

COVID-19 Happy to Help Trumpington



Helping and being helped by neighbours

In these days neighbours are offering help to each other via social media and by posting cards in letter boxes.

If you decide to give or accept help from strangers, it is important to follow some basic safeguarding rules.

Getting help from neighbours

1. Share your contact details in private, do not post them on social media boards. If you need help, post a generic message that explains what you need, and encourage to be contacted via private message.
2. If you feel uncomfortable with any reply you receive, raise the issue with the page administrator. If you are in an emergency, always dial 999.
3. If you ask for help with groceries or other errands that require small expenses, do not pay in advance and do not give away your card details or give access to your bank account. Instead ask your helper to anticipate the expenses and refund them promptly once they return with a receipt.
4. If you are self-isolating or quarantined you need to reduce contact with people to a minimum. Exchange packages and bags by leaving them on the door step. Keep a safe distance of 2 meters (6 feet) with your helper at all times. Exchange money and receipts via the letterbox when possible.

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