



ISHA Residents' Newsletter December 2020

Welcome to the final edition of the ISHA's resident newsletter for 2020.

With the announcement of Tier 4 restrictions for London at the weekend, many of us will be facing a Christmas different to the one we had planned. We hope you will all still be able to enjoy some Christmas spirit and it is more important than ever that we look out for each other.

ISHA's office will close on Christmas Eve, but we will still respond to emergencies – just call the office number to get through to our out of hours service. For all other issues, we will be back in January.

This edition of the newsletter has lots of information about sources of support, so if you or a neighbour needs any extra help, do contact the organisations here.

Best wishes and Happy Christmas, Ros Selby, Head of Communication and Involvement

Tier 4 and the Christmas period – ISHA services



London has moved into the new Tier 4 restrictions. This means that there are some significant changes to the government guidelines, which may affect you.

The new guidelines state that you must not leave or be outside of your home or garden except where you have a 'reasonable excuse'. Reasonable excuses include: Work (if you absolutely cannot work from home), essential activities such as food shopping or to buy medicine, exercising alone. Check the government website for more detail www.gov.uk/guidance/tier-4-stay-at-home

Under the Tier 4 guidelines, restaurants and pubs will now be closed, and serving take away, delivery or collection only.

Please remember to regularly wash your hands, wear a mask where required, and stay 2 metres apart from people you do not live with. 'Hands, Face, Space'.

ISHA will remain operational, our contact centre will operate as normal and our repairs service will continue to follow all guidelines to help keep you safe. Call, or email us to book a repair.

0300 131 7300 or isha@isha.co.uk

If you are self-isolating, please let us know as soon as possible so we can ensure your safety.

Sources of support



The extended lockdown and fast changing guidelines have been difficult for everyone, but especially for residents who live on their own.

There are several services available to provide some support throughout these difficult times:

- **Silverline:** Over 65s Call any time on: 0800 4 70 80 90
- **Hackney** coronavirus support helpline: 020 8356 3111, 9am to 5pm, Monday to Friday. hackney.gov.uk/coronavirus-support
- **Islington** We Are Islington helpline 020 7527 8222. Lines are open every day from 9am to 5pm.
weareislington@islington.gov.uk [Need help | Islington Council](#)
- **Waltham Forest** Resolution Centre 020 8496 3000 from 7am-7pm seven days a week. [Waltham Forest Council](#)
- **Camden** 020 7974 4444 (option 9) [Camden Council](#)
- **Haringey** Connected Communities 020 8489 4431 or [Citizens Advice](#) [Haringey Council](#)
- **Tower Hamlets** [Support for residents](#)
- **Age UK** have a national advice line for older people: 0800 678 1602 [Age UK](#)

We hope you are not struggling, but if you do need help with this referral get in touch with us at isha@isha.co.uk or on 0300 131 7300.

Safeguarding – looking out for each other

**LET'S
LOOK
OUT
FOR EACH OTHER**

Safeguarding – everyone's responsibility

We often hear the term “Safeguarding” in the media and may think that it is something that professionals are concerned with and it doesn't concern us as tenants or leaseholders. However, as a neighbour you are more likely to know what is usual for your neighbour, even if you don't speak to them, and better able to see changes in them or their behaviour which may indicate that things aren't right at home and which professionals who visit the home only occasionally may not see.

What is it?

Safeguarding is a word used to describe ways we can help in protecting vulnerable people from abuse. The abuse can take many different forms and include physical, emotional, sexual, financial, discrimination and neglect. It may be deliberate neglect or simply a failure to act. Vulnerable people are at risk of abuse due to their personal circumstances and include children, frail and elderly people, those with a disability, the ill or someone who is socially isolated.

How can we recognise the signs?

Some abuse such as domestic violence, physical and verbal abuse is easy to spot. We may even hear shouting through neighbouring walls and see a neighbour or child the next day with bruises. It is the other forms of abuse that can be “silent”.

Emotional or sexual abuse can result in someone becoming withdrawn and children untrusting of adults. Financial abuse of the elderly or disabled often goes unnoticed as it is often theft, fraud or exploitation by a friend or relative. People with learning disabilities who live alone can be exploited by drug dealers and other criminals who use their flats for criminal activities and steal their benefits. Neglect can sometimes be self-neglect. Does your elderly or disabled neighbour look after themselves or their home properly? Do they hoard? Is their home attracting vermin or flies?

Being a good neighbour is about being aware! It is about caring for the people in your area and your community and contacting professionals that you think might be able to help!

Contact your local Social Services department if you believe that your neighbour or a child under 16 years of age is being abused. For children you can also contact the NSPCC Helpline on 0808 800 5000. And remember - **if a crime has occurred or is in progress then this needs to be immediately referred to the police.**

Contact Us

Customer Service & Repairs

0300 131 7300

isha@isha.co.uk

Emergency Gas Leaks

0800 111 999

ISHA WhatsApp

+447950 972 098

Website

www.isha.co.uk

Albanian

Kjo eshte per banesen tuaj. Nese deshironi ta keni kete dokument te perkthyer ju lutem telefononi 0300 131 7300 ose email isha@isha.co.uk

Arabic

تتعلق هذه بمكان سكنك
إذا أردت ترجمة هذه الوثيقة، يرجى الاتصال بالرقم 0300 131 7300 أو بالبريد الإلكتروني على isha@isha.co.uk

Bengali

এটি এই সম্পর্কে যে, আপনি কোথায় বসবাস করেন
আপনি যদি এই নথিটিকে অনুবাদ হিসেবে পেতে চান অনুগ্রহ করে, **0300 131 7300** নম্বরে ফোন
করুন বা isha@isha.co.uk -আইডিতে ই-মেইল করুন।

French

Cette section traite de l'endroit où vous vivez. Si vous désirez obtenir ce document traduit dans une autre langue, veuillez téléphoner au 0300 131 7300 ou envoyer un e-mail à isha@isha.co.uk

Gujarti

આ તમે ક્યાં રહો છો તે અંગે છે

જો તમે આ દસ્તાવેજ ભાષાંતર કરાવવા ઇચ્છો તો કૃપા કરીને 0300 131 7300 પર ફોન કરો અથવા
isha@isha.co.uk પર ઇમેઇલ કરો

Hindi

यह इस बारे में है कि आप कहाँ रहते हैं
अगर आप चाहते हैं कि इस दस्तावेज़ का अनुवाद किया जाए, तो कृपया 0300 131 7300 पर फ़ोन करें या
isha@isha.co.uk पर ईमेल करें

Polish

Tutaj znajdziecie Państwo informacje na temat miejsca zamieszkania. Jeżeli chcieliby Państwo otrzymać tłumaczenie niniejszego dokumentu, prosimy o kontakt z nami pod numerem 0300 131 7300 lub o przesłanie maila na adres isha@isha.co.uk

Somali

Waxay tani ku saabsan tahay halka aad ku nooshahay. Haddii aad rabto in dukumeentigan lagu soo turjumo fadlan soo wac 0300 131 7300 ama email u soo dir halkan isha@isha.co.uk

Spanish

Información sobre la zona dónde vive. Si le gustaría tener este documento traducido, llame al 0300 131 7300 o envíenos un email a isha@isha.co.uk

Turkish

Bu, yaşadığınız yerle ilgilidir. Bu belgenin tercümesini istiyorsanız lütfen 0300 131 7300 no.lu telefonu arayınız veya isha@isha.co.uk adresine e-posta gönderiniz

Urdu

یہ آپ کی جائے رہائش کے بارے میں ہے
اگر آپ کو دستاویزات ترجمہ شدہ شکل میں مطلوب ہوں تو 0300 131 7300 پر فون یا isha@isha.co.uk پر
ای میل کریں۔

Vietnamese

Tài liệu này cung cấp thông tin về khu vực nơi quý vị sinh sống
Nếu quý vị muốn dịch tài liệu này, xin quý vị vui lòng gọi điện cho số điện thoại 0300 131 7300 hoặc
gửi thư điện tử theo địa chỉ isha@isha.co.uk