

## Welcome!



I hope you all enjoyed the lovely summer, but the nights are certainly drawing in now as autumn is very definitely upon us. There's still lots going on though as you'll find in this latest edition of our newsletter.

It has been a busy few months for us. Our men's cookery class in Hartley Hall, Mill Hill, has had lots of coverage from BBC and ITV News who wanted to showcase its effectiveness as a means of combatting loneliness.

We were also very proud to unveil our first ever film at our AGM in October, please do visit our website to watch it for yourself.

In this issue we're helping our older people save money on energy bills and stay warm and well as winter looms, as well as introducing you to our new Volunteer Manager and to our fabulous team of volunteer runners who took part in the Royal Parks Half Marathon.

Happy reading!

*Helen*

Helen Newman, Chief Executive  
Age UK Barnet



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**Register to support us today at no cost to you!**

Shop with retailers including Amazon, M&S, Vodafone, eBay and Tesco via the easyfundraising website and a percentage of what you spend is passed to Age UK Barnet at no additional cost to you. Visit [www.easyfundraising.org.uk](http://www.easyfundraising.org.uk)

# The Warm Home Discount Scheme... are you eligible?

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You could get £140 off your electricity bill for winter 2018/19 under the Warm Home Discount Scheme. The money is not paid to you – it's a one-off discount on your electricity bill, between September and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out. The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

There are two ways to qualify for the Warm Home Discount Scheme:

- If you get the Guarantee Credit element of Pension Credit – known as the 'core group'.
- If you're on a low income and meet your energy supplier's criteria for the scheme – known as the 'broader group'.

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

How you apply for the Warm Home Discount Scheme depends on how you qualify for the discount. Your electricity supplier can tell you how you'll get the discount if you're eligible, for example, a voucher you can use to top up your meter.

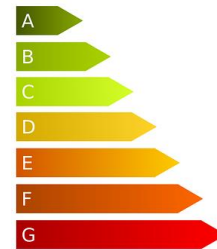
You can find more information about the scheme by checking out the website link below [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

## Can I get any financial help with my energy bills?

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Make sure you're not missing out on any benefits or discounts that will help keep you and your home warm.

Contact the Energy Saving Trust on **020 7222 0101** as you may be able to get extra financial help from the Energy Companies Obligation (ECO).



Check your current energy tariff and shop around to see if you can get a better deal.

Visit Ofgem's website [www.ofgem.gov.uk](http://www.ofgem.gov.uk) to find a price comparison site or contact your current provider.

If you're having difficulty paying your bills, talk to your energy company or contact Charis Grants on **01733 421 021** who can direct you to grants to help with utility bills. Companies should not disconnect all-pensioner households during winter months.

If you need help with any of the above please call the Later Life Planning team on **020 8432 1417**

The Warm and Healthy Homes Grant is one of the forms of energy and heating related assistance grants available to Barnet residents.

## Energy grants available this winter

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The Warm and Healthy Homes Grant is one of the forms of energy and heating related assistance grants available to Barnet residents.

To qualify for the scheme you must meet the eligibility criteria:

- Be in or at risk of fuel poverty
- Have a long term health condition which is linked to excess cold

**And** be on a qualifying means-tested benefit such as Pension Credit, Income Support or Income Based Job Seekers Allowance, Income Related Employment and Support Allowance, Universal Credit

**Or** have a household income of less than £16,010.

If you need help in applying for the grant, call the Later Life Planning team on **020 8432 1417**.

## Autumn fundraiser

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Our last quiz night was such a success that we've decided to make it a regular event.

Join in the fun on Thursday 15 November, and pit your knowledge against the other teams for the chance to become an Age UK Barnet quiz champion. Doors open 6.45 pm, quiz & supper from 7.15 pm.

Tickets are £15 each and include a delicious two course meal, plus there'll be a raffle on the night and a bar. Enter a team of 8 or come along to join one of the Age UK Barnet social teams of staff, volunteers and clients. Places will be limited so book yours soon!

For details call Wendy on **020 8432 1415** or email [community@ageukbarnet.org.uk](mailto:community@ageukbarnet.org.uk)

**Do you wear NHS hearing aids? Come along to a regular FREE clinic at venues across the borough.**

For more information contact the Community Support Officer at Action on Hearing Loss on **020 8369 5325** or email [heartohelp.NWLondon@hearingloss.org.uk](mailto:heartohelp.NWLondon@hearingloss.org.uk)

# Well done Team Age UK Barnet!

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From left to right, Ray, Chris, Fred, Ali, George and David

Huge congratulations to our amazing runners who took part in this year's wet and windy Royal Parks Half Marathon in London in October.

At the time of going to press, they had raised over £8,500 to help us provide essential services and activities to older people in the borough. We're incredibly grateful for everyone who has donated – but there's still time to donate if you haven't. Visit [www.ageukbarnet.org.uk](http://www.ageukbarnet.org.uk)

## Meet the team

**Ali's** mum Deborah is a Tai Chi instructor for Age UK Barnet, mainly dealing in falls prevention. *"I wanted to raise money for Age UK Barnet as I have seen for myself the difference the organisation makes to people's lives,"* says Ali. *"I hope this will continue for years to come."*

**David** wanted to raise money for Age UK Barnet for many reasons – his mum Carolyn co-ordinates exercise classes and falls prevention for Age UK Barnet; his grandparents are getting older and are beginning to need help; *"All this made me want to do my bit,"* he says.

**Fred's** mum Helen is Chief Executive of Age UK Barnet, so he really understands the challenges of running a small charity and how the services and activities that we offer make such a difference to the lives of older people in the borough. *"I've just come out of uni where I didn't really do much exercise for three years, so training has been good,"* he says.

Both **George's** grandparents had care in their later years and he wants to raise money to help other older people to enjoy their time. *"I enjoyed training for the Royal Parks half as I wanted to test myself over a longer distance and in the end, I enjoyed the event and I was happy with my time."*

Father and son team **Ray** and **Chris** raised money together. Ray has already run a marathon and a couple of half marathons before so is a bit of a dab hand, but first timer Chris just pipped him to the post in the end. *"Everyone I know at Age UK Barnet does a brilliant job,"* says Chris, *'and I just wanted to give back!'*

## New Volunteer Manager

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Meet Lisa Robbins, Age UK Barnet's new Volunteer Manager. She is a big admirer of Age UK Barnet and is very much enjoying being part of the staff team, and working with the great volunteers who support the organisation.

After graduating from the University of Ulster, Lisa spent 20 years working in HR management in both the private and public sector. Following a short break for caring responsibilities, she volunteered at the Volunteer Centre in Barnet and became involved in volunteer management.



After going on to employment as a development worker for Greater London Volunteering, she has worked for the last six years with Healthwatch Barnet, particularly supporting their team of volunteers.

Lisa is originally from Belfast, but has lived in Barnet since 1990. She is married and has two children who are now young adults, and enjoys travelling and is a keen sportswoman, being particularly involved with a local swimming club.

If you're interested in volunteering for Age UK Barnet you can contact Lisa on **020 8432 1422**, [lisa.robbs@ageukbarnet.org.uk](mailto:lisa.robbs@ageukbarnet.org.uk).

## Getting older people back into work

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Our Wellbeing Day (see page 6), was attended by many local organisations including Twining Enterprise, which has joined forces with Age UK Barnet to help older people get back into the workplace.

Matt Vital from Twining Enterprise says. *"I spoke to many people at the event who were passionate and motivated to find employment that suits their needs and life stage."*

*"It is inspiring to see that just because you have come to a certain age, that life has not come to an end, and if you wish to work part-time or full-time, then you have options that we can help you explore."*

For more information contact [info@twiningenterprise.org.uk](mailto:info@twiningenterprise.org.uk) or telephone **020 8840 8833**

**Shop online and generate a free cash donation for Age UK Barnet!**  
Sign up and shop online via The Giving Machine – a fundraising charity set up to help other charitable causes raise money online.  
They generate a donation, at no cost to you. Visit [www.thegivingmachine.co.uk/causes/age-uk-barnet](http://www.thegivingmachine.co.uk/causes/age-uk-barnet) to join.

# Wellbeing Day – a huge success!

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Over 90 people came along to our fun and informative day at the Burnt Oak Leisure Centre. Everyone enjoyed a wonderful array of activities, from Tai Chi and dancing to movement to music as well as useful talks on the latest scams.

Thanks to the M&S volunteers for serving a delicious lunch. We're also delighted to have been chosen as the charity of the year for their Muswell Hill branch.

## We welcome Syrian refugees for tea and chat

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Syrian refugees have been brushing up their English skills with Age UK Barnet clients and volunteers at the Ann Owens Centre.

The 12 Syrians who are coming along are part of the group of 50 refugees being supported by Barnet Council and are being encouraged to learn English to help them settle in.

Throughout August, Age UK Barnet held a Conversation Café for a handful of these refugees to chat to our clients and our team of volunteers.

*"The sessions have gone really well,"* says Howard, from Age UK Barnet Neighbourhood Services, who has helped organise the event. *"Clients and volunteers have been playing games with the Syrians, as well as getting to know each other."*

Our volunteers have been particularly welcoming. Lucy, a retired lecturer in Arabic, has been able to speak to the refugees in their own language to make them feel relaxed when they first arrive. Leila and Vlatka have been speaking to the refugees in English hoping to increase their confidence in speaking.



*Syrian refugee visitors enjoying a game with volunteer Lucy and some of our clients*

*"Not only were the refugees extremely approachable and genuine; they were inspiring to be around,"* says Leila. *"Their friendly nature accompanied with their struggle to grasp our language and make a new life for themselves and their families made a real impression on me."*

*"The difficulties these people must have endured during their journey to our secure country leaves such an impact. It is hard to imagine the pain of leaving your loved ones and your lives behind in a place that is no longer suitable for living in – a place that these people so similar to ourselves once called home."*

## Winter scam alert

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As winter draws in there will inevitably be an increase in attempted scams: fuel scams, on-line shopping, fake charity, boiler insurance, seasonal mail scams.

Fraudsters see the period leading up to Christmas holidays as an ideal opportunity to take advantage of people's generosity.

The message is always if you are asked at any point for any personal information, follow it up with a phone call to the organisation that the email, letter or phone call purports to be from, to verify that it is legitimate. If you think something is a scam, talk about it and report it. "Silence is a scammers best friend".

If you would like to discuss any aspect of scams awareness or make a referral, please contact Helen Nicolaou, [scamsawareness@ageukbarnet.org.uk](mailto:scamsawareness@ageukbarnet.org.uk), telephone **020 8432 1419**

## Healthwatch news – Hospital Transport

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Healthwatch Barnet has heard that people are experiencing difficulties in accessing hospital transport currently, including people who have had transport provided previously.

This is due to national changes to patient transport criteria which have been adopted by each local NHS Trust.

Healthwatch Barnet would very much like to hear about patients' and carers' experiences, both good and bad. Please email them on [info@healthwatchbarnet.co.uk](mailto:info@healthwatchbarnet.co.uk)



## Age UK Barnet film

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Thank you to everyone who agreed to be interviewed for the Age UK Barnet film which we have just finished making. It shows all the wonderful ways we are working to improve the lives of older people and the inspiring stories of some of the people we have helped. Please visit our website [www.ageukbarnet.org.uk](http://www.ageukbarnet.org.uk) to take a look.

**Have you got an idea for fundraising?**  
Contact Wendy on **020 8432 1415** or email  
**community@ageukbarnet.org.uk**

# About Age UK Barnet



Age UK Barnet provides many essential activities, services and information about issues of interest to older people through its centres and in the community.

Age UK Barnet and its predecessor charitable organisations have provided services in the London Borough of Barnet for almost 50 years. It is an independent charity, affiliated to the national Age UK charity and registered with The Charity Commission.

Age UK Barnet is responsible for raising its own funds and is governed by a Board of Trustees, who are responsible for its effective running and direction.

Activities and services include:

- Later Life Planning
- Fitness and exercise classes
- Befriending Service
- Handyperson Service
- Scams Prevention and Support Programme
- Computer and digital technology training and access
- Neighbourhood Services such as lunch, social and interest groups

## Useful contacts

Main number		020 8203 5040	<a href="mailto:info@ageukbarnet.org.uk">info@ageukbarnet.org.uk</a>
Activities Centre	Christine	020 8432 1423	<a href="mailto:christine.gilbert@ageukbarnet.org.uk">christine.gilbert@ageukbarnet.org.uk</a>
Wellbeing Manager	Joanne	020 8432 1421	<a href="mailto:joanne.patel@ageukbarnet.org.uk">joanne.patel@ageukbarnet.org.uk</a>
Befriending	Sian	020 8432 1416	<a href="mailto:befriending@ageukbarnet.org.uk">befriending@ageukbarnet.org.uk</a>
Foot care	Loraine	020 8203 5040	<a href="mailto:loraine.simmons@ageukbarnet.org.uk">loraine.simmons@ageukbarnet.org.uk</a>
Computing & technology	Howard	020 8432 1415	<a href="mailto:howard.chapman@ageukbarnet.org.uk">howard.chapman@ageukbarnet.org.uk</a>
Cookery classes	Karen	020 8150 0967	<a href="mailto:karen.williamson@ageukbarnet.org.uk">karen.williamson@ageukbarnet.org.uk</a>
Exercise classes	Carolyn	020 8629 0629	<a href="mailto:carolyn.ansell@ageukbarnet.org.uk">carolyn.ansell@ageukbarnet.org.uk</a>
Hairdressing	Loraine	020 8150 0962	<a href="mailto:loraine.simmons@ageukbarnet.org.uk">loraine.simmons@ageukbarnet.org.uk</a>
Handyperson Service	Jackie	020 8150 0963	<a href="mailto:handyperson@ageukbarnet.org.uk">handyperson@ageukbarnet.org.uk</a>
Later Life Planning	Andrew/Zenda	020 8432 1417	<a href="mailto:laterlifeplanners@ageukbarnet.org.uk">laterlifeplanners@ageukbarnet.org.uk</a>
Nail cutting	Linda	020 8432 1423	<a href="mailto:info@ageukbarnet.org.uk">info@ageukbarnet.org.uk</a>
Scams Prevention	Helen	020 8432 1419	<a href="mailto:scamsawareness@ageukbarnet.org.uk">scamsawareness@ageukbarnet.org.uk</a>
Social groups	Howard	020 8432 1415	<a href="mailto:howard.chapman@ageukbarnet.org.uk">howard.chapman@ageukbarnet.org.uk</a>
Volunteers	Lisa	020 8432 1422	<a href="mailto:lisa.robbs@ageukbarnet.org.uk">lisa.robbs@ageukbarnet.org.uk</a>

Age UK Barnet, Ann Owens Centre, Oak Lane, East Finchley N2 8LT

Email: [info@ageukbarnet.org.uk](mailto:info@ageukbarnet.org.uk)

Call: **020 8203 5040**

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