

If you are feeling threatened in the house, try to go to low risk areas– places to avoid are the kitchen and bathroom

If you have a family member or a friend you can provide a safe word which informs them to call the police without your partner knowing (e.g I need my red jumper back?)

If you have neighbours you trust, inform them of what is going on, and ask them to call the police if they hear sounds of a violent attack.

Teach the children to call 999, if possible depending on age, to say their full name and address.

Iphone users can set up a quick emergency call button on the side of the phone. Make sure to turn the sound down

Encourage women to think about a safe place to go to, such a refuge, family or friends house.

Useful numbers and websites

RASASC (Rape and sexual abuse centre) : 0808 802 9999

(PLEASE SEE PAGE BELOW FOR RASASC REPSPONSE TO CORONAVIRUS)

Rights of women: https://rightsofwomen.org.uk

Law centre: 0208 767 2777

Paladin (stalking helpline) : 0808 8020300

DASV BULLETIN

Refuge National DA Helpline for women - 08082000247

https://www.refuge.org.uk/get-help-now/phone-the-helpline/

Respect Helpline for men - 0808 8010327

https://respectphoneline.org.uk/help-for-domestic-abuse-victims/

Women's Aid live chat - This is an online chatting service which is ideal for victims who are self- isolating and do not want to be heard.

https://chat.womensaid.org.uk/

GALOP National LGBT+ Domestic Abuse Helpline 0800 999 5428

https://www.galop.org.uk/domesticabuse/

This is a time for us all to be looking out for our neighbours, family and friends.

Croydon's Domestic abuse service

What is the FJC?

The FJC is a centrally located resource offering a multi-disciplinary approach to services for victims of domestic abuse and sexual violence and their children. This service is open to all those experiencing abuse and can offer support at any stage of need. The FJC seeks to offer victims wrap around support and to prevent individuals having to go from agency to agency, telling their story repeatedly, in order to get the help they need.

The FJC is run by a multi-agency team that works to provide families with access to support by;

- Listening and responding to the needs of service users, including children, in a safe way.
- Facilitating access to a wide range of domestic abuse and sexual violence expertise, support and services in order to meet the needs of service users and their children.

The multi-disciplinary team provides:

- holistic assessment of need and risk;
- advice and support on all aspects of domestic abuse and sexual violence;
- Legal advice and support to obtain Non molestation orders
- support and advice to access emergency safe accommodation
- support to access specialist services and advice, including no recourse to public funding issues, support for children, and rape

and sexual abuse;

- drop-in and appointment service
- A domestic abuse helpline for survivors and practitioners.

How do I find out more? Contact the Croydon

FJC Opening Times:

Monday, Tuesday, Wednesday, Friday – 9a.m. – 5p.m.

020 8688 0100

Or email: fjc@croydon.gov.uk

To refer a victim/survivor to the FJC please complete a FJC referral form which can be ac- cessed on the council website here.

CROYDON
www.croydon.gov.uk

UPDATE ON CORONAVIRUS

Rape & Sexual Abuse Support Centre/Rape Crisis South London

Based on recent developments of the virus and information from the Government, I have had to make the very difficult decision, to protect both ourworkers and our clients, to suspend work from the office from 18th March 2020 for the
foreseeable future. The measures are for all our staff to work from home, using their emails and mobiles to keep in touch with clients and contacts and to continue with administrative work. Counselling will be over the phone instead of faceto
face and our Advocacy Service will be supporting clients via email and telephone. All work with clients from home will be in a space that is strictly confidentiality and all records will be kept safely and securely. Staff working hours will continue to be from Monday to Friday from 10am to 6pm. There will be no change to our response to you but we will not be attending any external meetings.

The main email address is info@rasasc.org.uk and will be fully operational and responding to emails. For urgent enquiries please contact 07818 425 648 or leave a message on our main office line which will be checked periodically on 0208 683 3311.

As soon as I know that it is safe to come back to the office and we are resuming our normal services, we will make an announcement.

In the meantime keep yourselves safe.

Yvonne Traynor CEO RASA

UPDATE ON CORONAVIRUS

Women In Prison

In light of Government advice on Coronavirus, Women in Prison (WIP) has temporarily suspended all group work and 'drop in' sessions at our Women's centres and hubs to reduce social contact and enable social distancing. We are working now to put in place the strongest one-to-one support possible from our staff for the women we work with, including those in prison, leaving prison and in the community. Where this is not possible in per- son, then this will be through phone and other means.

We are working with partners in the prisons, probation service, health, local authorities and other services to ensure that we play our part in the efforts to ensure there is support available for the most vulnerable individuals and families during the difficult weeks ahead

While we work as a staff team to look after our own safety and wellbeing and take care of our families, the needs of the women we work with will continue to be front and centre of all our plans. We know that our mission to provide essential support services has never been more important.

Should you want to discuss any matters further I am more than happy to assist.

Thank you for your understanding.

Donna Everett

Women's Hub Coordinator (Sutton, Croydon & Wandsworth) South London Women's Hubs

HOMELESSNESS

A homeless person will need even more support during this time as they are not protected by way of a home or access to soap and water to follow the government & NHS guideline. In addition to this, they will not necessarily have access to a mobile phone or to the Internet so may fall behind in constantly changing updates.

STREETLINK LONDON

https://www.streetlink.london/Streetlink_London_FAQ

CROYDON COUNCIL – Homelessness & Rough Sleeping

https://www.croydon.gov.uk/housing/yourhome/roughsleeper

CRISIS – Get help

https://www.crisis.org.uk/get-help/

SHELTER - Information on any housing issues. Homelessness, evictions, repairs.

0300 330 1234

https://www.shelter.org.uk/

LOCAL COMMUNITY SUPPORT

CROYDON VOLUNTARY ACTION (CVA) – A membership organisation providing leadership & support to groups, residents & communities in Croydon**.** CVA are funded to help to capacity build and support local groups and businesses

https://www.cvalive.org.uk/volunteering/

CROYDON COVID 19 MUTUAL AID

https://www.facebook.com/groups/croydoncovid19/

MAYDAY TRAVEL & ASDA – WORKING TOGETHER

Free transport for elderly people in the local area-from home to Asda Wallington, CR0 4XS

6.00am-9.00am

Contact 020 8680 5111

STEVE REED MP – Volunteer your time

https://www.stevereedmp.co.uk/coronavirus-volunteer-your-time-and-skills/

LOCAL COMMUNITY SUPPORT

CROYDON FOODBANK – Helping local people in crisis

https://croydon.foodbank.org.uk/

CV BANK – donating groceries/toiletries/books/puzzles/magazines to elderly residents in Thornton Heath

https://www.facebook.com/groups/678538426231360/

ELIM CHURCH FOODBANK- Every SATURDAY, 1-2PM (SELF REFERRAL)

THE TRUSSELL TRUST – Find Food Banks near Croydon

https://www.trusselltrust.org/get-help/find-a-foodbank/

MARTN LEWIS – Funding for small charities (Coronavirus Poverty Relief) closing 11.59 25th March 2020

https://blog.moneysavingexpert.com/2020/03/i-m-making-p1m-available-to-fund-urgent-small-charity-coronaviru/

ELIM CHURCH – Hub being set up for residents of Thornton Heath to help with delivering shopping/collection of medication

Phone or text - 07305 523912

Email - thehub@mershamroad.org

Website - www.mershamroad.org

DIGITAL SUPPORT DURING THESE TIMES

https://clearcommunityweb.co.uk/digital-support-during-these-times/

ONLINE MINDFUL SCHOOL

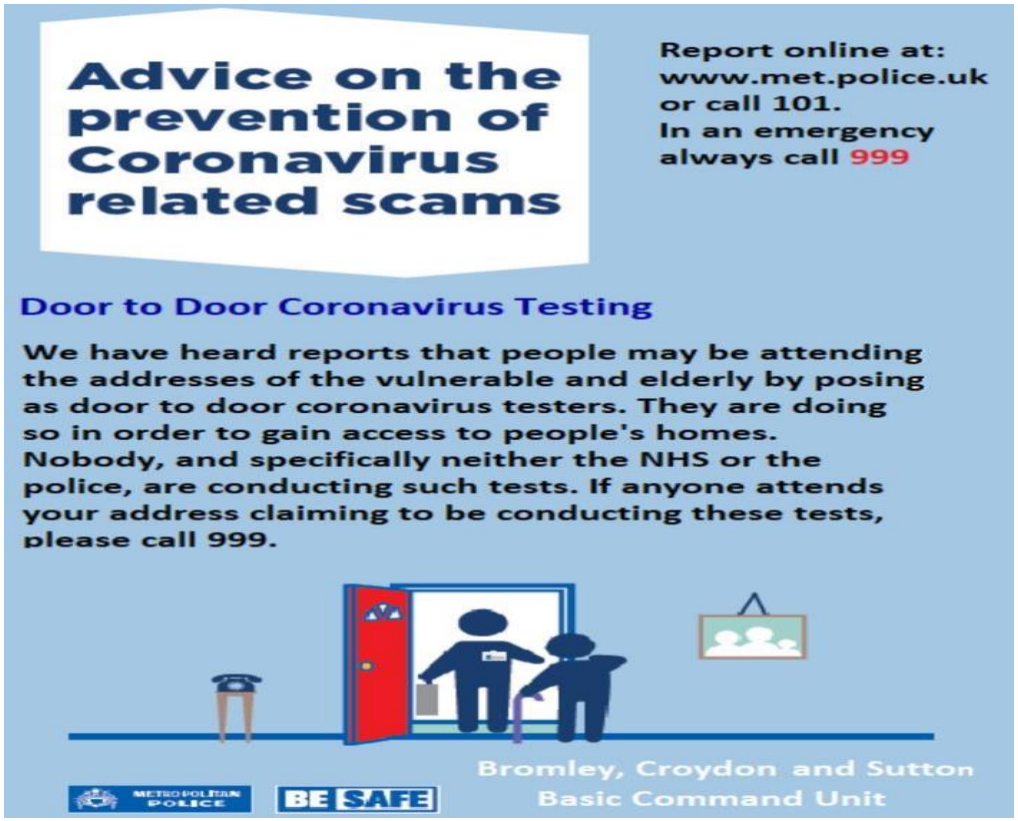
https://www.mindfulschools.org/free-online-mindfulness-class-for-kids/

NEIGHBOURHOOD CARE – CONTACT (SELSDON) – Befriending, dog walking for the elderly, support for families & more

Contact number: 020 8651 4944

https://www.selsdoncontact.org.uk/how-can-we-help

MANAGING SAFETY AT HOME



Please be very careful whom you answer the door to. The NHS, police and other essential services would **NOT** be testing you at home.

DONATION SCAMS

DO NOT SHARE your financial details with anyone on your doorstep. In fact, do not answer the door unless you have prearranged self-isolation non-contact for a delivery.

With most children now at home, it is more important than ever to apply parental settings on all devices and closely monitor their usage.

For adults, especially vulnerable adults, it is important that you avoid falling victim to online scams, which usually steals personal information by sending texts, emails or fake websites.

NSPCC – Online Safety

https://www.nspcc.org.uk/keeping-children-safe/online-safety/?utm_source=google&utm_medium=cpc&utm_campaign=GEN_-_Safety_-_[BMM]&utm_term=safe_internet&gclsrc=aw.ds&&gclid=EAIaIQobChMIua_TqPSp6AIVV-DtCh05Pg7qEAAYASAAEgIlI_D_BwE&gclsrc=aw.ds

GET SAFE ONLINE – Free expert advice

https://www.getsafeonline.org/protecting-your-computer/safe-internet-use/

https://www.gov.uk/self-employment-and-universal-credit

Self-employment and Universal Credit

Universal Credit is a monthly payment to help with your living costs. You may be able to get it if you're on a low income or out of work.

If you live in Northern Ireland, go to Universal Credit in Northern Ireland.

Find out if you're eligible for Universal Credit.

Providing information about your earnings

Everyone claiming Universal Credit needs to report their self-employed earnings at the end of each monthly assessment period. This includes company directors, even those paying themselves by PAYE.

You'll need to report payments into and out of your business in the assessment period. This includes:

- total amount your business received
- how much your business spent on different types of expenses, such as travel costs, stock, equipment and tools, clothing and office costs
- how much tax and National Insurance you paid
- any money you paid into a pension

What type of work counts for Universal Credit

All work is taken into consideration for Universal Credit. If you're expected to look for and be available for work, then it needs to be identified whether you're 'gainfully self-employed'.

Gainful self-employment means that:

- your main employment is self-employment
- you have self-employed earnings
- your work is organised, developed, regular and in expectation of profit

You must provide evidence about your business and earnings to your work coach, for example your:

- tax returns, accounts and any business plan
- Unique Taxpayer Reference (UTR), if you're registered for Self Assessment
- customer and supplier lists, receipts and invoices
- marketing materials

If you're gainfully self-employed you're exempt from job search responsibilities and can concentrate on growing your business and earnings.

If you're not gainfully self-employed, you'll need to look for other work. You still have to report any earnings from your self-employment. You can ask to be reassessed in the future.

How your Universal Credit payment is worked out

If you're gainfully self-employed, your Universal Credit payment may be calculated using an assumed level of earnings, called a Minimum Income Floor.

It's based on what an employed person on minimum wage would expect to earn in similar circumstances.

If you earn more than this, then your Universal Credit amount is based on your actual earnings.

If you earn less, the Minimum Income Floor is used to work out how much you can get. You may need to look for additional work to top up your income.

If you want to know how coronavirus (COVID-19) affects the Minimum Income Floor, you can read the latest information about coronavirus and Universal Credit.

If you're both self-employed and employed

Your Universal Credit payment will be worked out using your combined earnings or any applicable Minimum Income Floor, whichever is higher.

If you're newly self-employed

If you're within 12 months of starting your business, you may be eligible for a start up period of up to 12 months.

During your start up period your monthly earnings are used to work out your Universal Credit and the Minimum Income Floor doesn't apply. You'll also receive support from a work coach who's trained to work with the self-employed.

You'll need to attend quarterly appointments with your Work Coach, providing evidence to show that you're still gainfully self-employed and actively taking steps to build your business.

You're only entitled to one start up period, unless it has been more than 5 years since your previous one, and you've started a completely different type of self-employment.

Reporting changes in your circumstances

You'll need to report any change in circumstances, for example if you:

- close your business
- start a different kind of business
- take a permanent job
- are no longer able to work

Depending on the change, your gainful self-employment may need to be reassessed.

Subject: Topping up gas and electricity prepayment meters during COVID-19 - New Government Advice

Dear all,

Hope everyone is safe and well,

According to latest government figures 23670 Croydon households pay for their electricity using prepayment metres, needing to go to the shops to top up their meters. The government has just issues the guidance below about supporting residents using prepayment meters who cannot leave their homes due to the coronavirus/COVID-19. This guidance is for both gas [card] meters and electricity [key] meters

https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19

The guidance asks residents to contact their energy suppliers, to discuss options for keeping them supplied. This could include nominating a third party for credit top ups, having a discretionary fund added to their credit, or being sent a pre-loaded top up card so that their supply is not interrupted.

OFGEM have just added the information below to their website

https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply

Please forward this information to colleagues who may receive queries from residents.

GOV.UK – DWP Benefits

https://www.gov.uk/browse/benefits

CITIZENS ADVICE – Help with work, benefits, housing, debt, family, health, immigration and law

https://www.citizensadvice.org.uk/

CROYDON - GATEWAY

For families who need urgent help with food vouchers, utility tops or with rent arrears you can refer to:

- **Discretionary Support Team –** Email address is dhp2@croydon.gov.uk – email is the preferred method of contact at this time
- Phone number is 020 8604 7226 – operating from 9am to 4pm Monday to Friday

Gateway Offer -

E-vouchers for food:
We are able to award e- vouchers for the following supermarkets:

- **Next day** delivery: Tesco, Sainsbury's
- Within 2 working days: Morrison's
- Within 3 working days: Asda

Residents can then take that email e- voucher to the supermarket to use to buy essential items

Emergency living expenses for gas/electric:

- We are able to support residents who pay their gas and electric via a key card
- We would need a mobile number for you or alternatively a trusted friend/family/neighbour
- You can then go to your local newsagents who display the pay point sign to top up

Contact details for the Travel Services Team – If residents need help with blue badge, taxi cards and freedom passes

Email address is TRAVEL SERVICE travel.service@croydon.gov.uk – email is our preferred method of contact at this time

Phone number is 020 8726 7100 – operating from 10am to 12pm and 2pm to 4pm Monday to Friday

There is currently a 12 week processing time for new blue badges applications, please avoid chasing before the 12 week deadline (**WEF 23.03.20**)

Contact details for the Welfare Rights Team – If residents need help with benefit advice, form filling and benefit appeals.

Email address is Welfare Rights Team WelfareRightsTeam@croydon.gov.uk – email is our preferred method of contact at this time

Phone number is 0800 731 5920 – operating from 9am to 4pm Monday to Friday

Advisors are doing phone based assessments, rather than face to face or home visits, but referrals can still be made for residents who need help filling out their form.

Contact details for the Money Advice and Debt – If residents need help with money advice and debts.

Email address is Money Advice Service moneyadviceservice@croydon.gov.uk – email is our preferred method of contact at this time

Phone number is Mark 07742 405 363 and Stephen 07740 545 236 – operating from 9am to 4pm Monday to Friday

- **Other useful guidance:**

Residents are encouraged to check with their provider what provision they have in place for them with regards to their energy.

More information can be found here https://www.moneysavingexpert.com/news/2020/03/energy-firms-move-to-help-customers-unable-to-top-up-due-to-coro/

Residents are also encouraged to look at the following websites:

- https://www.gov.uk/government/news/government-agrees-measures-with-energy-industry-to-support-vulnerable-people-through-covid-19 details information on the Governments measures with energy industry to support vulnerable people through COVID-19

FINANCIAL SUPPORT

- OFGEM have also provided this information: https://www.ofgem.gov.uk/coronavirus-covid-19/coronavirus-covid-19-and-your-energy-supply

The Money and Pension Advice Service have also provided the following link that can be provided to residents:

https://www.moneyadviceservice.org.uk/en/articles/coronavirus-and-your-money

https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you

MANAGING ONGOING CONDITIONS

HOUSE OF CARE – a framework for long-term condition care

https://www.england.nhs.uk/ourwork/clinical-policy/ltc/house-of-care/

GET CORONAVIRUS SUPPORT AS AN EXTREMELY VULNERABLE PERSON

https://www.gov.uk/coronavirus-extremely-vulnerable

MACMILLAN CANCER SUPPORT - CANCER AND CORONAVIRUS (COVID-19)

https://www.macmillan.org.uk/cancer-information-and-support/get-help/physical-help/cancer-and-coronavirus

DIABETES UK – CORONAVIRUS AND DIABETES

https://www.diabetes.org.uk/about_us/news/coronavirus

MANAGING ONGOING CONDITIONS

BRITSH HEART FOUNDATION (BHF) – What it means for you if you have heart or circulatory disease

https://www.bhf.org.uk/informationsupport/heart-matters-magazine/news/coronavirus-and-your-health

KIDNEY CARE UK – CORONAVIRUS (COVID-19) Guidance for patients with Kidney disease.

https://www.kidneycareuk.org/news-and-campaigns/coronavirus-advice/

WELLBEING, MENTAL HEALTH & MANAGING ISOLATION

FREEDOM TOGETHER CIC

info@freedomtogehercic.co.uk

Self-soothing and being kind to yourself list

- ✓ Acknowledge things feel difficult
- ✓ Light a scented candle or oils
- ✓ Bring air into your home, open windows
- ✓ Write at least one page in your journal of thoughts you may want to dump
- ✓ Place a small pebble/ object that is special to you in your pocket or bag
- ✓ Make your bed with care so when you are ready to rest it is waiting for you
- ✓ Let yourself know that you are taking care as much as you can
- ✓ Have a bath put bubbles/ scent in especially for you

WELLBEING, MENTAL HEALTH & MANAGING ISOLATION

- ✓ Say 'NO', every time you can say NO to something you do not want to do. You are saying YES to your selfcare and what you need
- ✓ Write a supportive comforting letter to the small part of you
- ✓ If you are shopping swap an item for one thing you like that is healthy
- ✓ Tell yourself that you are entitled to feel as you do – it is a NORMAL reaction to abnormal experiences
- ✓ Spend an extra 15 minutes with your pets
- ✓ Try and drink one extra glass of water
- ✓ Cream or oil your skin / hands and face – take time and acknowledge your own kindness to yourself
- ✓ Wear a comforting piece of clothing/shoes etc
- ✓ Watch a programme or feel good film
- ✓ If you can, tell a safe person that you are struggling today, this week
- ✓ Replace one hour of social media with reading a magazine or book or listen to an audio book
- ✓ Prepare or cook a meal that you enjoy
- ✓ Tell yourself you are braving these feelings and you are going to try your best to be kind to yourself until it passes
- ✓ Try to eat at meal times- even something small if it is a struggle or try a healthy drink
- ✓ Put your feet into soapy water for 10 minutes, dry them and cream them
- ✓ Look through photos of healthy happy memories in your life
- ✓ Write one page in your journal of where you would like to be in a years' time in your recovery- be as positive as you like!
- ✓ Let yourself sleep if you need the rest but also try 1 thing from this list before your nap and 1 after
- ✓ Book a massage or take 20 minutes to massage your own feet and hands- use cream or oil
- ✓ Listen to your favourite music artist
- ✓ Listen to meditation, even if is difficult to settle breath into the session
- ✓ Drive to an area/ place where you like the scenery
- ✓ Have a walk or run and acknowledge how being active is important to help your brain work
- ✓ Sing out loud in your car or home
- ✓ Call a helpline for support- Samaritan's, you deserve to be supported
- ✓ Punch a pillow and acknowledge you have feelings you deserve to release
- ✓ At the end of the day before you shut your eyes acknowledge with warmth that you have struggled and that you are going to hold yourself with kindness every step that you can

**Once your emotions have settled. Make a note of what you did to get through and add to your emergency tool kit/box for the next time. Remember it takes time and practice, sitting with distress takes immense courage!*

WELLBEING, MENTAL HEALTH & MANAGING ISOLATION

SHRUBLANDS TRUST – Provides help, advice & assistance to vulnerable people in the Shrublands community & the surrounding areas:

Beverley: 020 3441 7887

https://www.shrublandstrust.org/

EVERY MIND MATTERS – Coronavirus Covid19 – How to look after your mental health whilst staying at home

https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips/

MINDFULNESS - NHS

https://www.nhs.uk/conditions/stress-anxiety-depression/mindfulness/

MIND HELPLINE

0300 123 3393

www.mind.org.uk/

MENTAL HEALTH CRISIS

0800 915 4644

SOUTH LONDON & MAUDSLEY

(24 hour) 0800 731 2864

SAMARITANS

116 123

jo@samaritans.org

PAPYRUS HOPELINE

0800 068 41 41

www.papyrus-uk.org/

GALOP LONDON LGBT ADVICE LINE

0207 704 2040

www.galop.org.uk

SILVERLINE - A free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year

0800 470 8090

www.thesilverline.org.uk/

CALL IN TIME -A free telephone friendship service for people 60 and over. You will need to sign up via the website

www.ageuk.org.uk/services/befriending-services/sign-up- for-telephone-befriending

CALM - Emotional support for Suicidal Men

0808 802 5869

www.the calmzone.net

NAPAC – Supporting recovery from childhood abuse

0808 801 0331

https://napac.org.uk/

WELLBEING, MENTAL HEALTH & MANAGING ISOLATION

https://www.actionforhappiness.org/coping-calendar

EDUCATIONAL SUPPORT FOR FAMILIES

Site name	Link	Content overview	Age/ Key stage (UK)
BBC Learning	http://www.bbc.co.uk/learning/coursesearch/	UK curriculum content	All
BBC Bitesize	https://www.bbc.co.uk/bitesize	UK curriculum content	All
CBeebies Radio	https://www.bbc.co.uk/cbeebies/radio	Listening activities for children	Under 5s
Nature Detectives	https://naturedetectives.woodlandtrust.org.uk/NATUREDETECTIVES	Activities that can be done in garden as a family	All
Mystery Science	https://mysteryscience.com/school-closure-planning	Home science ideas	All
The kids should see this	https://thekidshouldseethis.com/	Child friendly science videos that does not underestimate their ability	KS1+
Operation Ouch	https://www.youtube.com/channel/UCQJDFI9j8UeNoqra37p5OkA	Engaging science and medical (STEM) videos for all ages – filter by topic	All
Crash Course Kids	https://www.youtube.com/user/crashcoursekids	Educational videos – filter by age	Primary level (EYFS – KS2)
Crash course	https://www.youtube.com/user/crashcourse	Educational videos – filter by age	Secondary KS3+
Geography Games	https://world-geography-games.com/		All
National Geographic Kids	https://www.natgeokids.com/uk/	Activities and quizzes	Primary level and EYFS
Duolingo	https://www.duolingo.com/	Learn a language for free	All ages
Blockly	https://blockly.games/	Educational games that teach programming	For children new to computer programming
Scratch	https://scratch.mit.edu/	Computer programming	KS1+
Future Learn	https://www.futurelearn.com/	Free site – different courses	All
DK Find Out	https://www.dkfindout.com/uk/	UK version – lots of games and quizzes.	KS1+

TinkerCad	https://www.tinkercad.com/	Free app for 3D Design, electronics and coding	KS1+
Prodigy Maths Games	https://www.prodigygame.com/	Free online maths	KS1+

Site name	Link	Content overview	Age/ Key stage (UK)
Oxford Owl	https://www.oxfordowl.co.uk/FOR-HOME	Free eBooks following colour banded scheme	Age 3 to 11
Big History Project	https://www.bighistoryproject.com/HOME	History tasks	Secondary KS3+
Paw prints Badges	https://www.pawprintbadges.co.uk/free-downloads-23-c.asp	Free downloads of craft activities	EYFS +
Khan Academy	WWW.KHANACADEMY.ORG	All subjects = Secondary (KS3 +) Maths and computing = all ages	All / KS3+
Seneca	https://www.senecalearning.com/	Excellent to set tasks for GCSE and A Level	KS2+
TED Ed	HTTPS://ED.TED.COM	A multitude of different educational videos – something for everyone	All
Toy Theatre	https://toytheater.com/	Colourful activities for primary school aged children	
Twinkl	https://www.twinkl.co.uk/	Limited time free offer for various resources. Split into Primary and Secondary	All
Red Ted Art	https://www.redtedart.com/	Arts and crafts for younger children	EYFS – KS2
The Imagination Tree	https://theimaginationtree.com/	Crafts to do at home	Babies +
Blue Peter Badge Challenges	https://www.bbc.co.uk/cbbc/joinin/about-blue-peter-badges	Different challenges for children to work through. 8 badges in total to try to gain!	Age 6+
Open learn	https://www.open.edu/openlearn/	Free taster courses	KS5+ (Adult)
MUSEUMS			
Science Museum	https://www.sciencemuseum.org.uk/games-and-apps	Free games and activities	KS1+
NASA Langley	https://oh.larc.nasa.gov/oh/	Free online tour	All
Natural History Museum	https://www.nhm.ac.uk/schools/teaching-resources.html	Free tours and activities	KS1+
Smithsonian National Museum of Natural History	https://naturalhistory.si.edu/visit/virtual-tour	Free tours and activities	All

Site name	Link	Content overview	Age/ Key stage (UK)
London Zoo	https://www.zsl.org/zsl-london-zoo/zsl-london-zoo-online-resources	Free tours and activities	All
British Museum	https://www.britishmuseum.org/learn/schools	Free tours and activities	All
Museum of London	https://www.museumoflondon.org.uk/families/fun-home	Online games and some activities to do at home	All
Guggenheim	https://www.guggenheim.org/collection-online	A chance to view some of the collection online	All
National Gallery of Art	https://www.nga.gov/	A chance to view some of the collection online	All
Google Art Project	https://artsandculture.google.com/	Some wonderful pieces from multiple locations across the world	All
The Vatican Museums	http://www.museivaticani.va/content/museivaticani/en/collezioni/musei/tour-virtuali-elenco.html	A chance to view some of the collection online	All
The Dali Museums	https://www.salvador-dali.org/en/museums/dali-theatre-museum-in-figueres/visita-virtual/	A chance to view some of the collection online	All

EDUCATIONAL SUPPORT FOR FAMILIES

ORGANISATIONS	**WEBSITE**
BRAINPOP	https://www.brainpop.com/
TYNKER	https://www.tynker.com/
CREATIVE BUG	https://www.creativebug.com/
YOUTUBE CHANNELS:	
CRASH COURSE KIDS	https://www.youtube.com/results?search_query=CRASHCOURSE+KIDS
SCIENCE CHANNEL	https://www.youtube.com/results?search_query=SCIENCE+CHANNEL
SCISHOW KIDS	https://www.youtube.com/results?search_query=SCISHOW+KIDS
NATIONAL GEOGRAPHIC KIDS	https://www.youtube.com/results?search_query=NATIONAL+GEOGRAPHIC+KIDS
FREE SCHOOL	https://www.youtube.com/results?search_query=free+school

ORGANISATIONS	WEBSITE
GEOGRAPHY FOCUS	https://www.youtube.com/results?search_query=geography+focus
THE BRAIN SCOOP	https://www.youtube.com/results?search_query=THE+BRAIN+SCOOP
SCISHOW	https://www.youtube.com/results?search_query=scishow
KIDS LEARNING TUBE	https://www.youtube.com/results?search_query=KIDS+LEARNING+TUBE
SCIENCE MAX	https://www.youtube.com/results?search_query=SCIENCE+MAX

EDUCATIONAL SUPPORT FOR ADULTS & FAMILIES

Open Learn from the Open University – Free Courses

https://www.open.edu/openlearn/free-courses/full-catalogue

Scholastic Learn at Home

https://classroommagazines.scholastic.com/support/learnathome.html

All in One Home School

https://allinonehomeschool.com/

E-Learning for Kids

https://www.e-learningforkids.org/

BBC TEACH – primary and secondary school resources

https://www.bbc.co.uk/programmes/articles/22mKkphLplSbDxRjGLVp4wG/primary-resources

BUDDYING & LOCAL VOLUNTEERING

CROYDON VOLUNTARY ACTION - CORONAVIRUS – Get local support

https://cvalive.org.uk/coronavirus/

COVID-19 MUTAL AID UK (NATIONAL)

https://www.facebook.com/CovidAidUK/?epa=SEARCH_BOX

CV BANK

https://www.facebook.com/groups/678538426231360/

GOOD SAM APP VOLUNTEER RESPONDERS – Supporting nationwide to make deliveries, call isolated people, shopping- DBS will be done. You will need one official document to upload to the website. It takes 5 minutes.

- Volunteer Roles
- Community Response Volunteer
- Patient Transport Volunteer
- NHS Transport Volunteer
- Check in and Chat Volunteer

https://www.goodsamapp.org/nhsvolunteerresponders

ONLINE ACTIVITY SUPPORT FOR CHILDREN

ACTIVITY	**DESCRIPTION**	**WEBSITE**
Daily PE	Workout with Joe Wicks 9am live on Youtube/ live at 12 midday on ITV's 'This Morning' on the TV	https://www.youtube.com/watch?v=K6r99N3kXME
Virtual Museums	Go on virtual tours of famous museums	https://www.travelandleisure.com/attractions/museums-galleries/museums-with-virtual-tours
Family Tree	Create your family tree and family timeline	https://www.famberry.com/
All in One Home School Thinking Games	Online Christian home schooling	https://allinonehomeschool.com/?s=thinking+games

ONLINE ACTIVITY SUPPORT FOR ADULTS

ACTIVITY	CONTACT	COST
Online Mindfulness (Zoom) 1 hour Download the Zoom App & join the sessions	**Peter Lawrence:** Monday 1pm – Zoom Meeting ID 352-579-466 Monday 6.30pm-Zoom Meeting ID 151-459-729 Tuesday 11.30am- Zoom Meeting ID 148-500-994 Thursday 6.30pm- Zoom Meeting ID 967-413-776 Friday 11.30am- Zoom Meeting ID 624-619-877	Free
Online Fitness Training (T/W/T/) 10.30)	Contact Husna – 07534-974795	Free (Croydon Residents) except Wed £3 payable in advance
Live Instagram Dance Fitness (Sat 10am)	Contact @BUMP_DANCEFITNESS on Instagram	Free
Online Yoga	https://freeyoga.co.uk/	Free

Five Elements Movements (Daily – 10-10.15am on Zoom	If you don't already have a Zoom account, it is free to download. Follow these 3 easy steps: 1. **Go to https://zoom.us** 2. **Click** 'Join meeting' 3. **Enter meeting ID 382533299**	Free