

londonage

Age UK London Magazine Autumn 2016



Good Times

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Tony Seagroatt
Interim CEO
Age UK London

In this edition of London Age we look at the arts and older people.

Joyce Wilson tells us why Arts Council England think that investing in the future includes investing in arts for older people - a stance that we applaud.

Dulwich Picture Gallery have been running Good Times for over a decade, helping many older Londoners experience art in a variety of ways - Sarah Fairbairn tells us about its impact, including on her personally.

David Slater was one of the Winston Churchill Memorial Trust Fellows who studied under the category of 'The Arts and Older People' and shares his learning, along with that of some of his colleagues from around the world.

Kurban Haji also tells us that he'd not be the person he is today if he hadn't taken up a range of arts based activities in later life.

Finally, we have information on our new project aimed at understanding and helping older private sector tenants as well as a post from the Age UK London Blog showcasing the quality of content currently up there.

We hope you enjoy this latest edition of London Age.

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Age UK London Move Office

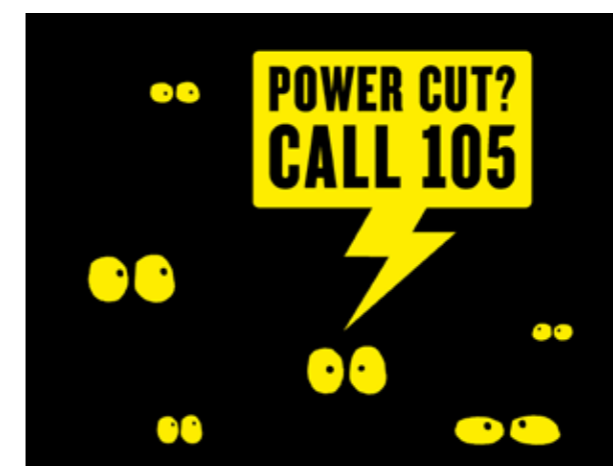
Age UK London have moved offices. After careful thought, at the end of our lease we have taken up available office space in Tavis House, near Euston Station.



This will enable us to reduce costs, allowing more funds to be spent on working with and helping older Londoners, as well as give us a professional space that allows us room to grow.

Our new address, is:
Age UK London
6th Floor, Tavis House
1-6 Tavistock Square,
London
WC1H 9NA

New Power Cut Number



UK Power Networks have launched a new number for customers to use in the event of a

power cut in their area. The easy to remember number, 105, will be particularly important during bad weather when disruption is more likely and can be used to either give or receive information about power cuts.

Goodbye to Sam Mauger

After over a decade, Sam Mauger has moved on from her role as Chief Executive of Age UK London.



All the staff team, as well as the board, are sorry that Sam is leaving Age UK London. She has an incredible knowledge of the age sector, a real commitment to making London a great place to grow older, and a unique ability to bring people together to work in partnership. Sam's hard work to promote Age UKs across London is a testament to the kind of Chief Executive she has been. Many older people across the capital have a lot to thank Sam for.

While we are sad that Sam is leaving, we are also delighted for her personally as she takes on her new role of Chief Executive at the Third Age Trust. We are sure that she will be just as much of an asset there as she has been here. Our loss is very much their gain.

On behalf of everyone associated with Age UK London over the last decade, thank you Sam for all you've done for Age UK London, and we wish you the very best for the future.

Great art and culture must be available for anyone, at any age

Joyce Wilson, London Area Director, Arts Council England, explains why Arts Council England are investing in arts and culture for older people.



It is well recognised across society that investment in our children equals an investment in our future. In the last few years the creative industries have put in place the infrastructure to give as many possibilities to experience and engage in creativity to as many children as possible.

But what happens when we get to that future and that investment is not there anymore?

In January this year the Arts Council commissioned an independent research report into arts and culture with over 700 people aged 65 and above.

Almost 70% of respondents said that they felt arts and culture were important in improving their overall quality of life. Three quarters said that participation in arts and culture activities was important to making them feel happy, and three in five said it encouraged them to get out and about and helped them to meet new people. Half said the arts helped them feel less alone.

On the other hand, half of the older people polled also said that they attend or participate in arts and culture less now than in their teenage years, or their 20s and 30s.

The same report also found that two in five

people found it more difficult to attend or take part in arts and cultural events or activities now compared to when they were younger. This could be because of a lack of independence and mobility, but there is also a lack of opportunity for older people.

John Aston, President of the Faculty of Public Health writes:

"We must admit that we are living in an age of senescence. Coping with the chronic conditions that ageing brings is as much a cultural matter as a medical one. We recognise the assets of youth but not of older people; they

...the arts for older people is also just about sheer pleasure and enjoyment.

need to be given a role in our society, ways in which they can communicate their knowledge and experience and enjoy their lives. It is impossible to imagine this without art and culture."

Cultural organisations are in a unique place to address this imbalance, and the healthcare sector is tuning in to the idea of creativity and its effects on health and wellbeing. The National Institute of Clinical Excellence (NICE) now recommends group-based activities



focusing on creativity to improve the mental wellbeing and independence of people aged 65 and older.

With an ageing population there is increasing need for our communities to be more accessible for people with Dementia, disabilities or deafness. Cultural venues are vital to the services which we can deliver for and with these communities.

In 2013, we set up a Cultural Commissioning Programme led by the National Council for Voluntary Organisations, to help arts organisations, museums and libraries to engage in cultural commissioning focusing on key strands, such as mental health and older people. It has already collated a range of resources for those who want to work with arts and cultural providers, such as local authorities and the National Health Service.

We have also recently launched a new programme jointly funded with the Baring Foundation, Celebrating Age, to encourage artists and organisations in this capacity.

£3million will be awarded in grants of £50,000 to £100,000, across the country. Activity could include empowering older people to help shape what's on offer, researching and applying strategies to engage older people, commissioning older artists or art that has particular relevance for older people, and celebrating art created by and with older people.

We will also be encouraging organisations to take arts and culture into places where older people will find it easier to engage, such as residential care homes or community settings like luncheon clubs.



Earlier this year intergenerational arts organisation ‘Magic Me’ worked with Punchdrunk Enrichment to transform a room in Greenhive care home in Peckham into a village green, complete with a florists, a phone box and smells of freshly cut grass.

Residents came together to form the village committee of Greenhive Green, gathering weekly in the fictional world. Driven by the story of Greenhive Green’s ongoing rivalry with neighbouring village Blarford, residents and care home staff participated in multi-sensory activities, from writing poetry to planting flowers.

Peter Higgin, Enrichment Director for Punchdrunk, said: “Our ambition for Greenhive Green was to give the residents including those living with dementia an empowering and magical experience.”

But the arts for older people is also just about sheer pleasure and enjoyment. Meet Me at The Albany is an arts club for over 60s that does exactly this. Based at the Albany in Deptford, a year-round programme of weekly events creates opportunities for people to meet new friends and try out a whole range of new activities and experiences, from being suspended on silks in a circus workshop to enjoying a jazz performance or writing poetry with top poets like Simon Mole and Malika Booker.

With creativity, understanding and ambition we can make sure that great art and culture is available for anyone, at any age.

Find out more about Arts Council England by visiting www.artscouncil.org.uk.

Good Times: Art for Older People

Sarah Fairbairn, Community Engagement Manager at Dulwich Picture Gallery tells us about their project for older Londoners that has become a place where people make new friends, find a passion for the arts and build confidence... she also tells us about her adventures in the Artmobile!



Good Times: Art for Older People has been running for over ten years, and during that time it has become a much-valued part of our gallery programme. We’ve hosted storytelling in front of Van Dyck’s famous self-portrait, pop-up dark rooms in the garden and multi-sensory tours of our Escher exhibition. Most recently, participants of our Visual to Vocal project, which supports people with dementia, staged their own original operatic interpretation of Doctor Faustus!

Ever since I joined the Gallery in December 2015, it has been an absolute pleasure to get to know the participants of Good Times. One of the many perks of my job is taking art into the community in our brightly coloured ArtMobile – an adapted van decorated by artist Humphrey Ocean – and seeing the joy an afternoon of art-making can bring to others.

We are very fortunate at Dulwich to have such a well-established programme, coordinated by a fantastic learning team and supported by endlessly enthusiastic volunteers. Over the years, Good Times has had such a positive impact on older Londoners, both locally and beyond, that I cannot wait to continue growing this wonderful programme.

The programme offers an exciting and

accessible programme of guided tours, storytelling sessions, creative workshops, projects and more. We run over 120 sessions a year reaching almost 2000 older people in the local community and across London. We believe people of all ages should have access to creative and cultural opportunities.

The programme is highly personalised and participant-centred. All of our sessions start with a warm welcome from the team and a

Over the years, Good Times has had such a positive impact on older Londoners

cup of tea and biscuits. We aspire to create a relaxed environment where all participants feel comfortable, confident and special.

We’ve built so many personal relationships with participants and group leaders, as well as healthcare professionals, it’s a delight getting to know and help members of the community.

One particular participant joined the Good Times programme after her husband sadly passed away and she had lost her confidence. Since then, she’s found a new passion for art and art history – even bringing other friends and family along to the Gallery. Another



gentleman came to one of our outreach projects at a local pub, suffering from a lot of physical pain, but he tells us making art lets him forget all about his aches and pains. The Gallery has now become a big part of his life and he often brings back his creations to show.

We always challenge our participants to learn new things, confront assumptions about their limitations and broaden their own perception of what they can achieve. We treat all participants as artists and encourage everyone to share their artwork with fellow group members, friends, family, support staff

and Gallery visitors by displaying their work in our public spaces.

Over the years we have held many exhibitions and sharing events for programme participants, the most recent being last December to celebrate the 10th Anniversary of Good Times. We held a celebratory afternoon tea party for over 100 guests with live swing music, mulled wine, collaborative art workshops and of course, dancing! One participant, unbeknownst to us, a professional jazz singer, even got up and sang with the swing band – it was such a memorable moment and the entire room was captivated.

We challenge our participants to learn new things, confront assumptions about their limitations and broaden their own perception of what they can achieve.

Over a third of the activity of the programme takes place outside of the Gallery. Twice a month we take out our Artmobile, fully-stocked with equipment and materials, to give talks or run creative workshops in a wide variety of care settings from day centres, community centres, care homes, nursing homes and hospices. This allows us to engage with those who are perhaps unable to visit or require additional support.

One of the most pressing concerns that we aim to address through Good Times is the risk amongst older people of becoming socially isolated. In our Prescription for Art programme, we've teamed up with local doctors' surgeries to reach out to those who are

hesitant to join a group or attend a day centre or unaware of the opportunities available to them. GPs and nurses are able to refer patients they feel are most at-risk of isolation to the monthly creative workshops at the Gallery. The programme has been so popular that an additional programme of monthly sessions – Repeat Prescription for Art is now offered to accommodate more referrals and participants.

Good Times provides an opportunity to socialise, meet new people and relax. Full-time carers are given a few hours of respite and relaxation, and participants are welcomed into an environment to build friendships as well as social and support networks. Many of our participants speak of the 'uplifting' and 'confidence-boosting' benefits of our creative workshops, and responses from support workers have told us the programme helps combat depression, improves mood and increases concentration.

The benefits of older people engaging with the arts are both far-reaching and well-documented. Our programme is testament to the positive physical and mental effect of creative workshops and the extent to which they can improve a person's general wellbeing and happiness. We very much look forward to continuing to provide innovative, inclusive and accessible means of engaging, exploring and creating art with older Londoners.

Find out more about Dulwich Picture Gallery, as well as Good Times, by visiting: www.dulwichpicturegallery.org.uk

Creative ageing: how overseas travel inspired arts initiatives for older people



David Slater is the Artistic Director of Entelechy Arts. He has over forty years experience of working with the arts and older people within communities in South-East London and beyond. Most recently he co-devised a street performance event, BED, with older members of Entelechy. Below David describes the impact that the Winston Churchill Memorial Trust Travelling Fellowships have had on arts and older people's initiatives across London.

The Winston Churchill Memorial Trust (WCMT) was established when Sir Winston Churchill died in 1965. Thousands of people, out of respect and in gratitude for his inspired leadership, gave generously so that a living memorial to him could benefit future generations. For the last 51 years, this legacy has been used to fund British citizens from all backgrounds to travel overseas in pursuit of new ways of tackling challenges facing the UK. Between 2010 and 2015 WCMT funded Travelling Fellowships under a category entitled 'The Arts and Older People'. This programme saw WCMT work in partnership with the Baring Foundation. A report based on the findings of Fellows in this category will be published in early 2017.

In 2010 I was privileged to be one of a number of people funded by WCMT to look into the subject of arts, creativity and older people. My own Travelling Fellowship took me to the USA and particularly concerned arts practice that supports isolated older people to remain connected and engaged with their local communities. Recently I caught up with three other London-based Churchill Fellows to reflect on our travelling experiences and the impact they have had on our own work. Jane Hackett is the powerhouse behind the

creative programming for older people at Sadler's Wells Dance Theatre. Travelling in South and Central America in 2012 made a lasting impression on Jane which she says is still with her today. After witnessing older

Comradeship and common purpose experienced by older people dancing: the perfect antidote to loneliness

people moving together in parks and open spaces in Chile, Mexico and Cuba, she returned to the UK with an overwhelming sense of the joy that dance can engender. She describes the powerful feeling of comradeship and common purpose experienced by older people dancing: the perfect antidote to loneliness and isolation.

Once she had completed her Fellowship, Jane was faced with the challenge of how to translate her experiences into action. The result was Elixir Festival, a four day celebration of lifelong creativity which took place in 2014 at Sadler's Wells. The festival was an amazing success, inspiring similar activities across Europe. It will be staged for a second time in 2017.



Fergus Early (left) leading a session of Remember to Dance. Photo: Green Candle Dance Company

Dance was also the focus of Churchill Fellow Fergus Early's travels to Japan in 2010. Fergus is the artistic director of Green Candle, a dance company making community-based dance work with both young and older people. In Japan he encountered a vast range of dance activity, from the traditional Noh theatre, whose main proponents are older men, to ballroom dancing. "I had no idea that Ballroom dancing was so big with older people in Japan", he said, "I just stumbled upon it". This was one of the shared delights experienced by all of us on our travels: the opportunity to have time and space to explore, be curious and be continually taken by surprise by unexpected encounters and situations.

Spending time with the older Noh theatre artists, Fergus was struck by the value of the small gesture and the precise and detailed focus of a movement, and the experience profoundly affected his work as a

choreographer. The influence of his Fellowship has certainly been brought to bear in his work with Green Candle's Senior Dancers, a touring performance company comprising of dancers whose ages range from early sixties to late eighties.

Arti Prashar is the Artistic Director of participatory arts company Spare Tyre. In 2013, she explored spirituality and creative work with people living with dementia in the USA and Australia, where she was able to spend time with Aboriginal peoples. Her travels were filled with magical experiences; one visit to a sacred site was dependent on its being sanctioned by signs from a Lyre bird.

The learning from her travels has helped her to develop an interactive performance project for people living with dementia and their carers. 'The Garden' brings the outdoors in and takes participants on a multisensory journey through the seasons. The performers



Arti Prashar

instead everyone was sitting around chatting. “Seven months pregnant and she didn’t know anything about it and she’d only been to the doctor a month before”, I heard one person say. It turned out the session was well under way. There was a natural energy that was being channelled by the group leader into breathing exercises, then vocal scales, and, finally, amazing songs. The art wasn’t separate from any other part of these people’s lives; it was a natural and necessary extension of them. Back in London, I shared this moment and others from my travels with my colleagues at Entelechy Arts and the Albany, and they helped inspire the creation of Meet Me at The Albany, a weekly arts club for isolated older people living in Lewisham.

The arts have a huge role to play in helping us all reimagine new possibilities for our society. The experiences of myself and others during our Fellowships demonstrate that the challenges of an ageing population can be met in creative and exciting ways. Travelling the world, learning, and sharing inspirations and ideas, has had a huge and rewarding impact on our ability to contribute to the rich and vibrant life of older people in our city.

Applications for travel in 2017 are now closed, but applications will open in May 2017 for travel in 2018 across a wide range of categories, and further details are available on WCMT’s website: www.wcmt.org.uk

David Slater blogs regularly at www.davidaslater.wordpress.com

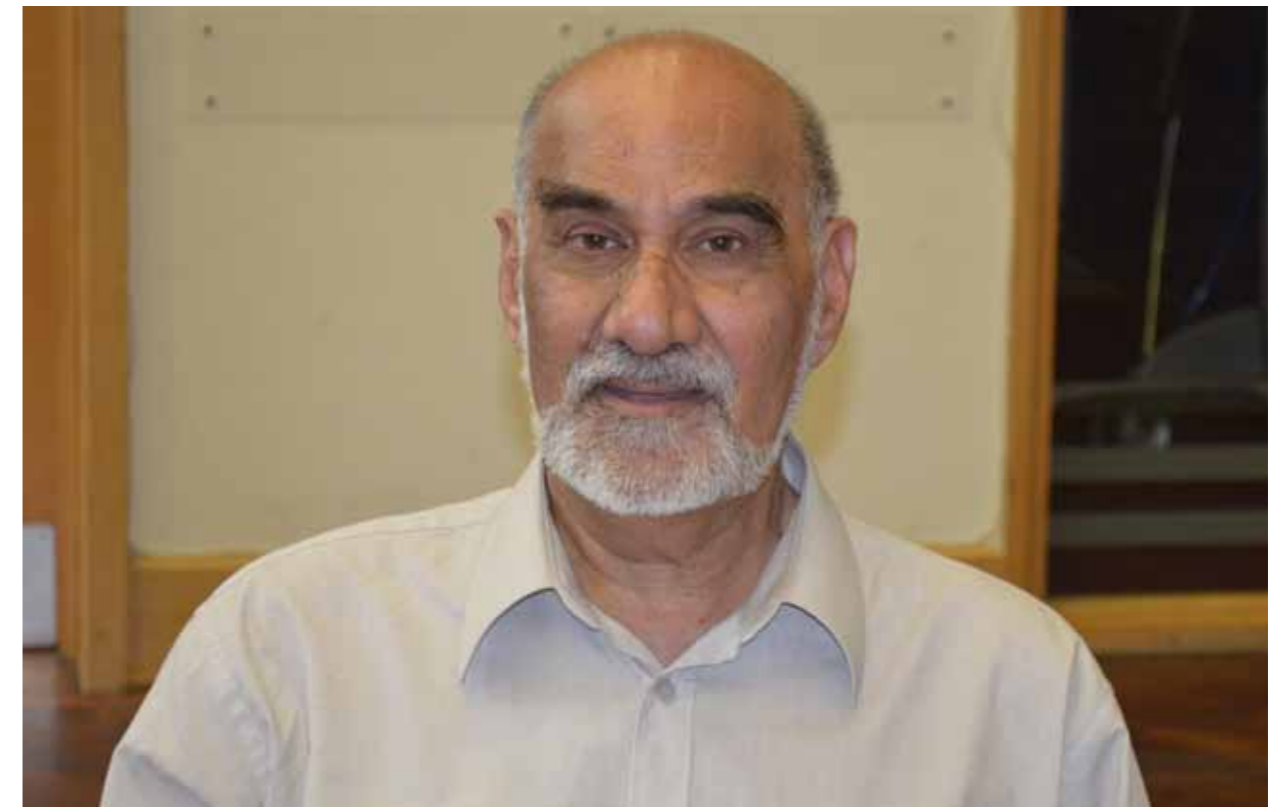


use no words and this removes the huge barrier of language that is experienced by many people who have dementia. In this new space created through silence and listening, people regain the confidence to communicate.

One of the most inspiring moments from my own travels occurred during a visit to a small older people’s singing group in Brooklyn, New York. I arrived late and expected the session to already be in full swing but

“Arts and culture have an incredible impact on the individual.”

Kurban Haji has been involved with arts groups for over a decade. He spent time with Danny Elliott, Communications Officer, Age UK London, and shared his experiences, how they have positively impacted his life and why he would encourage anyone to get involved.



Kurban Haji is 76 and lives in Southwark. He specifically told me to tell you his age. “They won’t believe you anyway!” he said.

I remember first meeting Kurban in April 2013, just a couple of weeks into my role at Age UK London... he’s not the kind of person you forget. Big-hearted, warm, larger than life and with a real passion for older people and age issues, Kurban has been working

with and helping older people in his borough, and across London, for over a decade.

Since that first meeting, gradually, I discovered that Kurban also had a keen love for the arts and was involved in a seemingly endless number of plays, arts groups and dance troupes!

In light of the theme for this edition of



Kurban Haji (middle row, far right, seated) with the MGCfutures cast of Henry V on stage at the Noel Coward Theatre, 2013. "It was amazing to come on stage and have such a large audience applauding us." Photo credit - Marc Brenner

London Age, I sat down with Kurban to ask him about his experiences but, more importantly, what they had done for him.

Kurban, how did you get involved with arts groups?

When I was recovering from a heart attack I basically wanted to do something different – I used to play badminton. Every week I actually played with staff from Age UK London, but I could no longer do anything as physical, so I needed to do something else.

I got involved with Entelechy Arts and have performed six or seven different plays with them. Eleven people from the group are local people in the community.

What do you do with Entelechy Arts?

It's run by David Slater - he told me he's writing for the magazine too (Page 10)! We're currently rehearsing a play about love, and the play includes a choir of 20 people – the

"You immediately see the difference in people when they have a say in what's going on."

oldest is 91. At one point she takes the lead and we just follow her... she sings 'My Boy Lollipop'; you really wouldn't think she was 91. Incorporating music in the play is wonderful. Some students come along and volunteer – one helps us by playing the piano.

The amazing thing is that older people sit down and write the play and decide what happens themselves. You immediately see the difference in people when they have a say in what's going on. Getting people out and not just putting them in a box and saying 'older people are meant to do this...'

The only thing we were told for our latest play was that it had to be about love, but that's all. We could decide whether it was about a long marriage, or about divorce and breaking up. Next week we decide where the story goes next. That's exciting because it's just a play about the truth of life built on our experiences. We really do make all the decisions and David just writes it down!

What has your introduction to the arts led to?

Well one of our plays was transmitted to California and we've travelled to Brighton, Winchester and Bristol. I joined The Michael Grandage Company's MGCfutures programme. I performed two plays at the Noel Coward Theatre, Henry V and A Midsummer Night's Dream. I was invited to join that group through Age UK London and from there I met someone who invited me to join a group that went on to perform a dance with 16 older people at the British Museum and the V&A. One thing just leads to another; next month we're going to Bangor in Wales to dance in the street as part of a festival!

What would you say to another older person about getting involved in arts groups?

All sorts of art groups go on. Some people do the same things they've been doing for 30 years, others switch and do something new.

I find that men don't really want to come – even the volunteers are mostly women. I think some people are happy to just sit and watch TV. The best thing is to ask someone

"That's exciting because it's just a play about the truth of life built on our experiences."

what their hobbies are and try and get them involved that way, gradually. Even if they only come for half an hour, at least they're out of the house. I say to people when they come in, "Take off your jacket and let the chips fall off too." I always wanted to be on the stage, so maybe it's easier.

Some people think it's about who you are, but art is not too posh. I go to the Tate Modern regularly; it's for everyone.

Have those experiences changed you in any way?

It has changed me completely. After my heart attack I didn't know what to do. I was looking for the right path to take. Now I'm doing and enjoying things and meeting more people than I ever have.

It's up to you how much you want to give – you can take it as far forward as you want. I'm never bored anyway, always busy.

Arts and culture have an incredible impact on the individual.

Find out more about MGCfutures by visiting www.mgcfutures.com.

Age UK London's Older Private Sector Tenants Programme

Using funding received from the Nationwide Foundation, Age UK London's 18 month project will focus specifically on the challenges and vulnerabilities faced by older renters in the capital.



Earlier this year, Age UK London launched the Older Private Sector Tenants Programme, a project to tackle the challenges faced by older private renters.

There are 146,000 households renting privately in London where at least one person is aged over 50, and projections suggest this number will rise. Between 2009 and 2014, the number of flat sharers aged 45 to 54 soared by 300%. Using funding received by the Nationwide Foundation, this 18-month project investigates the difficulties encountered by London's older private sector tenants and aims to use this research to inform clear policy 'asks'. These 'asks' will target the Mayor of London, London Assembly, London borough councils and organisations representing the private rented sector to improve the living conditions of vulnerable older private renters across the capital.

As house prices continue to surge, many people of all ages are driven towards an increasingly unsuitable rental market. In fact, a quarter of London households now rent privately and this percentage is expected to increase to 37% by 2025 (The Mayor's Housing Covenant 2016).

This situation is a pressing concern due the poor standard of living conditions that many rental properties offer. Accordingly, the Older

Private Sector Tenants Programme also aims to devise models of direct support for older Londoners who are suffering in poor living conditions or are at risk of having to move out of London. It will also produce practical resources; both for older renters to enable them to self-advocate and for organisations wishing to support them.

Our work on the project so far has been focused upon broadening our understanding of the state of the private rental market and its effects upon older renters. This process began with the appointment of an Engagement Officer, who has led a series of focus groups to canvas the experiences of older private sector tenants. Our Communications Team has been working to promote the project online via Twitter and through a series of blog posts that discuss the issues raised within the focus groups.

The most frequent concern raised during these consultations has been the power that landlords hold over their tenants and the lack of security that this provides. This tends to manifest itself in a combination of extremely high rent prices and short-term contracts, which allow for further rent increases at brief intervals. The overall feeling of powerlessness is worsened by the behaviour of certain landlords, who charge high prices for poorly maintained properties, or evict tenants at short notice. These costs are exacerbated



by the letting fees which must be paid every time a new property is rented – which can become very costly when the aforementioned short leases and rent increases force tenants to relocate frequently.

There has also been unease around the lack of media coverage given to the experiences of older private sector renters, specifically the effect this has upon the mind-set of the younger generation. For many of our focus group attendees, this lack of coverage has contributed to a climate of intergenerational conflict, with a vocal minority arguing that the older generation are at fault for the troubles experienced by "Generation Rent". However, the more focus groups we run, the less this appears the case. Instead, we are discovering clear similarities in the experiences of older and younger renters.

Although older renters' experiences are currently underreported, there has been a large amount of recent media coverage around the poor state of the rental market. This gives us confidence that the Older Private Sector Tenants Programme will allow Age UK London to offer an important contribution to this ongoing debate at a time of maximum relevancy. Furthermore, by canvassing the opinions of older private renters, it will be possible to provide information that is currently missing from the media portrayal of the rental market.

Find out more about the project by visiting www.ageuklondon.org.uk. If you are a private renter and would like to help us with this project, please contact: research@ageuklondon.org.uk



Regeneration – How Does it Impact Older People?

The Age UK London blog has been relaunched and we have some great new content. As a taster we've included the below piece, which provoked an online discussion and was read by a wide audience. It was written by Janine Aldridge, Engagement Officer, Age UK London.

As many of the previously run down parts of London get a face lift – shiny new glass buildings, pavement cafes, and artisan bakeries galore – I have often found myself wondering what these changes mean to older people that have lived there all their lives. The greasy spoon cafés and small grocery stores may have looked scruffy to some, but for those who have known that area all their lives, the loss of these familiar establishments could have a big impact.

An interesting study 'Ageing in a Long-term Regeneration Neighbourhood: A Disruptive Experience or Successful Ageing in Place?' by R Kleinhans and others comments on the sense of attachment older people feel with their urban environment and the sense of confusion that can occur with drastic changes: "Older adults can become 'out of place' and feel less comfortable with their living environment after changes in their personal situation or during and after radical changes in environment itself. If we translate this to the context of urban regeneration, it is clear that a range of radical changes in terms of housing stock, public space and services can make people lose their trusted environment."

The loss of social housing to make way for luxury apartments can result in older people leaving their communities altogether. Some move to start a new life elsewhere, but others move because the younger members of their

families are forced out by the rise in prices. The influx of new people can make the area over crowded and public transport almost unusable for older people who are unable to stand at busy times.

There is also the disruption caused by the building works themselves that can have a detrimental effect on the mental and physical health of those living through the process. An older Lewisham resident Bridgit Sam-Bailey has made these points on the Lewisham Gateway development: "Some of you might be thinking that the new buildings and development are attractive, as more people are moving into the borough. This is good for the young and upwardly mobile, but what about those of us who have had to endure the traffic and confusion around the areas where the developments are taking place? I have in mind the old and physically challenged, and not to forget the mothers with buggies and/or toddlers, especially those carrying shopping."

Whilst the positive aspects of urban regeneration cannot be ignored, the developers and local authorities should be aware of the needs of more vulnerable residents during the development process, as well as the impact on local providers that will need to cater for the increase in demand for services.

Visit www.ageuklondonblog.org.uk for more.

In The Hotseat...

Zainab Addo, volunteer on the Age UK London Business Directory, shares her thoughts on her role.

Why are older people's issues important to you?

I am very passionate about older people's issues. I feel that society can be quite cruel towards older people and oblivious to their needs. Some older people have no family members close by and some are sadly isolated. I feel every older person should have a mouth piece or an advocate. Every society has a duty of care to its older residents to ensure their dignity or wellbeing is not compromised for any reason, regardless of their social background.

What projects are you involved in?

I work within the Age UK London Business Directory. We provide information and telephone numbers of various traders who have been vetted and checked by our dedicated team. We also signpost callers who we are not able to help directly. I primarily answer the phone but I also do some administrative and sales work.

What has been your best experience in working with older people?

The opportunity of providing information to various callers is undoubtedly one of the most rewarding jobs I have ever done. Knowing I make a little difference to anybody's life by being on the other side of the phone is humbling and reassuring.

What is your vision for your work at Age UK London?

I have seen the directory improve and the volume of calls increase in the time I have been here. My hope is that the Business Directory is able to provide a vital service to as many older Londoners as possible.



Editor
Danny Elliott

Contributors
Zainab Addo
Janine Aldridge
Sarah Fairbairn
Kurban Haji
David Slater
Joyce Wilson

Image page 5: Paul Cochrane
Image page 6: Stephen Dobbie
Image page 14: Marc Brenner

London Age highlights issues which affect older people in the capital. It is produced to support Age UK London's mission to improve the quality of life for older Londoners and to enhance their status and influence.

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Age UK London works across the capital to improve the quality of life for older people and to enhance their status and influence.

If you have any comment on the magazine content or ideas for the next issue, we'd love to hear from you: delliott@ageuklondon.org.uk

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Age UK Hearing Aids

Helping you hear more clearly



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London Trading Offices

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