



Picture: Christmas Lunch at Wanstead Activity Centre (Page 6)

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Contact Us

➔ Survey on Winter Fuel Payments (Redbridge)

Everywhere people are talking about the fact that the new Government has made the Winter Fuel Payment means-tested.

This has a wide impact on pensioners, especially those who just miss out on being eligible for Pension Credit and therefore now lose the Winter Fuel Payment too.

Therefore, Age UK RBH has decided to survey Redbridge residents about their thoughts and views on the matter, to give them a voice and to report the findings to local MPs and other professionals.



There will be a 'wide impact' on pensioners

Independent Age found that 44% of older people (65+) in England think losing the Winter Fuel Payment will negatively impact their physical health. The polling also shows that many people in later life feel they will be forced to change their behaviour this winter due to losing the payment.

The latest UK Government figures estimate that only 65% of eligible older people receive Pension Credit, meaning up to 760,000 eligible households will lose the Winter Fuel Payment this year. There is also concern for the older people whose income is just above the Pension Credit threshold. This group live on a low income but will still lose the Winter Fuel Payment.

Take a moment to complete our survey (for Redbridge residents). The survey closes on 30th March. Paper copies on request. ➔ [More](#)

“Thanks to yoga I feel in much better shape!”

What can we do for you?

➔ Join Us as a Volunteer and Make a Difference!

Are you passionate about giving back to the community? Do you want to make a real impact while gaining valuable experience? We need YOU!

Who We Are: We are a community-driven organisation focused on supporting older people.



Our services and activities rely on volunteers

Volunteers play a vital role in helping us achieve our goals and make a difference in the lives of others.

What We're Looking For: We're seeking enthusiastic and dedicated individuals to join our team of volunteers. No experience required - just a passion for helping others and a desire to make a positive impact.

“I found out I could get additional support.”

What can we do for you?

Volunteer Roles: Currently include Telephone and Visiting Befrienders; Wanstead Activity Centre Front of House and Digital Champions.

Why Volunteer With Us? Make a tangible impact in your community; gain hands-on experience and skills; meet new people and be part of a like-minded team; enjoy flexible hours that fit your schedule; receive training and support to succeed in your role.

Ready to help make a difference? Simply visit our website or get in touch. ➔ [More](#)

☎ 020 8911 2936

✉ volunteer@ageukrbh.org.uk

➔ Life Looks Up - Thanks to Age UK!

Margaret was sitting in her armchair wondering why she was still here - close local friends had died and she had suffered very close family bereavements.

She had been housebound with pulmonary fibrosis, suffering from severe shortness of breath since she had been hospitalised with a serious lung infection some 3 years ago and her lovely District Nurse had finished visiting her at home - but she had referred Margaret on to Age UK Redbridge, Barking and Havering (RBH).

Although feeling gloomy, Margaret still felt herself extremely fortunate to be cared for at home by her eldest son, who had given up work to look after her, and a number of her wider family lived close-by and visited often.

However, she felt in such a state of decline that she was giving up any idea of leaving the house again other than for hospital appointments. She just sat in her chair and wondered why was she still alive?



Our Care Navigators are here to help

Then, Cheryl - Age UK RBH Care Navigator walked into her life.

Margaret says she felt like a ray of sunshine had arrived! Cheryl's sunny no-nonsense attitude was infectious.

When she arrived, Margaret told her how much she relied on her son to take her to all her hospital appointments - some in Central London, but his car was not ULEZ (Ultra-Low Emissions Zone) compliant.

“I need to shop around these days.”

Join us today and have your say!

Her son had applied for an exemption but this had been rejected - with TfL (Transport for London) stating that he had not sent the correct documents.

After a lot of 'to-ing and fro-ing' between the Care Navigator - Cheryl, a colleague in our Advice & Information Team and someone from TfL, it was agreed that the son should submit a new application for exemption to TfL, which he did. TfL agreed that they had incorrectly rejected Margaret's original accompanying paperwork and that this would now be accepted.



Margaret can now attend her appointments

After 3 weeks of hard work, Margaret's son finally received his ULEZ 'Grace Period Exemption' and is now able to drive into London - allowing Margaret to keep all her appointments. What a relief!

“I was assisted in applying for pension credit.”

What can we do for you?

Once Margaret had 'wheels' again, she decided she would like to try one of our Coffee Groups. Read all about it, in the next newsletter!

About the Service...

Our Social Prescribing & Care Navigation service is free to people aged 50 & over who live in Redbridge, Barking & Dagenham or Havering. It aims to help you meet your needs in a holistic way as well as enabling you to best manage and maintain your health and wellbeing.

It supports people living with long term health conditions to become more socially active, build confidence and live as independently as possible. Find out more now on the website. ➔ [More](#)

➔ Falls Prevention - New Classes!

Falls are the biggest cause of accidents in the home and one in three people over the age of 65 fall each year. This increases to one in two for people aged over 80.



Tai-Chi at St Chads Church (Fridays, 12.30pm)

The good news is that falls are not an inevitable part of ageing, many can be prevented and our Falls Prevention service is here to help. Our service offer includes a wide range of activities, such as Tai-Chi and Nordic Walking.

New Classes, Recently Opened!

We have a new Tai-Chi class for beginners at Ilford Library, Wednesdays, 11.00am weekly.

We also have a new Tai-Chi class at St Chads Church (Barking), Fridays, 12.30pm weekly.

“ My freedom pass gets me out and about. ”

What can we do for you?

Also, working in partnership with Everyone Active we have launched a new Chair-Based Exercise class at Becontree Health & Leisure Centre, Tuesdays, 10am weekly.

The new classes are already very popular!

To find out more about our Falls Prevention service, visit the website or get in touch. ➔ [More](#)

☎ 020 8220 6000

✉ glenda.templeman@ageukrbh.org.uk

➔ Digital Support Classes

If you need assistance with your devices, or access to tablets and other support, then this service is for you.

We run class based sessions, and also (depending on criteria) may be able to visit you at home.

Our ‘Digital Champion’ volunteers have many years of experience in assisting older people - and are very knowledgeable about all things digital!

The group sessions, initially hosted at our Ilford office, are also available in Wanstead, Dagenham and Havering.



A recent session in Ilford

To find out more about the programme, or to sign up as a volunteer Digital Champion, please get in touch or visit the website. ➔ [More](#)

☎ 07946 032332

✉ Vivienne.Greengrass@ageukrbh.org.uk

➔ Staying Prepared During Winter

Age UK has compiled an online resource, containing information, advice and tips - on topics including maintaining your mental and emotional wellbeing, managing your money, how to access jobs, looking after each other and staying well in colder weather.

The page includes videos and downloads. ➔ [More](#)

“ After discharge they got me additional support. ”

What can we do for you?

➔ Nail Cutting Clinics

Age UK RBH are developing a range of high quality, paid-for services to ensure older people can have a safer time in their own home.

We have two clinics, offering a nail cutting service to eligible clients.

Clinics are in Ilford and Wanstead, and for a fee, clients will be able to get their nails trimmed by a Nail Care Technician.



An affordable, professional service

To find out more, including details on how to book an appointment, please visit our website or get in touch. ➔ [More](#)

☎ 020 8220 6000 / 07943 877035

➔ Our Volunteer Befrienders

We provide a befriending service to older people who are isolated. The telephone service is Monday to Friday during morning hours.

The weekly visiting service is for people living alone and subject to certain criteria.

In addition to providing companionship it also acts as a welfare monitoring service.

Find out more about our befriending service on the website. ➔ [More](#)

“Local services are much more convenient.”

Join us today and have your say!

➔ Havering Energy Doctors

The Havering Energy Doctors is a council funded service delivered in partnership with Age UK East London and Age UK Redbridge, Barking & Havering which is available to all Havering Residents age 18 and over free of charge.



Helping you to keep warm, this winter

It aims to support people who may be struggling with rising energy bills or living in homes that are difficult to keep warm. One of the energy experts from Age UK East London will visit the home to assess its energy efficiency and provide advice on how to use energy more effectively.

The service is NOT MEANS TESTED and is available to all residents regardless of their age. This means that all clients living in Havering would benefit from a referral to the Energy Doctors Service.

“Couldn’t fill in the form and Age UK helped.”

Join us today and have your say!

In addition to giving advice, the Energy Doctors can complete small tasks during their visit to improve home energy efficiency. This could include draft proofing doors and windows, installing radiator foils and energy efficient light bulbs, and making other simple adjustments to help your home retain heat more efficiently.

To access the service, please use the online referral form. Visit the website or get in touch. ➔ [More](#)

☎ 07943 877099

✉ energydoctor@ageukrbh.org.uk

➤ **Wanstead Activity Centre**

It's been a busy festive period at Wanstead Activity Centre. On 13th and 14th December we hosted a total of 80 local older people, for a delicious traditional Christmas Dinner.

Contributions from local businesses and personal donations from others, meant the meal was free for all who attended. We would like to thank Daisys Florist in Wanstead and the Women's Institute, and most of all - the staff and volunteers who really ensured a wonderful time was had by all.



Volunteers and members at Christmas Lunch

Centre Manager, Louisa Ryrie writes "We've enjoyed a very busy quarter, from our Cockney Knees-Up for Positive Ageing Week, through to afternoons of poetry and music, craft sales, Divali and Halloween themed lunches, and our first Bingo event - which will become a monthly fixture thanks to the Wanstead Women's Institute donations.

“The volunteering has made me feel good.”

What can we do for you?

We even had a visit from ITV news, and one of our members celebrated her 101st birthday!

Three cheers for Gladys who has been visiting us regularly for as long as we have been here!"

We are always looking out for the welfare of older people, and worked with a national newspaper (The Sun) to highlight issues around loneliness, especially over Christmas.

The story is available to read online. ➤ [More](#)

Craft Sale, Saturday 15th February, 11am - 3pm

At Wanstead Activity Centre, come and browse a variety of homemade gifts created by our knitting group, service users and volunteers. The centre will not be open for meals and refreshments; this is a fundraising sale to help us continue our work.

To find out more about Wanstead Activity Centre, drop in, Monday to Friday 10am - 2pm at The Allan Burgess Centre, 2 Grove Park. Wanstead, E11 2D.

You can also give us a call on 020 8989 6338, or visit the website for the latest information. ➤ [More](#)

➤ **Introducing Di's Diamonds**

Di's Diamonds are a group of men and women living in Havering, Redbridge and Barking & Dagenham, from all walks of life and backgrounds, single or partnered, aged 50+, who want to meet people, make friends, get out and about, enjoy activities and events, discover opportunities and take on new challenges.



Kathie, at the Kenneth More Christmas Party

Di's Diamonds & Diamond Geezers enjoy a variety of social activities.

Diamond Geezers meet every Monday, 3.00 - 5.00pm.

Di's Diamonds meet regularly for coffee mornings and meals across the three boroughs in coffee bars, at libraries and pubs.

Find out more on the website. ➤ [More](#)

“I'm better placed to identify a scam.”

What can we do for you?

➤ Introducing Meals on Wheels

Meals on Wheels UK writes "We are a research team based at the University of Bristol.

We aim to raise awareness of Meals on Wheels and provide support to those wishing to access services.



Delicious meals, and much more!

Meals on Wheels is about much more than a meal. Safety and wellbeing, reduced isolation and independence are just some of the many benefits on offer.

The national website has a wealth of information and resources relating to Meals on

Wheels, which we invite you to explore free of charge. It features a new UK-wide map." ➤ [More](#)

“ I got one-to-one support,
to use my smartphone. ”

What can we do for you?

➤ Cold Weather Payments

A Cold Weather Payment is £25 a week for each 7-day period - or forecasted 7-day period - of cold weather.

This only applies between 1st November and 31st March each year.

To be eligible for Cold Weather Payments the average temperature in your area needs to have been, or be forecasted to be, 0°C or less for 7 days in a row.

Visit our website to find out more. ➤ [More](#)

➤ The Big Knit - We're Half Way There!

Every year, an army of woolly warriors take up their knitting needles and crochet hooks as part of the Big Knit.

The Big Knit is Age UK's partnership with innocent drinks. We've been working together since 2003, asking the country's crafters to knit little hats for the tops of innocent smoothie bottles.

Every hat knitted raises 30p.

The money helps Age UK be there for older people, nationally and locally, providing vital information, support and friendship to those who need us most.

Since 2003, the innocent Big Knit has raised an incredible £3.2 million for Age UK.



We're half way to meeting our target!

The hats will appear on top of innocent smoothie bottles, available in shops starting October 2025.

Getting Involved...

You can find knitting and crochet patterns at both of our Age UK offices. There are also links to patterns on our website.

Once knitted, simply drop your little hats off to us, at our Ilford office or Wanstead Activity Centre. We're half way to meeting our target (of 2,500) but still a lot more to do!

The project runs until 1st July 2025. ➤ [More](#)

“ Lunch at the activity
centre is delicious! ”

What can we do for you?

➔ 'Nothing Left to Trim' - New Report

Age UK writes “Along with other charities, we are deeply concerned about the impact of the Government’s decision to increase Employer National Insurance Contributions (ENICs) (from 13.8% to 15% in April 2025) and to lower the salary threshold at which they become due.

This will place intolerable strain on our already-stretched local charities and the vital services they provide. To make matters worse, we know that if our local partners are forced to close services there will rarely if ever be any other organisation able to pick them up, leaving older people without support they badly need.

We ran a survey with our partners to understand the repercussion of the changes, speaking with 69 local Age UK offices.



Balancing the books may require cutbacks

9 in 10 of the offices are concerned about the increase. The total financial impact will be £6.27 million across 63 offices.

7 in 10 of the offices felt that these changes will have an impact on their ability to deliver services and have impact for older people.

7 in 10 indicated that they would need to consider reductions in staffing as a result. Half said they will need to consider cutting services or handing back contracts.”

Find out more, in the full report. [➔ More](#)

“With their home support
I can do much more.”

What can we do for you?

➔ How Can We Better Support Unpaid Carers?

Age UK writes “The contribution that unpaid carers make to society is frequently underestimated and undervalued. Too often, those who look after loved ones don’t see themselves as carers. For many, a carer is a paid professional - so providing support to those close to you is something you ‘just do’.

It is estimated that there are currently 10.6 million unpaid carers in the UK. Many older people are supported by unpaid carers, and 1 in 5 (20%) of people aged 65+ are unpaid carers themselves.



Many older people are supported by unpaid carers

The effect on carers’ mental wellbeing can be significant. Recent Age UK research found that for unpaid carers aged 50+:

Almost 9 out of 10 (86%), equivalent to 3.3 million across England, had worried about whether they will be able to keep caring or providing support.

Almost half (48%), equivalent to 1.9 million carers across England had felt anxious because of the care or support they provide.

More than a third (34%), equivalent to 1.3 million carers across England, had felt overwhelmed because of the care or support they provide.

More than a fifth (21%), equivalent to 830,000 carers across England, had felt lonely because of the care or support they provide.

What can we do? There is a lot that needs to be done for carers to feel supported, acknowledged and valued. However, there are some key things that we can all do to support carers.

We can help make people aware that they’re a carer, and raise awareness of available support.”

Find out more in the full article. [➔ More](#)

➔ Over 50s: 'Life Saving' Bowel Cancer Test

NHS England writes “Hundreds of thousands more people will be sent a home-testing kit that can help to detect signs of bowel cancer, as the NHS expands its lifesaving screening programme to those aged 50 in England.

People aged 50 and 52 are now starting to automatically receive a home test kit every two years by post when they become eligible, marking the final phase of the NHS ambition to offer everyone 50-74 the screening test. Around 850,000 additional people in England a year will be eligible for the screening test, with over 4 million more people invited since roll-out began in 2021.



Home-testing kits are being sent

The kit, known as the faecal immunochemical test (FIT), checks for blood in a small stool sample, which can be a sign of bowel cancer.

The NHS is also calling on more people to take up the potentially lifesaving offer, as figures show that uptake is lower in those aged 54 - 59 - with less than 60% of 54-57 year olds having taken up the offer, compared to over 70% returning their FIT kits in the 60-74 range.

Expansion of the national bowel screening programme to all over 50s is the latest step in the NHS drive to find cancers at an earlier stage when they are easier to treat.”

Find out more in the full article. [➔ More](#)

“They saved me money with a travel tip.”

Join us today and have your say!

➔ Think 'Pharmacy First'

Pharmacists can offer advice on a range of illnesses, such as coughs, colds, sore throats, ear infections and aches and pains.

They can also give advice about medicines. This includes how to use your medicine, worries about side effects or any other questions you have.



Your local pharmacist is here to help

If they cannot help you themselves, they can refer you to a GP or other health professional.

Pharmacists can suggest treatments that do not need a prescription for a range of conditions.

Most pharmacies can also offer prescription medicine for some conditions, without you needing to see a GP or make an appointment. This is called Pharmacy First.

“I had a game of bowls, delighted to win!”

Join us today and have your say!

If your medicine is out of date or unwanted, do not put it in the bin or flush it down the toilet.

Take it to your pharmacy to be disposed of safely.

Some pharmacies may offer the contraceptive pill for free without a prescription. If you are aged 18 years or older, you can also buy the progesterone-only pill from most pharmacies.

Ask a local pharmacist to find out what services they offer. [➔ More](#)

➔ What is Pension Credit?

Pension Credit is a means-tested benefit for people over State Pension age who have a low income. It comes in 2 parts - Guarantee Credit and Savings Credit. It's separate from your State Pension.

Guarantee Credit tops up your weekly income to a guaranteed minimum level. Savings Credit is extra money if you've got some savings or if your income is higher than the basic State Pension.

By claiming Pension Credit, you might become eligible for other benefits too, such as help with health and housing costs



Are you eligible for Pension Credit?

Find out more on the Age UK website. ➔ [More](#)

Latest Newsletters

➔ [Age UK - Health and Wellbeing Newsletters \(Sign Up!\)](#) ➔ [More](#)

➔ [Alzheimer's Society - Dementia Together Magazines](#) ➔ [More](#)

Please send us a link to your latest newsletter!

Health & Wellbeing Roundup

- ➔ The latest news, campaigns and events from Age UK ➔ [More](#)
- ➔ The latest news from Barts Health NHS Trust ➔ [More](#)
- ➔ The latest news from Barking, Havering and Redbridge University Hospitals NHS Trust ➔ [More](#)
- ➔ The latest news from North East London NHS Foundation Trust ➔ [More](#)
- ➔ Age UK's statement in response to government announcement on social care ➔ [More](#)
- ➔ Age UK London reveals the extent of public toilet decline in the capital ➔ [More](#)
- ➔ NHS rolls out lifesaving home testing for bowel cancer to over 50s ➔ [More](#)
- ➔ Hundreds of people at increased cancer risk identified by new testing programme ➔ [More](#)
- ➔ NHS jabs tens of thousands more against flu than last winter ➔ [More](#)
- ➔ Hospitals 'jampacked' following busiest week for NHS this winter ➔ [More](#)
- ➔ NHS supports thousands more people back into work ➔ [More](#)
- ➔ Hundreds of thousands of patients to get faster access to NHS care ➔ [More](#)
- ➔ Revolutionary gene-editing therapy for sickle cell 'offers hope of a cure' for NHS patients ➔ [More](#)
- ➔ NHS opens new mpox vaccination sites across England ➔ [More](#)
- ➔ Digital eye screening for people with diabetes could save thousands of hospital appointments ➔ [More](#)
- ➔ NHS 'ping and book' screening to help save thousands of women's lives ➔ [More](#)
- ➔ Hospital admissions for strokes rise - as NHS urges the public to 'Act FAST' ➔ [More](#)
- ➔ NHS launches search for 150,000 volunteers to help transform cancer treatment ➔ [More](#)
- ➔ NHS rolls out 'stop-smoking' pill to help tens of thousands quit ➔ [More](#)
- ➔ New iPhone device to help rule out throat cancer ➔ [More](#)
- ➔ Bill to overhaul 'outdated' Mental Health Act introduced ➔ [More](#)
- ➔ Millions of patients benefitting from improved care as new NHS IT software rolled out ➔ [More](#)
- ➔ NHS busier than ever going into winter ➔ [More](#)
- ➔ More than one million people get RSV jab in first ever NHS rollout ➔ [More](#)
- ➔ Assisted dying: social work role proposed to safeguard those going through process ➔ [More](#)
- ➔ More people receiving adult social care following years of decline, data shows ➔ [More](#)

HOME SUPPORT SERVICES

Our Home Support Services are available to residents aged over 50. For information about all the services, including online referral forms, please visit our website:

www.ageukrbh.org.uk/redbridgebarkinghavering

Home Support



We offer a variety of support services including domestic cleaning, shopping and bathing/showering. Charges apply.

For more information, contact us:

✉ homesupportservices@ageukrbh.org.uk
☎ 0208 220 6000

Nail cutting clinics are run at our Ilford Age UK Office and at Wanstead Activity Centre. For a fee, we offer a basic service of nail trimming.

For more information, contact us:

✉ nailcutting@ageukrbh.org.uk
☎ 07943 877 035

Nail Clinic



We have partnered with two hairdressers who offer mobile appointments in your home. Charges apply.

For more information, contact us:

✉ homesupportservices@ageukrbh.org.uk
☎ 020 8220 6000

Hairdressing



Age UK Business Directory

The Age UK Business Directory is designed to protect older people from rogue traders by connecting them with local reputable traders and businesses that have been checked by Age UK staff. Many different types of tradespeople and businesses are members.

www.aubdlondon.co.uk



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