

Note from the Editors

We have put together this 2nd Special Edition newsletter to give you some useful information to help you through the isolation period. Normally we would try to have non internet options as well but this is becoming increasingly difficult as the isolation rules become much stricter for everyone's safety. The BOPAG facebook page is updated daily so it's worth checking out if you are able to. You don't need to be signed up to Facebook to view the information (www.facebook.com/pg/bopag.org/posts)

We have lots of companies online offering websites to help keep you entertained and also lots of cultural websites that you can look at to keep you mentally engaged too. We have up to date information on services from refuse collections and supermarket hours. There are suggestions regarding local businesses such as garden centres etc offering delivery services and local groups offering help and care to those that need it. Have a good read and do let us know if there is anything we have missed or that we should look into.

In the meantime, stay safe and please stay in touch.

Paula and Andy

Services

Bucks Council have a list on their website for all waste services and their new timetables for collections. See page 4 for more info. Visit:
www.buckinghamshire.gov.uk/coronavirus/services/e-changes/coronavirus-waste-services-all-districts/

Pharmacies around Buckinghamshire have closed their doors to the general public but are operating a queuing system outside with the recommended 2mtr distancing rules in place. Opening hours are affected so we recommend calling your local one to see what hours they are operating.

Wye Valley Volunteer's have been working tirelessly to organise help for those who need it most;

Phone: 01628 521027 or 01628 530156
...currently Monday to Friday 1000/1200

Bucks Hospitals

All parking charges have been stopped at all Bucks hospital's for both patients and staff until further notice. (See page 7 for more details)

Bucks Healthcare

Please read our COVID-19 information page for updates including actions they are taking to care

for patients and reduce the risk of spreading the COVID-19 infection.

Please remember: if you are experiencing any of the symptoms. Please stay at home follow NHS 111 online advice do not enter any of our hospitals. For the latest information about coronavirus (COVID-19) please visit:
NHS.uk/coronavirus

Supermarkets

There are lots of queues in and around our local shops, most have similar opening hours in place, social distancing set up and all have an hours slot just for the disabled and vulnerable and NHS staff. They are asking for customers to pay by card if they can or use the self service checkouts. Some have floor markings for 2mtr distancing and some are adding protective safety screens for their staff.

Most have stock limitations in place on popular items, two per customer and generally stock levels are returning to normal now.

Online delivery slots are being offered first to disabled and vulnerable customers.

Post Offices

Many are operating reduced hours so again, check locally if you need to visit them

The message from all services is stay home and stay safe!



SAFETY and COVID19

Unscrupulous criminals are exploiting fears about COVID-19 to prey on members of the public, particularly older and vulnerable people who are isolated from family and friends. Here are just some of the scams that we have heard about and to be on the watch for. It's not an exhaustive list so please be vigilant at this time. For those of you who have access to websites please see the bottom of this page for more advice and who to call.

Covid-19 cures & prevention

Members of the public should ignore scam products such as supplements and anti-virus kits that falsely claim to cure or prevent COVID-19. In some cases individuals may be pressurised on their own doorsteps to buy anti-virus kits or persuaded into purchasing products that are advertised on their social media feeds. In addition, some call center's that previously targeted UK consumers with dubious health products are now offering supplements that supposedly prevent COVID-19. And as for home testing kits—clearly our government are having a tough enough time securing supplies of testing kits so anything that you are offered either on-line or on your doorstep will be fake

Doorstep crime

Communities are also being urged to look out for signs of neighbours being targeted by doorstep criminals. While there are genuine groups of volunteers providing help during self-isolation, there have been reports of criminals preying on residents – often older people or people living with long-term health conditions – by cold-calling at their homes and offering to go to the shops for them. The criminals often claim to represent charities or the council to help them appear legitimate before taking the victim's money. There are genuine charities providing support, so consumers should be vigilant and ask for ID from anyone claiming to represent a charity and if in doubt, ask a neighbour to help check that the person is genuine.

On-line Shopping fraud

Action Fraud are also reporting an increase of 400% of Coronavirus-related frauds. The majority of these reports are associated with online shopping scams, where people are ordering protective face masks, hand sanitizer and other products, which never have arrived. There are also reports of themed phishing emails attempting to trick people in opening malicious attachments or revealing sensitive or financial information. Their advice is as follows:

- Watch out for scam messages
- Research first before you purchase online
- Protect your devices – Always install the latest software and Apps updated.

TV Licence Direct Debit

This one is doing the rounds again. Please just ignore. Their telephone number is currently not being manned at this time but if there is a genuine issue they would contact you by post

BT Phishing attempts

Emails circulating about unauthorised log in attempts. Please ignore and do not click on any of the links. BY can be contacted by phone if you wish to check anything

Please see below list of COVID 19 scams identified.

<https://www.owl.co.uk/a/?i=e61203016612452f841e9ba947c88f9b> (363 KB)



shutterstock - 1266071065

ACTIVITIES DURING LOCKDOWN

Here are some interesting websites for you to visit whilst keeping yourselves safe at home:

Classical Culture

Wigmore Hall, a world renowned concert hall is sharing performances, talks etc from past events at Wigmore Hall wigmore-hall.org.uk/wigmore-hall-live/past-live-streams

The Metropolitan Opera is streaming past performances each night. www.metopera.org/user-information/nightly-met-opera-streams/

Bavarian State Opera live free concerts www.staatsoper.de/en/staatsopertv.html?no_cache=1

OperaVision is an opera streaming platform with an archive of productions all free to watch either via their YouTube or website operavision.eu/en & www.youtube.com/channel/UCBTIXPAfOx300RZfWNw8-qg

Berliner Philharmoniker has a free virtual concert hall with an archive of hundreds of concerts. www.digitalconcerthall.com/en/tickets?a=bph_webseite&c=true

The Original Theatre Company Small charge applicable www.originaltheatreonline.com/

Indy-House have a number of workshops including a live hula workout (no hoop required) or make your own hand sanitiser & hand cream to learning the art of origami. www.indytute.com/pages/events Small charge applicable

Virtual museum and art gallery tours from around the world:

J Paul Getty Museum, LA artsandculture.google.com/partner/the-j-paul-getty-museum?hl=en

The Vatican Museum <http://www.museivaticani.va/content/museivaticani/en/collezioni/musei/tour-virtuali-elenco.1.html>

Wander round Vatican City at <https://www.youvisit.com/tour/vatican> complete with a tour guide

Guggenheim Museum, <https://artsandculture.google.com/partner/guggenheim-bilbao>

Rijks, Amsterdam <https://artsandculture.google.com/partner/rijksmuseum>

Musee Dorsay, Paris <https://artsandculture.google.com/partner/musee-dorsay-paris>

The British Museum <https://artsandculture.google.com/partner/the-british-museum> or go to <https://britishmuseum.withgoogle.com/> for the museum's interactive experience which goes into further depth of various objects with curators, along a timeline.

MASP, San Paulo, Brazil <https://artsandculture.google.com/partner/masp?hl=en>

National Gallery <https://www.nationalgallery.org.uk/visiting/virtual-tours/google-virtual-tour>

Get outside 'virtually'

The Royal Parks in London <https://www.royalparks.org.uk/learn/learn-in-hyde-park-and-kensington-gardens/planning-your-visit/our-facilities/virtual-tour>

and Central Park in New York both have online tours. <https://www.youvisit.com/tour/centralpark>

The US National Park Service is offering 32 virtual tours, including

Grand Canyon <https://www.nps.gov/grca/learn/photosmultimedia/virtualtour.htm>

Yellowstone <https://www.nps.gov/yell/learn/photosmultimedia/virtualtours.htm>

Maine's Acadia National Park <https://www.nps.gov/acad/learn/photosmultimedia/virtualtour.htm>

The BBC has added loads of new content to stream on iPlayer (through your TV), aimed at helping those stuck indoors. These include classic box sets, such as all 10 series of popular spy drama Spooks, plus Wallander, French & Saunders, Waking the Dead and The Missing. This is all on top of its existing collection of box sets, including Fleabag, Luther and Sherlock. Plus there are films available, eg, Manchester by the Sea, Man Up and The Place Beyond the Pines. **So you may find there's no need to shell out £6-£12/month for a Netflix subscription or similar.**



Leasehold Selling

OTHER NEWS

Competitions and Markets Authority (CMA) has found evidence of serious issues in leasehold (incl Retirement Leasehold) selling. In particular they mention potential mis-selling and unfair contract terms in the leasehold housing sector, and is set to launch enforcement action. The report can be found here

<https://www.gov.uk/government/news/cma-finds-evidence-of-serious-issues-in-leasehold-selling>

They are asking people to contact them with specific examples of poor practice and unfair treatment. To do this, click on the link 'leasehold case page' at the bottom of the article and all the information you need to email them your specific experiences can be found there

healthwatch
Bucks

Healthwatch want to hear about peoples experiences of leaving hospital (discharge).

To let them know how things went for you or someone you care for please fill in our online survey. Your response will help find out what is working well and what is not working well.

If you would like a printed copy of the survey sent out to you please contact them on 01844 34 88 39 or email

info@healthwatchbucks.co.uk.

Bin Collections and Household Recycling Centres



Waste services are currently operating with a reduced number of staff but are working hard to minimise any disruption but will prioritise refuse collections, food waste collections and clinical waste collections. Changes in effect, as of 9am, 30 March 2020, are listed below – services not mentioned are currently unaffected but as with everything in this ever changing situation it may change at any time:

Aylesbury Vale waste collections:

Bulky waste collections suspended
Garden waste collections suspended

Chiltern waste collections:

Bulky waste collections, no new bookings.
Chiltern garden waste collections suspended.
Separate food waste collections are suspended.
Please put food waste into general waste until further notice.

Wycombe waste collections:

Bulky waste collections, no new bookings.
Wycombe garden waste collections suspended.
Separate food waste collections are suspended.
Therefore please compost as much as possible from home and put the rest of the food waste in the residual bin for collection.
Recycling collections have been resumed

South Bucks waste collections:

South Bucks garden waste collections suspended.

Bulky waste collections, no new bookings.

Household recycling centres:

Due to the governments updated guidance all sites have been closed until further notice.

If you have a compost bin don't forget that these things can go in

'Green' Organic Matter annual weeds, bind-weeds, grass mowings, hedge clippings, house plants, cut flowers, carrot tops, fruit peelings, vegetable peelings, coffee grounds, tea leaves and teabags.

'Brown' Organic Matter autumn leaves, cardboard, cotton towels, egg boxes, egg shells, paper bags, paper towels, vacuum cleaner contents and wool.

Anything that was once living will compost, but there are some materials that are best avoided and should NOT be put in:

Bones, cooked food, meat and fish scraps, dairy products - these attract unwanted visitors such as rats or foxes who may try to dig them out and will also cause unpleasant smells.
Diseased plants - these may spread disease back into your garden when you use the compost.



Thefts from Sheds

There has been an increase in shed breaks and as the weather continues to warm up Thames Valley Police want to remind residents to keep your property safe and secure at all times. Most burglars are opportunistic and a property that presents itself as insecure is far more likely to be targeted than one which is properly secured.

As the weather improves, don't leave valuable items on display in your sheds or your homes make sure that ground floor windows or doors open and unlocked – it only takes a second for someone to enter your home and take things without you noticing.

Here are the top tips for keeping your property secure over the summer;

- Always close and lock your windows and doors when leaving your property – even a small open window could entice a burglar
- If you're in your garden make sure the windows and doors at the front of your property are secure
- Do not leave valuables on display through windows
- Any car or house keys should be out of sight and some distance from a window or door
- Ensure that any side entrance is secure, locked and not easy to climb over, even when you're at home.
- If you want to leave windows open while you sleep, fit window restrictors so they cannot be fully opened
- Consider installing a visible security light or alarm to deter criminals

Also think about registering valuables such as bikes, mobile phones etc. on the online property database Immobilise.com It's free and quick to do and could help police reunite you with your property should it be stolen.

If you see anyone acting suspiciously please call the police either on 101 or 999 in an emergency. If you don't want to speak directly to the police you can contact Crimestoppers anonymously on 0800 555 111 or online.

Parking Restrictions

All council car park charges have been lifted and on-street parking restrictions relaxed across Buckinghamshire. The five existing councils have taken the unprecedented step to help support communities, key workers and volunteers during the Coronavirus outbreak.

The changes will mean all council car parks across the county will be free to use and most parking restrictions lifted. This includes parking on single yellow lines, limited waiting areas and in pay and display bays. Residents permits will also be extended by a month.

Restrictions on disabled parking and on double yellow lines will however remain in force for health and safety reasons and penalty tickets will continue to be issued for these offences.

Parking officers will continue patrolling the main routes, car parks, and residential areas to help deal with any obstructions to support emergency services, key workers, food deliveries and residents. If any vehicle does cause an obstruction, officers will attempt to locate the owner so that the vehicle can be moved to a safer place. If owners can't be located, vehicles will be towed to the nearest safe position. This will only be used as a last resort and will be to relocate vehicles, not remove them completely.

These changes will be regularly reviewed and may be amended in line with further government guidance.

Some car parks are closed overnight, so please check. Queries can be sent to the relevant area e-mail addresses.

Aylesbury Vale park-
ing.av@buckinghamshire.gov.uk

Chiltern Area park-
ing.csb@buckinghamshire.gov.uk

South Bucks Area park-
ing.csb@buckinghamshire.gov.uk

Wycombe Area park-
ing.wyc@buckinghamshire.gov.uk

On street parking, contact
parkingqueries@buckinghamshire.gov.uk



2020

Contact Details for the Bucks Older People's Action Group

Paula can be contacted on 07753 987973 or paulawatts.bopag@btinternet.com

Andy can be contacted on 01296 622122

E-mail : info@bopag.org.uk

BOPAG, c/o The Hale Farmhouse, Hale Lane, Wendover HP22 6QR

Things to keep yourself busy

Please check your local Garden Centres to see if they are offering a safe delivery service for your spring plants and hanging baskets. Remember to check the cost of their delivery charge though as you can always order at a variety of horticultural places online which include delivery costs with orders over a certain amount.

Stop Press National Theatre

The National Theatre has joined many theatrical institutions across the world who have opened up their archives in response to increasing lockdown restrictions. The National Theatre (NT) in London has the greatest archive of cinema-quality recordings of stage plays of any theatre on the planet, thanks to its NT Live programme. It's designed to beam productions from the NT into cinemas across the country, but there are of course no cinemas in operation at present. So the NT is switching to its YouTube channel. From April 2, under the banner of **National Theatre at Home**, every Thursday (7pm GMT/2pm EST) will see a new National Theatre play released – free to watch for one week – along with bonus content including cast and creative Q&As and post-stream talks. You can click on the link from their website www.nationaltheatre.org.uk

April 2 '**One Man, Two Guvnors**' by Richard Bean, starring James Corden.

April 9 '**Jane Eyre**', adapted by Sally Cookson.

April 16 '**Treasure Island**', adapted by Bryony Lavery.

April 23 '**Twelfth Night**' by William Shakespeare, starring Tamsin Greig

Local Help

There is a huge amount of amazing community support being mobilised either through existing groups or new groups.

Below is an up to date list of those offering support to people across Bucks. If you need support or can volunteer to help, please contact the groups directly.

Action on Hearing Loss - telephone befriending www.actiononhearingloss.org.uk/how-we-help/support-and-care/sensory-services/aylesbury/ 01296 479970

Bucks Disability Service <https://buds.org.uk/>

Connection Support 01296 484322 <https://www.connectionsupport.org.uk/>

RAF Association <https://www.rafa.org.uk/>

The Silver Line [0800 4 70 80 90](tel:08004708090)

SSAFA [0800 731 4880](tel:08007314880) <https://www.ssafa.org.uk/>

Age UK Buckinghamshire lots of really useful information on their website <https://www.ageuk.org.uk/buckinghamshire/> including about help with food shopping

DAC Removals (Aylesbury) Contact 0800 511 8018 Services= Groceries + Meds

Seerah Today (High Wycombe) 07512 321 949 = Food Parcels

Red Pepper Catering (Milton Keynes) 01908 048 820 = Food Delivery

Cook (National) www.cookfood.net 01732 759000 = Food Delivery

Oakhouse Foods (National) 0333 370 2516 = Food Delivery

Wiltshire Farm Foods (National) 0800 077 3100 = Food Delivery

Sainsbury's Phone Shopping Service. Phone - 0800 328 1700

Clarks of Amersham are kindly offering those having to isolate and are offering to collect groceries, medication or any other essentials. 01494 774 186

Buckinghamshire Council have launch a really useful webpage which allows you to find local groups in your area, village, street etc

To get help if you're staying at home because of coronavirus, you can search the local directory on the website at services.directory.buckinghamshire.gov.uk/