



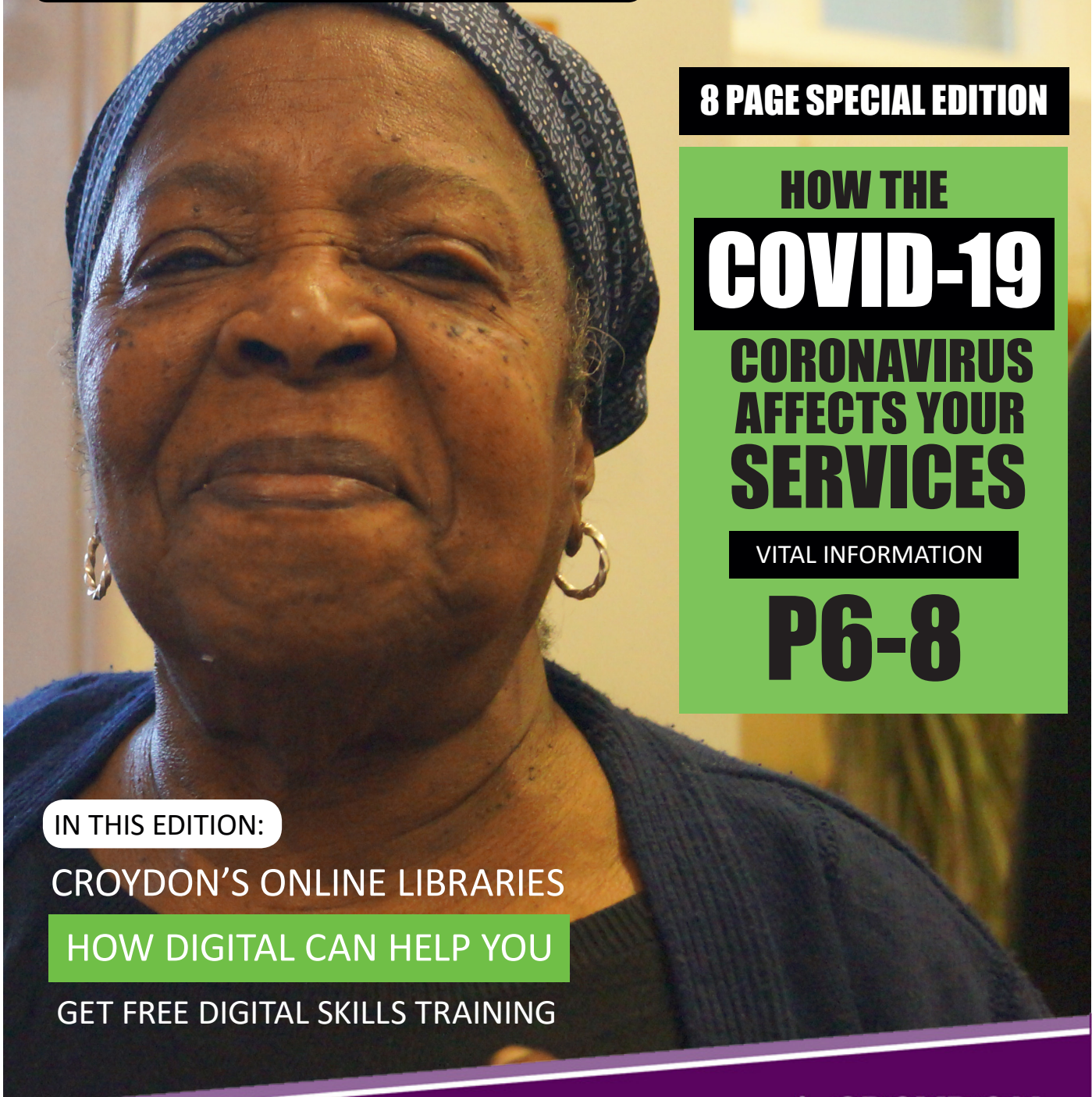
OPENHOUSE

The newsletter for Croydon Council tenants and leaseholders

CROYDON

SPRING 2020

SWITCHED ON RESIDENTS GOING ONLINE



8 PAGE SPECIAL EDITION

HOW THE **COVID-19**

CORONAVIRUS AFFECTS YOUR SERVICES

VITAL INFORMATION

P6-8

IN THIS EDITION:

CROYDON'S ONLINE LIBRARIES

HOW DIGITAL CAN HELP YOU

GET FREE DIGITAL SKILLS TRAINING

Delivering for Croydon

CROYDON
www.croydon.gov.uk

THE WORD AT YOUR FINGERTIPS

OPEN HOUSE

RESIDENTS GETTING CONNECTED

Croydon Libraries



FROM COMICS TO CLASSICS, CROYDON'S LIBRARIES ARE MAKING BORROWING EASY WITH JAMES BOND STYLE DIGITAL TECHNOLOGY AND ONE COOL GADGET

The use of incredible technology was the stuff of fantasy stories during the 1960's but today Croydon libraries are making booking out James Bond stories amongst many others much easier with technology that the famous spy would be proud of.

And at a time when the world is threatened by a new enemy, in the form of the coronavirus, never have we been in more need of a clever gadget to help save the day.

Our black box devices, whether laptop, smartphone, tablet or computer can help us survive this period of lockdown by providing us with access to the best of books, newspaper, film and magazine entertainment to keep us amused in our own homes. And you won't need a license to kill, just your Croydon library card.

LIBRARY COMPUTERS & WI-FI

Croydon Libraries has a newer, faster network, which means that our free WiFi and upgraded IT have improved access speeds. You can access this in any of our 13 libraries across the borough. For further details including location and opening hours please visit bit.ly/FindyourCroydonLibrary.

THE LIBRARIES CONSORTIUM

Libraries Consortium, made up of 17 library authorities. You can

at any library within the consortium and have access to around six million books. Further details about The Library Consortium can be found here <https://bit.ly/2SQsM9b>.

THE DIGITAL LIBRARY

BorrowBox
24 hour access to eBooks and eAudio. You can borrow books even when the library is closed.

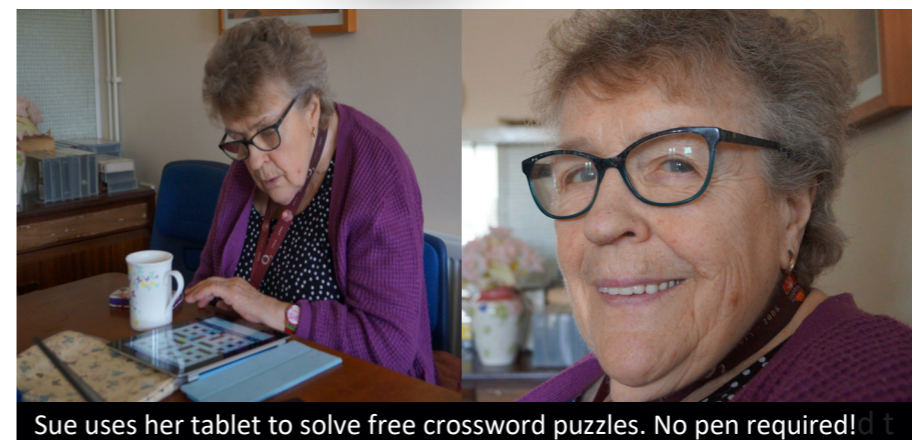
PressReader
Access newspapers and magazines from around the world in many languages. Read the latest complete editions of the newspapers as they are published. Create an account using your library card and email address and start reading today.

RbDigital
Anyone can browse this collection, but if you wish to download anything you will need your library card and an email address. To find out more please visit our website. There are over 700 magazines, a taster selection of comics and graphic novels, e-audio, and Pimsleur language courses to download. You can also access:

- * The Great Courses – hundreds of courses available via in-depth video lectures
- * Indieflix - movie streaming service that offers box office hits, award-winning films, and documentaries
- * Quello - the world's largest collection of full-length concerts and movie documentaries.



- Browse our library catalogue where you can search items, log on to your account, renew and reserve books.
- Access our digital library which includes eBooks, eAudio, e-magazines and e-comics with RbDigital and BorrowBox.
- Browse newspapers online in over 100 different languages with PressReader.
- Access free online courses with our digital library.
- Use the library computers and Croydon Library WiFi.



Sue uses her tablet to solve free crossword puzzles. No pen required!

Ziptales

Ziptales is a fun online resource that uses stories, quizzes and games to make reading a pleasure for children, accessible with your Croydon Library card.

MY LIBRARY APP

Croydon Libraries now has the My Library App available through your phone or device.

Here you can view the library catalogue and use online resources, download an eBook or listen to an eAudio. Manage your account, renew and reserve items and link to your child's account or browse the e-magazines and comics. Receive notifications before your item is due to expire, click renew and never have to pay a fine again!



New Addington next in line. Residents will be notified two weeks before installation is due to take place so residents will know exactly when full fibre broadband will be available to them.

As part of the initiative, free Wi-Fi is being installed in some community centres across the borough and will be available to all users of those centres. There will also be free digital training at our sheltered blocks to help residents access council services online via My Account and ways to keep in touch with friends and family using Facebook and Skype.

Full fibre broadband is being installed across the borough by our approved suppliers Open Reach and Community Fibre. Everyone, including those living in council homes, can sign up to benefit from faster internet speeds

The project, delivered at no cost to the council, is now well underway and installations have already been completed in Norwood, Thornton Heath and Selhurst, with Fairfield and

WHY SHOULD I GET ONLINE?

What is getting online?

Getting online means using digital services available on the internet. If you have a smart phone, tablet, laptop or computer you will be able to 'get online' with this device.

What is the internet?

The internet is a giant library of information and entertainment. This information is stored on web sites. A site may have many different pages, much like a book, which you can view on your device.

Getting connected.

Most people pay a supplier for their connection. If you pay for a TV and broadband package you will get a digital box to receive your TV signal and a router, to give you Wi-Fi, which connects you to the internet.

Your computer, laptop or other device. will pick up Wi-Fi from the router and you will be able to connect to it and use the internet.

What can I do online?

- Read daily newspaper for free
- Watch TV
- Shopping from home
- Create an email account for free
- Contact relatives in other countries for free
- Listen to the radio
- Access council services

For help getting online contact our engagement officer

Dan Powell Tel: 07742 405244

Email: daniel.powell@croydon.gov.uk

ON COURSE FOR SUCCESS

The idea that digital technology is only for the younger generation is being dispelled by a group of Croydon residents who are proving that learning is a lifelong pursuit and that digital technology can benefit people of all ages.

A pilot scheme funded by the LGA (Local Government Association) is bringing digital learning to residents in New Addington to develop their digital skills. The learning sessions have been taking place for residents in our sheltered housing blocks and in New Addington library. They cover a wide range of topics, including all the basics of getting online such as connecting to free Wi-Fi and sending emails.

Residents are also being shown how to access council services

through My Account where they can report things like requests for repairs, fly-tipping and missed waste collections.

You can also access information about affected council services in relation to the coronavirus (COVID-19) via My Account and the council's website www.croydon.gov.uk.

The sessions are delivered by a digital engagement and inclusion officer, as part of a joint project between the CDS (Croydon Digital Services) and the resident involvement team, helping the council's commitment to getting more people online.

Residents in Beech House, Cedar House, Ashwood Gardens and Chertsey Crescent contact: daniel.powell@croydon.gov.uk



ALL FACE TO FACE DIGITAL TRAINING IS CURRENTLY SUSPENDED DUE TO CORONAVIRUS

FULL HOUSE FOR RESIDENT BINGO



Outreach events and Bingo afternoons are proving popular with residents in sheltered homes. The events give residents the opportunity to socialise, have fun and really importantly to engage with multiple council services including the Tenancy team, Locality team, Resident Involvement, Community Development, Gateway Services and the Repairs and Maintenance team. Supported by big-hearted donations given by generous Council staff and council contractor Guideline.

Please note: outreach events are currently suspended due to coronavirus

FOLLOW US ON FACEBOOK

More and more people are now following us on Facebook. The Resident Involvement Facebook page recently reached a landmark 1000 followers. The page keeps residents up to date with daily updates on housing and a range of other topics including council news, local events, charity fund-raisers and more. Residents can interact with us and share their news so come and join those who are getting connected.

www.facebook.com/croydonresidentinvolvement



REPAIR VIDEOS

QUICK FIX TIPS # 5: HOW TO RESET A TRIP SWITCH

(Please note: to play this video you will need Adobe Reader software which uses a Flash player)

INTERACTIVE FEATURE (only available online)

A trip switch is a safety device in your home. You can find your trip switch on your fuse box. If there is a fault with your wiring or one of your electrical appliances, the trip switch will turn off the power. This video shows you how to safely reset the switch should this occur.

DO IT YOURSELF WITH OUR ONLINE REPAIR VIDEO COLLECTION

Working with our repairs partner Axis Europe we have produced a set of 14 home repair videos to help you carry out easy repairs yourself without the need expensive or specialist tools.

The videos can be found on our Repairs 'Home repair how to videos' web page: <https://www.croydon.gov.uk/housing/counciltenants/repairs/home-repair-how-to-videos>

URGENT NOTICE FOR TENANTS & LEASEHOLDERS

COUNCIL HOME REPAIRS

During the government-enforced lockdown, residents can still contact our repairs team in the normal way by phone, My Account or email. To protect you and our staff, we are only able to attend emergency repairs and in most cases will only make safe, rather than carrying out a full repair. If our staff attend an emergency repair and it is possible to do so, they will ask the resident to move to a different room while they carry out the repair. They will also wash their hands when entering and leaving the property. Both of these steps are designed to follow government requirements on social distancing.

All other repairs work will stop for the foreseeable future, including any work that may already have an appointment date or been previously planned in.

The only exception to this is gas servicing, which will continue as this is a legal requirement. Repairs relating to water supply or electrical issues will only be attended if they are an emergency.

The repairs service can be contacted in the usual way by calling 020 8726 6101 or by email: croydonrepairs@axiseurope.com. For all queries not relating to housing repairs, contact 0208 726 6000.

CORONAVIRUS UPDATE: A-Z SERVICE GUIDE

YOUR SERVICES

The current spread of coronavirus affects us all. Our actions and behaviours can have a massive impact on our families, friends and neighbours. During this time we must all play our part, no matter how small, to ensure that the spread of the virus and its damage is limited. Unfortunately, this will have an affect on the usual services which we provide. These will unavoidably be reduced as we prioritise those most urgent to ensure that residents are kept as safe as possible.

We ask you to be patient with us during these challenging times and that you take time to read the information provided in this article informing you of the necessary changes to your services.

ADULT SOCIAL CARE

If you have a medical condition that makes you extremely vulnerable to coronavirus, you can get support from the government such as food deliveries. Please register on GOV.UK.

Appointments with adult social care staff are now happening on the telephone.

If you had an appointment and haven't heard from your social worker, call 020 8726 6000.

If you are concerned about a vulnerable adult, you can report it online or call 020 876 6500. If the person is in immediate danger, call 999.

BIN COLLECTION

Recycling and waste collections are taking place but with a reduced workforce. Collections of general waste and food waste are being prioritised.

You may find that your recycling or waste is collected later than usual - if your collection is missed please leave your bins at your normal point of collection. We will try to return in the coming days to empty your bins, but you may have to wait until your next scheduled collection.

CORONAVIRUS
PROTECT YOURSELF & OTHERS

You can still report your missed collection via My Account. We are sorry for any inconvenience this may cause.

Ordering of new bins

Ordering of new bins has been suspended.

Bulky waste collection

Bulky waste collection have been suspended to be re-deployed to support other priority services. If you have bulky waste items, please store these securely in your home until we are able to reinstate the

service. We are sorry for any inconvenience caused.

Household reuse and recycling centres

All centres are closed until further notice.

Bulky items, garden waste, DIY waste and other waste should be stored safely on your property until travel restrictions are lifted and the sites are able to re-open.

Self isolating households

Residents should continue to use their recycling and rubbish collection services as normal, but households that are self-isolating should follow the government's stay at home advice which states:

- store personal waste, such as used tissues and disposable cleaning cloths, within disposable rubbish bags
- place these bags into a second bag, tied securely and kept separate from other waste
- these bags should be put aside for at least 72 hours before being put in your usual external general waste bin
- please do not take this waste to your local household reuse and recycling centre.

Please dispose of your other household waste as normal.

CALAT

CALAT classes have stopped until further notice.

CARING

There are no changes. We are working with our partners including care homes and carers to make sure they have the most up-to-date information and that they keep us informed of any changes.

Carers Information Service

The drop-in is closed.

Carers with appointments will be contacted and offered telephone appointments.

CHILDREN

If you are concerned about a child at risk call 020 8255 2888 or out of hours 020 8726 6400. If the child is in immediate danger call 999.

DOMESTIC ABUSE

For domestic abuse support the Family Justice Centre (FJC) remains open for appointments and walk-ins. Telephone appointments are also available by contacting: 020 8688 0100.

EXTRA CARE HOUSING

Following government guidance, we are limiting the number of people visiting our extra care extra care housing facilities, which provide care to adults 24 hours a day. We are also asking all residents to self-isolate, and will be moving more

CORONAVIRUS (COV-ID19)

The coronavirus outbreak was declared a pandemic by the World Health Organisation on 11 March 2020. The situation has escalated and government's latest guidance urges everyone to protect themselves and others by staying at home.

STAY SAFE STAY HOME

You should:

- only go outside if you need to get food, medical supplies or you're a key worker
- stay 2 metres (6ft) away from other people
- wash your hands as soon as you get home

For more information and advice go to the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/>

of our dedicated and fully trained staff into our schemes to support the current staff.

If you have any immediate concerns about anyone living in one of the schemes, please contact the manager of the scheme.

HEALTHY HOMES

The Croydon Healthy Homes programme have suspended all home visits. All appointments currently booked will be postponed until it is safe to resume the programme. We are happy to accept new referrals, but there may be a delay before contact is possible.

HOUSING & HOMELESSNESS

We are suspending all face-to-face interviews with the homeless and housing needs service during the coronavirus outbreak. Please do not come into Access Croydon, as you will

not be seen. Your appointment will be by phone. We will attempt to call you at your chosen appointment time, but cannot guarantee this.

If your situation changes or you require urgent help or support then please call 020 8726 6000.

LIBRARIES

Libraries are closed until further notice.

All books currently on loan will be automatically extended to 30 April 2020 to avoid generating fines for late return. Library cards will not expire during the period of closure.

The Museum of Croydon

The Museum is closed until further notice. See website for more details:

<https://museumofcroydon.com/>

PARKS & RECREATION

Croydon's parks and green spaces remain open to the public, but all outdoor gyms, playground facilities and public toilets within Croydon parks are now closed. Protect yourself and others from Coronavirus by following social distancing guidelines and remain two metres apart from other park users at all times.

To help keep our green spaces open, we are asking all visitors to follow social distancing guidelines and keep a minimum of two metre away from other people. People should avoid visiting parks, green spaces and recreational areas if they are exhibiting symptoms of coronavirus. Keep dogs on a lead to prevent unnecessary contact with other park users.

Park users should wash hands before leaving home and as again when they return from being outside.

To report a problem in any of Croydon's parks, email: parks@croydon.gov.uk

PLANNING

There will be no duty officer appointments for planning application reviews from 30 March.

SCHOOLS

Croydon schools are currently closed to most children.

Children can still go to school if they are vulnerable or have at least one parent who is a key worker. Information on who counts as a key worker is on GOV.UK. Together we are developing a package of support to ensure those children and families who need to can still access food and other essential help and services during the school day. To minimise disruption to our young people's

education, school staff have been working to ensure that pupils can continue to access the school curriculum from home, through a broad range of resources. Contact your school for more details.

Government information for parents and carers

The government has information for parents and carers of children at registered Croydon childcare providers (including nurseries and childminders), primary and secondary schools and further education colleges.

This is for both state-funded and independent schools. For more information visit www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers

SEND

If you are self-isolating or diagnosed with coronavirus and you have concerns about care for your child or young person with SEND while you're unwell, contact the Children With Disabilities duty teams.

For children and young people aged 0 to 18
020 8726 6100 (extension 61974)
CWDduty@croydon.gov.uk

For young people and adults aged 18 to 25
020 8604 7577
TransitionDutyInbox@croydon.gov.uk

The phone lines are answered between 9am and 5pm, Monday to Friday.

TENANCY

All tenancy-related home visits are cancelled with immediate effect and until further notice. If you have an urgent query, please call us between 9am and 4pm on 020 8726 6000, extension: 88121.

If we cannot take your call or the line is engaged, please leave a message. You can also email us via the contact details for managers given below. You may not receive an immediate call back and we ask that you wait 48hrs before re-calling to help us prioritise requests.

Caretakers are, as much as possible, working to their existing schedules and timetables but in the current situation are delivering caretaking services on a priority basis. If you live in a block where you receive caretaking once a week, there may be occasions where this service become fortnightly, or less, but we will try to only do this in extreme circumstances.

If you need to speak to one of the operations managers for tenancy and / or caretaking matters, you can contact them by email in the following way:

North

Terry.edwards@croydon.gov.uk
Karen.reid@croydon.gov.uk

East

Jo.joannou@croydon.gov.uk
Kingsley.eze@croydon.gov.uk

South/Central

Adam.curtis@croydon.gov.uk
Angela.bradford@croydon.gov.uk
[Stanley Enyinnaya@croydon.gov.uk](mailto:Stanley.Enyinnaya@croydon.gov.uk)

TURNAROUND CENTRE

The centre is closed until further notice. For support and advice for 14- to 21-year-olds and their families on crime, antisocial behaviour and homelessness, call 020 8760 5530.

WALKING FOR HEALTH

We have stopped all Walking for Health activities to help prevent the spread of coronavirus/COVID-19. This includes group walks, social activities and other meetings. All these activities have stopped until at least 31 May.