

# NEWSLETTER

Featured in this issue:

Older Peoples' Week

Di's Diamonds

Barking & Dagenham  
Launch

New Website coming  
soon

**Volunteers  
Outing**

See page

*Pictured : Hampton Court Palace, from our Volunteers outing.*



## Older Peoples' Week 2017

Older People's Week kicked off on 25th September with a performance for people with dementia of *The Garden* at Redbridge Drama Centre.



Produced by participatory arts company Spare Tyre, the performance brings the outdoors in and takes the audience on a multisensory journey through the seasons, inspiring peoples' imaginations and awakening senses.

Our Activity Centre in Wanstead hosted a comedy show, a poetry workshop with the Redbridge Rhymesters, an old fashioned sing-along and lunch with the Mayor.

On 3rd October, at Central Library in Ilford, there was a programme of activities going on throughout the day, such as laughter yoga, reminiscence, taster sessions of reflexology and reiki, and a health MOT from the Redbridge Vision team. There were a number of stalls including Age UK Redbridge, Barking & Havering, offering information on services.

*Below Jewish History Exhibition at Age UK Redbridge, Barking and Havering*



In Barking Town Centre, Older People's week was celebrated with a number of events and we participated with an information stall on 2nd October. There were a number of taster sessions going on in the town centre, including dance and Tai Chi sessions.



Di's Diamonds in partnership with Tesco at Roneo Corner, held a 'Silver Sunday' event for Older Peoples' week, with music, quizzes and fun and enabling older people to socialise and make friends.



*Above and below: Silver Sunday fun*





The Broadway Theatre in Barking was the venue for Di's Diamonds official launch in Barking & Dagenham.



The Broadway Theatre, Barking, put on a cream tea and entertainment afternoon for members. With an audience of 80, the majority of whom were not previously members, 50 new members signed up to join in our exciting monthly range of activities. Members were entertained by Vikki Lyons, who sang popular numbers from the Sixties. At peak, about half of the audience were dancing. A big thank you to Broadway Theatre for managing this event so professionally and to our sponsors: **Lexus**, **Tesco** and **Bluebird Care**, who either helped pay for the event or provided raffle prizes. We look forward to future events of the kind.

If you are not currently a member of Di's Diamonds, sign up by letting us have your name and contact details so you can receive the monthly programme of events. And, for the men, look out for our new Diamond Geezers programme.



Di's Diamonds now has a men's club –

Diamond Geezers which meets at Tesco, Roneo Corner in Hornchurch, every other Monday from 3.30 - 5pm. They meet to chat and socialise, play cards, draughts and board games and also go on monthly trips to Romford Dog Track for a few hours of greyhound racing. Di's Diamonds is free to join, the group is free to attend and you get free refreshments too! Another group has now started in Upminster.

There is now a clay modelling group for men and women in Wanstead.

For more information about Dis Diamonds, contact Kim on: 020 8220 6000 or 07724 508967

or email: [disdiamonds@ageukrbh.org.uk](mailto:disdiamonds@ageukrbh.org.uk)



Di's Diamonds offers a number of social activities and outings across Redbridge, Barking & Dagenham and Havering, giving older people the opportunity to socialise, have fun and make friends. There is a programme of regular activities and a programme of special events.

Contact us for further information. Joining Di's Diamonds will enable you to get a copy of the programme emailed to you on a monthly basis so you will always know what's going on! Alternatively, you can pick up a hard copy from our office in Ilford or at one of the regular coffee groups.



## Volunteers Outing 2017 by volunteer Colin Page

A day trip to the world famous Hampton Court Palace was organised for the volunteers of Age UK Redbridge, Barking & Havering back in the summer.

The Palace was built by Thomas Wolsey but taken over by Henry VIII in the sixteenth century.

After getting our tickets we made our way to the entrance where we were amused to see a mother duck was escorting her young chicks across the green accompanied by a security guard.

I had never been to Hampton Court Palace before but had heard about the puzzle maze so that was my first port of call and I found it rather disappointing.

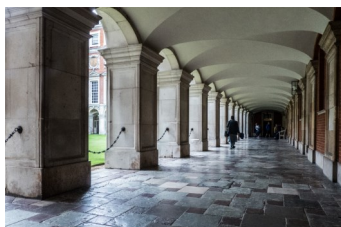
It was really small and I completed it in less than five minutes!

I made a quick visit to the Magic Garden which is a brand new children's play area and started making my way back to the Palace when it started to rain.

The kitchen was huge with many different rooms for the preparing of many different foods. A man is seen turning chickens by the fire. I made my way through many massive rooms and staircases where I was lucky enough to see the King's Prosecutor in pursuit of Anne Boleyn (these are actors dressed for the part). But time was short so I continued on my way and ended up in the fantastic Privy Gardens which in some parts were immaculate and seemed straight out of a gardening book.

The whole day was brilliant and I wish to thank everyone at Age UK for organising the event.

See below and right for photos from a very enjoyable day.







### Latest News from Age UK Redbridge, Barking & Havering

We have a new counselling service one afternoon a week. If you would benefit from talking to someone on a weekly basis for a fixed number of sessions, please contact James Monger on: 020 8220 6000 and he will refer you to the service.

We welcome new staff member Marilyn to our Home Support service. Marilyn will be supporting people in their homes with domestic tasks and shopping.

We have now launched our new website, and have also now got a Facebook page. You will find us on: [www.ageukrbh.org.uk/redbridgebarkinghavering](http://www.ageukrbh.org.uk/redbridgebarkinghavering) or simply search for Age UK Redbridge, Barking & Havering on Facebook.

Age UK Redbridge Barking & Havering will once again be supporting the national charity's campaign, 'No-one should have No-one' this winter. The campaign has been very successful in recent years raising awareness of loneliness among older people and the devastating effect it can have on a person's life. The campaign encourages people to donate so we can continue to provide the befriending services that are so important, especially at this time of year when the dark nights are here and Christmas is on the horizon. We encourage potential volunteers to think of the befriending role as a long term commitment and not just for Christmas. If you would benefit from our Forget me Not befriending service, please get in touch on: 020 8220 6000.

## Voices Of Experience News

Our User Involvement Service has been involved in a number of consultations this year, and we have been busy getting the views of local people about proposed changes to services.

The service involves older people in Redbridge, by sending questionnaires to the Voices of Experience questionnaire group, talking to people in Independent Living Schemes, and during visits to Community Groups.

This year we have sought people's views on the following topics:

- ◆ Social Care assessments
- ◆ Eye Health
- ◆ Mental Health
- ◆ Looking after your heart
- ◆ Looking after your mind
- ◆ Hearing Loss
- ◆ Proposals to cut NHS funding for certain medication and procedures (phase1)
- ◆ Changes to how Day Services are delivered (by the council)
- ◆ Further funding cuts to NHS services (phase 2)
- ◆ Transport to hospital appointments

The results from the questionnaires are collated and people's comments from focus groups are all put into a report, which are then fed back to the organisations concerned. This year we have worked with Redbridge Council; Redbridge Clinical Commissioning Group, North East London Foundation Trust (NELFT); The British Heart Foundation; RNIB (for eye health); Action on Hearing Loss; and Age UK (our national charity)

The service offers older people the opportunity to have their voice heard, which is so important at a time when cuts are being made in many areas and these are likely to impact on their lives.

Our National Charity is currently looking at the difficulties older people face getting to hospital appointments and the significant impact it has on their lives. Age UK has produced a report: 'Painful Journeys' which calls on the Government to review transport

services to ensure older people can get to their hospital appointments on time, in a dignified, comfortable and affordable way.



*Voices of Experience members pictured at Westminster during one of our campaigns.*

Janet West, the Voices of Experience Co-ordinator is happy to come and talk to community groups, residents in Independent Living Schemes, social clubs and other voluntary organisations. We are always seeking to involve more older people in the service, either by joining the questionnaire group, or taking part in a focus group discussion or getting involved in Age UK campaigns. If you know anyone who would like to get involved, please contact Janet West on: 020 8220 6000 or email: [admin@ageukrbh.org.uk](mailto:admin@ageukrbh.org.uk)

If you would like to download or read the Age UK report 'Painful Journeys' you can visit the website: [www.ageuk.org.uk/painfuljourneys](http://www.ageuk.org.uk/painfuljourneys) Here you can read about the experiences of older people who currently struggle with getting to their hospital appointments. If you would like to share your experience, you can email Age UK on: [campaigns@ageuk.org.uk](mailto:campaigns@ageuk.org.uk) or write to them at: Age UK, Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Many Voices of Experience Panel members are also involved with other groups such as Healthwatch, Pensioners' Forum, Patient Engagement Forum, Patient Participation Groups, and Community Groups. This ensures that information can be shared across the network of groups for the benefit of more older people.



## You used to do what?



Many times when we meet our clients, we get told stories of their lives before they encountered Age UK. It is always a joy to hear their tales and none so much as when we learnt about Kathleen's dancing days.

Kathleen is a service user at our Wanstead Activity Centre. It recently came to light that she used to be a dancer and danced on stage with none other than Judy Garland and Frank Sinatra amongst many other famous names.

Kathleen's story was relayed in Peverel's Life & Style where we learnt of her days with the Tiller Girls and of being a Bluebell girl, dancing in the West End. She went on to be a dance teacher where she passed on her expertise to many aspiring dancers.

We can all be guilty of not seeing behind the smile or eyes of the people we meet and this is never more so than when we meet an older person and see only their frailty or vulnerability. You never know, behind that smile might be a high kicking Bluebell girl.....



*Volunteers Val and Lorraine with the Mayor*

Age UK Redbridge, Barking and Havering had a stand at this year's Volunteering Fair held at the Town Hall on 8<sup>th</sup> November. We were represented by a team of volunteers comprising of Adrienne Tobias, Triona Eghan, Valerie Boundy and Lorraine Dawes, who

spent time dealing with a record number of enquiries from members of the public. Well done to all involved!"

Goodbye and Good Luck!



Pictured above, left Andreea Albu, Associate Director and on the right, Gemma Samuels, Care Navigator. Andreea is currently on maternity leave after giving birth to a beautiful son on 4th November 2017. Gemma has now also gone on maternity leave and is due to have her baby in early January 2018.

All the staff wish them both well and look forward to meeting the new arrivals, and handing out lots of cuddles. Both ladies had a 'Baby Shower' which gave staff the opportunity away from our busy desks, to wish them well, offer some advice from us 'olduns' about the joys of motherhood and how life will never be the same again! They left laden with gifts from all the staff who will miss them very much and we all wished them and their families a very merry Christmas and a healthy and happy New Year.

## Scams and how to spot them

As winter arrives there are many rogue traders who sadly prey on vulnerable older people claiming to be roofers or from the many Gas and Electric companies or any other trades. We would like to give you a few tips on what to do if you do find yourself in this position.

While there are legitimate tradespeople and officials, it is best to be cautious when you answer your door. Often these doorstep scammers/rogue traders can be persuasive or pushy and may also be trying to distract you as they may not be working on their own. Many may have false ID badges wearing high visibility jackets to make you believe they are legitimate. If they claim to be from a utility company but you do not feel comfortable letting them in, then there are steps you can take to protect yourself.

There are many different types of doorstep scams, and here are five you should be aware of.

**Rogue traders:** A cold-caller may offer you a service you don't really need. They may try to push you into agreeing to unnecessary home repairs or improvements, often at extortionate prices. A common tactic is when they claim to have noticed something about your property that needs work or improvement.

**Bogus officials:** A common trick is when someone pretends to be from your Electricity or Gas Company as a way to get into your home and steal from you.

**Bogus charity collections:** A fraudster may ask you to donate money, clothing or household goods for a charity. In fact, this is a trick to steal money from you. Any items you give will be sold on. Legitimate charities must be registered with the Charity Commission and their registration details displayed on collection bags and envelopes. You can check the registered charity number on the Charity Commission website.

**Fake consumer surveys:** Some scammers ask you to complete a survey so they can get hold of your personal details, or use it as a cover for persuading you to buy something you don't want or need.

**Hard luck stories:** Someone with a hard luck story may come to your door and ask you to help them out with cash. The story they tell you is made up and intended to con you out of your money.

## How to protect yourself from doorstep scams

- ◆ Do not feel pressurised to let someone into your home. Only let someone in when you're absolutely sure that they're genuine and you want them in your home.
- ◆ Before you go to open your front door, always ensure that you put on the front door chain. If you don't have one we can arrange this for you through the handy-person scheme.
- ◆ You could put a 'no cold callers' sign up on your door or window, which may deter any cold callers from knocking on your door.
- ◆ If you have a LifeLine/Care Line please make sure you are wearing it so that if need be, you can press to call for help.
- ◆ Apply to join your Utility Company's Priority Register – The Priority Services Register (PSR) is a free service provided by suppliers and network operators to customers in need. This will enable you to set up an identification scheme. This is to reassure you that callers, for example meter readers, are genuine. Suppliers have to provide additional support to help you identify someone acting on behalf of their company, such as arranging a password or showing an agreed picture card upon visit.



## What to do if in doubt

Call the police non-emergency number 101 if you're not in immediate danger but want to report an incident.

Finally, remember that you can dial 999 if you're suspicious or the caller won't leave.

## What to do if you have become a victim of a doorstep scam?

Scammers / Rogue Traders are constantly finding different ways to trick people and doorstep scams are changing all the time. If you've been the victim of a scam **DO NOT** be embarrassed to report it. It can happen to anyone of any age.

Report the scam to the police and contact Action Fraud. The information you give to Action Fraud can help track down the scammer.

Please do read the following useful information. For a copy of one of the Age UK Information Guides please call us on 020 8220 6000

- Age UK information guide: Avoiding scams (PDF, 303 KB)
- Age UK information guide: Staying safe (PDF, 445 KB)
- The Little Book of Big Scams
- Home Safety Checker
- Protecting Yourself

## Age UK Business Directory

If you do need a Trades Person then please call the Age UK Business Directory. The Age UK London Business Directory is an online directory that helps protect older people from rogue traders by putting them in contact with businesses that have all been checked and vetted. They have a selection of different businesses from the typical traders like plumbers, carpenters, and electricians right through to cleaners, hairdressers, and solicitors.

To find the service you require please head to [www.saferservices.london](http://www.saferservices.london) or call for FREE on 0800 334 5060, where a dedicated member of staff will be happy to take your call.

**Action Fraud** - Tel: 0300 123 2040  
Textphone: 0300 123 2050

**Mail Preference Service** – Free register for individuals who do not wish to receive unsolicited sales and marketing contacts by post.

Royal Mail – If you or someone you know is receiving spam mail in the post, you can report it to the Royal Mail. You can post your letter directly to FREEPOST SCAM MAIL

Tel: 03456 113 413

Email: [scam.mail@royalmail.com](mailto:scam.mail@royalmail.com)

**Telephone Preference Scheme** – Free opt-out service for individuals who do not want to receive unsolicited sales and marketing telephone calls. Tel: 0845 070 0707

## QUICK REMINDER: Winter Fuel Payment .

If you were born on or before 5 August 1953 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You usually get a Winter Fuel Payment automatically if you're eligible and you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit). If you're eligible but don't get paid automatically, you'll need to make a claim. You have until 31 March 2018 to claim for winter 2017 to 2018.

Most payments are made automatically between November and December. You should get your money by 15 January 2018. If the money isn't paid into your account before then, call the office that pays your benefits - their details are on any letters they sent you.

# Our services

## Voices of Experience:

The aim of the user involvement service is to enable older people who are regular users of health and social care services to influence a range of service providers through genuine consultation and active involvement. We are looking for people to join our questionnaire group and attend occasional focus groups. This service is funded for Redbridge residents only.



## Wanstead Activity Centre:

Based at 2 Grove Park, off the High Street, we offer a range of activities to keep you fit in body and mind and help you make new friends. Nominal charges apply.

Lunch and snack options available including vegetarian.

Drinks: 70p Lunch: £5.00 (£5.50 on Fridays)

There is also a Saturday coffee morning.

Call: **020 8989 6338**



## Advice & Information:

We offer advice and information on welfare benefits, access to services, leisure opportunities and other issues. We will answer queries or direct you to someone who can. An appointment may be necessary for some queries or help with form filling.

We provide this service in Redbridge, Havering and Barking & Dagenham.

## Falls Prevention:

This service maintains the Falls Pathway for the Borough of Redbridge. This ensures the needs of older people who may be vulnerable to falling are assessed. We also provide presentations to groups and training for professionals. Chair based exercise opportunities are offered by our Exercise Instructor. If you would like an assessment or are interested in a presentation or group exercise please contact us.



## Escorted Discharge

We provide a free service to Redbridge residents who need someone to take them home from hospital and provide them with support in the following couple of weeks. We help people regain independence, undertake basic tasks, refer on to other services and carry out essential safety checks. We are not funded to provide this in Barking & Dagenham or Havering but residents may pay for this service.



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## Home Support Services:

As we get older, many of us just need that little bit of help to enable us to maintain our independence, living in our own homes and enjoying life still. Age UK Redbridge, Barking & Havering's Home Support Services are designed with this in mind. We provide assistance with: bathing/showering; domestic cleaning and laundry; shopping with you or for you; support with medical appointments; help with correspondence and bills. We now also have a contract with a local hairdresser to come to your home and with local gardeners to keep gardens tidy. Please note: these are all charged for services, available in all three boroughs.

## Dementia Support Services:

These services support and inform people with dementia and their carers in Redbridge. We aim to provide ongoing emotional support, links to other available services, advice and information and the opportunity to plan for the future.

## Forget-Me-Not:

This volunteer-based befriending scheme reaches older people who are isolated. This can be either via home visits (for those who are very isolated) or through a phone call (Monday-Friday, up to 5 times a week), or on one of the new friendship groups. In addition to providing companionship, Forget-me-Not also acts as a welfare monitoring service. Referrals are accepted from agencies or directly from the client, their family or friends. This service is funded in Redbridge, but residents of Barking & Dagenham or Havering may pay to access the service.

## Partnership & Liaison:

In addition to the services we offer directly to the public, we also work closely with Age UK (our national charity), Redbridge Council, the Redbridge Adult Safeguarding Board, Redbridge Safer Communities Partnership, Redbridge Clinical Commissioning Group and many other voluntary organisations and statutory bodies to represent the interests of older people and try to ensure services are developed and provided in the most appropriate manner.

## Care Navigation:

We work with Age UK, Redbridge and Barking CCGs and Health 1000 to provide an Integrated Care Service to patients with multiple health conditions from the Health 1000 Practice. Our team of Care Navigators and volunteers provide a tailored service supporting patients to make connections with their community and access appropriate services in order to reduce isolation and increase independence. The service includes home visits and escorting clients to preferred activities.



**For more information  
on any of our services  
including any charges,  
please phone:**



## Help us Support Older People in Redbridge, Barking & Havering



Age UK Redbridge, Barking & Havering is an independent organisation responsible for raising its own funds. Please help us to continue our vital work with older people in Redbridge, Barking & Havering by:

### Making a donation

You can make a donation on-line via our Just Giving page. Visit our website at: [www.ageuk.org.uk/redbridgebarkinghavering](http://www.ageuk.org.uk/redbridgebarkinghavering) or by sending a cheque or postal order made payable to Age UK Redbridge, Barking & Havering. You can also donate by visiting our office at:

**Age UK Redbridge Barking & Havering**  
4<sup>th</sup> Floor  
103 Cranbrook Road  
Ilford, Essex  
IG1 4PU



### How will my money be spent?

With your donations we can provide services or information and advice to older people who need it the most. Our aim is to improve the lives of older people and we need your help to carry on our vital work in the borough.

## Volunteering

A donation does not have to be a sum of money; you could also contribute by donating some of your time to volunteering.

Working as a volunteer for Age UK Redbridge, Barking & Havering can be a rewarding and enjoyable experience and is a great opportunity to meet new people.

If you feel that you can give some time to help others -as little or as much as you like, then please call us to find out when our next Welcome to Volunteering session is scheduled.

For more information about donations or to find out about our volunteering opportunities and volunteer recruitment please contact us on **0208 220 6000** or visit our **website: [www.ageuk.org.uk/redbridgebarkinghavering](http://www.ageuk.org.uk/redbridgebarkinghavering)**



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