



## Age UK Redbridge, Barking & Havering



Christmas is most certainly going to be different this year but with the Government allowing some relaxation of restrictions for a limited period from 23rd-27th December, we hope that you may be able to see some of your loved ones. More information about forming a Christmas support bubble is available from the Governments website: [www.gov.uk/publications/making-a-christmas-bubble-with-friends-and-family](http://www.gov.uk/publications/making-a-christmas-bubble-with-friends-and-family)

Our offices remain closed at this time, but we will be taking urgent calls for a limited time over the festive period, from 10am–2pm on 28th, 29th, 30th, 31st and 1st of January 2021. Our national organisation Age UK will keep it's advice

line open over the holiday from 8am-7pm. Tel: 0800 678 1602.

Our Befriending service is running a reduced service, with no calls being made on 25th, 28th December and 1st January. All other days are unaffected but we will not have the resources to offer our usual emergency procedures during this time. This means if we cannot contact you we are unable to follow this up. Please keep in touch with family, friends and neighbours during this time if you can. If you have a health emergency, use the 999 service. If you have a non emergency health concern including Corona Virus, you should call 111. If you have any care needs during this time you may contact out of hours Social Services on 020 8708 5897.

We would like to take this opportunity to wish all of our service users a Merry Christmas and a healthy and happy New Year.



### Walking

Walking has so many benefits. It helps you get more active, lose weight and become healthier. It can also improve your mood. The NHS has a number of walking plans. Just make sure you are wearing comfortable supportive footwear and you are ready to go. Check out the NHS website below for tips and ideas on how you can fit walking into your life. <https://www.nhs.uk/live-well/exercise/walking-for-health/>



If you have a disability that prevents you from walking or if you are unable to get out and about, they also have a number of free exercise videos to help you get more active. Look out for Age UK Walking groups with a walk leader in the New Year when we can hopefully get together again in a safe way. For more information you can call us on: 020 8220 6000 or email: [lorraine.barfoot@ageukrbh.org.uk](mailto:lorraine.barfoot@ageukrbh.org.uk) for Havering or B&D or for Redbridge : [Jasbir.jheeta@ageukrbh.org.uk](mailto:Jasbir.jheeta@ageukrbh.org.uk)

## Zoom Exercise classes

Like many other organisations we have been forced to change the way we offer services due to the pandemic. We are delighted that many of you have been ready to embrace a new way of exercising on line through Zoom. Our exercise instructors Rama and Lorraine have been working so hard to deliver sessions that are right for everyone.

Additionally we have been fortunate to find an excellent Tai Chi tutor John, whose classes are extremely popular. To find out about exercise classes you can call us on 020 8220 6000 or email: [jasbir.jheeta@ageukrbh.org.uk](mailto:jasbir.jheeta@ageukrbh.org.uk)

Here is some of the feedback from Rama's classes we have received over the last few weeks:

"I have really enjoyed the sessions and would recommend Rama to anyone"

"I very much appreciate the efforts you have made to deliver such a varied programme of exercises. I don't think you realise how good you are!"

*"It has relieved the isolation as we can see familiar faces and it helps to have relaxation and a chat at the end. Thank you—it is a Godsend at this isolating time."*

*"We are delighted to inform you that the Zoom class is excellent and so glad that Age UK started the Zoom classes with you as the teacher"*

## Let Redbridge know what you think!

During lockdown, we haven't been able to hold group meetings or send out paper surveys. That's why we want to ask you to ring Pat (Voices of Experience Coordinator) with your views. If you don't use a computer and don't want to ask your friends or family to help, just give ring Age UK RBH and we will ask Pat to ring you back. She will ask you the questions, and then send the answers to Redbridge Council.

**Make sure your voice is heard!** Ring [020 8220 6000](tel:02082206000) and tell whoever answers to ask Pat to call you back about the . . . CRIME or other survey.

Why not try it with the Crime survey? In the latest questionnaire we sent out, you ranked community protection number 2 in your most highly valued services, just behind adult services.

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Are you looking for a Trader you can trust?

The Age UK London Boroughs Business Directory has a large selection of businesses and tradespeople that have been checked by Age UK staff. You can give them a call free on: 0800 334 5056. Or visit them on line at:

[www.aubdlondon.co.uk](http://www.aubdlondon.co.uk)

The businesses in the directory are qualified, insured and have a history of reliable and trustworthy trading.

Whether you need an electrician, a plumber or a hairdresser, you will find most trades listed here.



### **TV licence concessions**

From 1st August 2020 entitlement to a free TV licence stopped if you're over 75, unless you receive Pension Credit. However, if you had a free TV licence on 31 July 2020, don't worry. You'll receive a letter about what to do next and until then you don't have to do anything, you're still covered.

#### **There have been changes to free TV licences**

If you're 75 or older and claim Pension Credit, you can get a free TV licence. If you're visually impaired, you may be able to get a discount.

#### **Paying for the TV Licence if you do not qualify for a free licence**

You can spread the cost by making monthly or quarterly payments. If you were previously getting the free licence for over 75s you will be sent information about different payment options.

#### **Who can claim a discount on the TV Licence?**

There are various TV licence discounts.

- ◆ If you're at least 75 years old and receive Pension Credit you can claim a free TV licence. The free TV licence will cover you and anyone else you live with, no matter what age they are.
- ◆ If you're blind or have a severe sight-impairment you can claim a 50% discount on your licence. If you live with someone else, the licence will need to be in the name of the person who is blind or sight-impaired to get the discount.
- ◆ If you're living in a care home or sheltered housing, you can get an Accommodation for Residential Care (ARC) licence which costs £7.50. You will only need this if you watch TV in your own separate accommodation, not if you only watch TV in common areas such as a residents lounge.

#### **How you can claim a TV licence discount?**

If you're 75 years old and receive Pension Credit, you need to apply for a free TV licence as it's not given out automatically.

For an application form you can call TV licensing on 0300 790 6117.

If you're blind or sight-impaired, contact TV licensing. Once you are registered, all your TV licence renewals will be at the concessionary rate.

You'll need to provide the following supporting information:

- ◆ A photocopy of the certificate from your local authority ophthalmologist confirming that you're blind or sight-impaired
- ◆ Your TV licence application form and fee.

If you're living in a care home or sheltered housing, contact the warden, staff or managing authority where you live who will apply for an ARC licence for you.

To qualify you must be: retired and aged 60 or over or disabled.

#### **What to do if you have already paid for a full TV licence?**

If you have already paid the full fee for a TV licence and you think you might be eligible for one of the discounts listed above, then contact TV licensing who can help you apply for a refund.

#### **Not already getting Pension Credit**

Our Advice & Information Service can carry out a Benefit Check to see if you qualify and will also support you to make the application for Pension Credit. At the same time the Advice Worker will also check to see if there is entitlement to any other benefits and will help with those applications as well.

We operate an Advice & Information service which is free, independent and confidential to older people, their relatives, carers and friends. We provide information on issues affecting older people such as welfare benefits, community care, leisure and health.

You can call for further advice on 020 8220 6000 and ask to speak to an advice worker or email: [advice@ageukrbh.org.uk](mailto:advice@ageukrbh.org.uk)



We were delighted to be presented with a cheque for £1550 from Toyota in Woodford through their fundraising. The funds were used to pay for Art classes and to help with costs for Older People's week 2019.

Seen here are CEO Andreea (L) and Senior Manager Janet West at our offices in Ilford after being presented with the cheque.

## Wanstead Activity Centre

The Wanstead Activity Centre was allowed to re open, albeit briefly on 5th October for lunches only. Sadly because of the tighter restrictions, we had to close again just a few weeks later. We will be opening again for a short time on 3rd December until 18th and then the centre will be closed for 2 weeks over the Christmas period, re-opening on 4th January unless the restrictions change again.

## Watercolour Sessions with Ioana Macovei

Continuing with the watercolour classes, Di's Diamonds members have been producing some beautiful artwork on Zoom with Ioana Macovei every Monday at 10.30am-12.30pm. Ioana takes a theme each week and uses this as a basis to teach new techniques and skills whilst also encouraging creativity and self-expression. Ioana also produces an art newsletter every week full of inspiration and creative ideas as well as history and culture which goes out to all those who sign up to the mailing list. Below are some of the artwork designs they have worked on, producing Christmas wreaths and beautiful poppies.

**To join the classes or receive the art newsletter please contact Di's Diamonds by telephone : 07375 704448 (Havering); 07494035950 (Redbridge, Barking & Dagenham) or by email: [disdiamonds@ageukrbh.org.uk](mailto:disdiamonds@ageukrbh.org.uk)**

You can also see Ioana's exhibition video from our website:

<https://www.ageuk.org.uk/redbridgebarkinghavering/activities-and-events/art-videos/>

