

Being a Good Neighbour

#MySefton

During the Coronavirus outbreak many people have come forward to help and support their neighbours. We want you and your neighbours to be safe whilst you help one another out during this uncertain time, the following guide offers tips and advice on how to help, safely.

Sefton COVID-19 Response Volunteer Programme
Sefton Council for Voluntary Service



Volunteer Centre
Sefton



Sefton CVS

Sefton Council



Top Tips to Help Others

Offering help in your community

Keep it local and manageable. We suggest your own street or about 10 houses at most. Don't try to cover more than you realistically can sustain

Stick to a patch you know well. Keep to where people will recognise you and trust your offer is genuine.

Try to understand that people may be cautious. They may be unwilling to accept help if they don't know you well and have the right to refuse your help.

Create a list of the things that you feel able to help others with. Feel comfortable to say no if people ask for more help than you're able to give.

Trust your instincts when you are offering to help others or being offered help. Remove yourself from the situation if you don't feel safe and respect others choice to do the same.

If you witness hate crime, such as racist comments or physical violence, report it to the Police or Stop Hate UK.

Looking after yourself whilst helping others

✓ If you would like to help others but have been instructed to self isolate, please follow the official Government guidelines and don't break your isolation period early. [Click here for more information](#)

- ✓ When in contact with others follow social distancing advice and keep a safe distance from others (this is approximately 2 metres or 6 feet apart).
- ✓ Be sure to wash your hands thoroughly for at least 20 seconds before and after contact with your neighbours and follow the NHS 'catch it, kill it, bin it' advice when coughing or sneezing
- ✓ When you are helping others, be aware of your own wellbeing and ask for help and support if you need it. [Click here](#) to access support.
- ✓ Keep in touch with friends and family digitally or over the phone, and maintain activities that you're able to do such as reading, exercise, walking the dog and gardening. Always ensure you stick to social distancing advice of remaining 2 metres away from others.



Keeping Safe at Home

- ✓ Don't provide any personal care or go into people's houses – be assured that other agencies are looking into this.
- ✓ We don't advise that people display signs in your home / windows to tell others you're self-isolating – this could make some people more vulnerable to being exploited at this difficult time.
- ✓ Keep an eye out for suspicious activity or visitors to your neighbours, particularly those who may be more vulnerable, and report this to the Police if you feel concerned.
- ✓ There have been some incidents of people knocking on doors and claiming to represent charities or public bodies. Be sure to carefully check people's identification if you are not expecting them to visit and don't answer the door if you feel uncomfortable.

Keeping Safe Online

- ✓ Keep up virtual community connections using social media, email or WhatsApp groups for your local community, rather than sending individual messages. This helps to maintain everyone's safety.
- ✓ Do not share your personal details such as your email address or telephone number if you are not comfortable doing so.
- ✓ Be sure to continue to access up to date information from trusted organisations including Sefton Council, the NHS and Public Health and [.GOV website](#).
- ✓ Don't open emails or click on links claiming to be from organisations such as Public Health or Centres for Disease Control and Prevention. They may be scams and could download a virus to your computer.

Financial Safety

- ✓ Don't give or loan people money if you don't know them or if it doesn't feel safe to do so.
- ✓ Keep your personal information safe and don't share any account details with people you don't know and trust.
- ✓ If you would like to donate to charity to support people affected by the pandemic, check the credibility of the organisation first or donate to trusted organisations that you know. Sefton CVS, through Sefton 4 Good, have launched a [trusted online fundraising appeal](#) to support a range of local voluntary, community and faith sector organisations.

[Click here for more](#)

Safeguarding Others

If you have concerns about your own safety or the safety and welfare of your neighbours, including children or vulnerable adults, then contact the relevant emergency service.

If you require help during this crisis or are self isolating and unable leave your house contact Sefton Council on 0345 140 0845

Useful Telephone Numbers

Police (Non-Emergency) – 101
NHS (Non-Emergency) – 111
Sefton Council Main Number – 0345 140 0845
Adult Social Care – 01704 704389 (North) / 0151 529 3761 (South)
Children's Social Care – 0151 934 3114
Children's Safeguarding Concerns – 0345 140 0845 (8am-6pm)
Sefton Council Emergency Duty Team (weekends) 0151 934 3555
Sefton Council for Voluntary Service – 0151 920 0726
Living Well Sefton – 0300 323 0181
Healthwatch Sefton – 0800 206 1304
Sefton Security – 0151 934 4746
NHS South Sefton CCG: 0151 317 8456
NHS Southport and Formby CCG: 01704 395 785
Sefton Carers Centre (helpline) – 0151 288 6060
Stop Hate UK - 0800 138 1625
Sefton Women's & Children's Aid - 0151 922 8606

For more information

To keep up to date with the latest on Sefton Council services and its response to COVID-19 visit; www.sefton.gov.uk

To keep up to date with the latest Voluntary Sector response and information from Sefton CVS on COVID-19 visit; www.seftoncv.org.uk

[Click here](#) to view more 'Top Tips' for COVID-19 Volunteers



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*Please note that COVID-19 is a rapidly evolving situation and government advice is changing on a daily basis. As such we will endeavour to keep content current however information may be outdated upon your receipt of this document.

This document was adapted from the Community Care Programme operated by Voluntary Action Leeds & Leeds County Council

