



**Picture:** A birthday celebration at Di's Diamonds (more on Page 7)

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Contact Us

## ➡ Our Report on the Winter Fuel Payment

During Winter 2025, 169 older people in Redbridge completed our survey on the Winter Fuel Payment.

According to responses, of those losing the payment due to the new means-testing policy, just over half (54%) say it has affected them, in some way.

The ability to keep warm is the biggest issue (46% of responses) along with finances (38%). There are associated consequences for mental wellbeing (16%), physical health (12%) and social life (11%).

Respondents in poorer health are more affected generally, with struggles to keep warm and pay bills.



Keeping warm can be a real challenge

There is a difference between genders - women are more likely than men, to feel the cold. Responses suggest they are more likely to wear outside clothes (such as jackets) indoors, use supplements such as blankets and hot water bottles, and leave the home - to find warmth elsewhere.

It is evident that those living in houses are feeling the impact to a much larger extent than those in smaller accommodation.

On age, respondents of later working age (50 - 64) are most likely to have chosen 'heating over eating' however respondents in recent retirement (65 - 74) are also feeling the impact.

Read more in the full report. ➡ [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](mailto:volunteer@ageukrbh.org.uk)



### ➡ How Can We Help You?

Our dedicated staff are out and about all year round across the three boroughs.

We deliver talks, raise awareness of support and entitlements, signpost to services and generally look-out for the welfare of local people.



Staff and a Councillor (right) at an event

We may be able to come to your group or event, to highlight the range of services on offer, give tips, information and advice, and to listen to the views and experiences of your members.

In addition to general information, we provide one-to-one guidance and support.

To find out more, contact us. You can also view a range of information on our website. ➡ [More](#)

**“The lovely lady gives me a call once a week.”**

What can we do for you?

### ➡ Developing Our Services - Take Our Survey!

We would like your feedback about the services you are currently using, or have used, and the services you would like to see in the future.

Please take a moment to complete our survey.

Your feedback will be used to help with funding applications and developing existing services, or setting up new projects in the future.

The survey closes on 30<sup>th</sup> June 2025. ➡ [More](#)

### ➡ 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.

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.



Helping you to be energy efficient

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](mailto:energydoctor@ageukrbh.org.uk)

**“I learned so much at the talk on diabetes.”**

What can we do for you?

## ➔ Falls Prevention and Awareness

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. 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.

We host a range of classes and activities - which are sociable and fun, as well as informative.

One of our members says "I suffered from lower back and hip pain and my yoga class wasn't really helping. I joined the Age UK Chair Exercise class based at Ilford Library. I went along, continued and now I can walk without having to stop here and there to regain my composure. The tutor is helpful and she concentrates on my individual needs'.



Nordic Walking in Valentine's Park

At our Nordic Walking group, walk-leader Anne likes to throw in activities and games, which are always popular amongst the members.

Our Tai-Chi classes are also popular. A member says "Having now attended five sessions at the Cranham Community Centre I'm really feeling the benefits. The Tai-Chi way of moving seems to be filtering in to daily life in how I approach everyday tasks".

For more, visit the website or get in touch. ➔ [More](#)

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**"I played bowls and won the game!"**

What can we do for you?

## ➔ Save the Date! Positive Ageing Week 2025

Redbridge Council writes "The Positive Ageing Week event is taking place this year on Wednesday 1<sup>st</sup> October, 10am-3pm at Redbridge Central Library.

Positive Ageing Week 2025 celebrates ageing, and the contributions older people make to our society. Older people play significant roles in communities and families, so join us in emphasising the positive aspects of ageing and challenge stereotypes!



An Age UK talk, October 2024

Following on from the huge success of our 2024 event, we are pleased to invite you to join us later this year for a range of stalls, information sessions, exercise taster sessions, and advice.

Free NHS health checks are also available on the day. Lunch and refreshments will be provided free of charge, and the event is fully wheelchair accessible. Drop in between 10am and 3pm.

**"They helped me to fill out that form."**

What can we do for you?

Age UK will also be running various events and sessions to celebrate Positive Ageing week from Monday 29<sup>th</sup> September to Friday 3<sup>rd</sup> October 2025.

If you have any other access requirements, such as needing a BSL interpreter, please get in touch:

✉ [communityhealthchampions@redbridge.gov.uk](mailto:communityhealthchampions@redbridge.gov.uk)

Keep an eye out for more information in our upcoming newsletters to find out exactly what stalls and information sessions will be running on the day."

### ➔ Voices of Experience (Redbridge)

Sue Grant, Voices of Experience (VOE) Coordinator writes “Statutory organisations are often required to consult with their service users about the services they provide.



Giving local people a voice

It is vitally important that older people have a say in the types of services they receive. This is why the project was developed, to give older people in Redbridge a voice.

VOE started in 2003 and has over 100 members who form a Questionnaire Group. They are sent out questionnaires on a quarterly basis on various issues which affect Redbridge residents.

**“Tried poetry & managed to inspire others!”**

What can we do for you?

The feedback from the questionnaires is collated into a report, presenting the findings and where possible, offering suggestions for improvements. The reports are sent out to all members, to local MPs, Councillors and relevant professionals.

There is a Panel of about 15 members who meet on a monthly basis. Professional speakers are invited each month to present to the group on a specific topic, followed by a discussion with panel members.

Panel Members also have the opportunity to get involved in focus groups working with the NHS and the Council, on various topics. To find out more, visit the website or get in touch.” ➔ [More](#)

☎ 020 8911 2927 ✉ [sue.grant@ageukrbh.org.uk](mailto:sue.grant@ageukrbh.org.uk)

### ➔ Your Views on Digital Banking?

A new in-depth survey created by undergraduate Mary Adeleke at Leeds University looks at elderly adult’s attitudes and behaviours towards digital banking in the UK, with a focus on challenges related to adoption, accessibility, and trust due to the ongoing closures of physical bank branches.

The survey includes approximately 30 questions, so ensure you allow around half an hour, divided into sections focusing on internet usage, banking habits, digital banking, support programmes, and barriers to online banking adoption.



Services are increasingly online

The survey closes on 22<sup>nd</sup> April 2025. ➔ [More](#)

### ➔ Accessible Transport Survey

Disability charity Transport for All are inviting deaf people and people with disabilities to take part in the National Accessible Transport Survey and share experiences of transport and travel.

Findings will be used to tell the Government, the transport industry and the media about the state of transport accessibility and why it must improve so that disabled people can make journeys with freedom and confidence. The survey closes on 20<sup>th</sup> April 2025. ➔ [More](#)

Have you read our report about public transport? It’s available now, on our website. ➔ [More](#)

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

What can we do for you?



## ➡ Life Looks Up - Thanks to Age UK!

In the last edition, we wrote about Margaret, who was assisted by our Care Navigators to secure a ULEZ (Ultra-Low Emissions Zone) exemption - for her son. Without this, Margaret would have had difficulty in attending hospital and other appointments.

With 'wheels again', Margaret decided she would like to try one of our Coffee Groups.

She enjoyed speaking to the other ladies and gents so much that she has been a regular and much-loved attendee of the group for the last 12 months.

The group is very welcoming of all its members, and it has been wonderful to see how these once isolated lonely people have become so socially active. All are sensitive to the needs of others in the group, and it is heart-warming to see the little kindnesses we witness between different members of the group.



Our groups are fun, and rewarding

The highlight of Margaret's year was the Christmas Dinner when she found it a great pleasure to go out and see people in a different environment. The event was organised by Cheryl (Care Navigator) at a Hornchurch Fish Restaurant. It was warm and cosy, the food was great and the service very good, and of course there was lots to chat about and much goodwill!

For Margaret life has definitely looked up. She enjoys attending the group each week and finds the lovely atmosphere makes her feel much better when she returns home!

**“After discharge they got me additional support.”**

What can we do for you?

Margaret's son says “I am so very grateful. I am so happy, and I didn't know all this existed!

Thank you for giving me and my family peace of mind. It is a relief to know we can turn to you for any further guidance & support. We both appreciated you making the journey and spending time with us.



Helping people to be socially active

We will always remember you for being that angel who ordered Mum's hearing aid batteries and prevented the necessity for hospital visits. She loved talking to you, particularly about her days in the land army and her gardening and allotment. We knew you had a lot in common. Many, many thanks.

Thank you also for making the referral to your Advice and Information team.

**“Lunch at the activity centre is delicious!”**

What can we do for you?

I also applied to Redbridge Lifeline for Dad to have a Helpline pendant to wear day to day - this will give my brother and I greater peace of mind in the event that our dad does have another fall at his home.

Lastly, thank you also for attaching the application form for the London Taxi card service. I'm happy to complete the application form on behalf of my dad as it's a great service to be able to use when he needs to. Sincere thanks once again.

I feel there is always someone I can turn to if I need support in the future. You have been wonderful - warm, friendly and knowledgeable. Nothing has been too much trouble. You are a real treasure!”

Find out more about Care Navigation online. ➡ [More](#)

## ➡ Wanstead Activity Centre

We run a diverse range of activities at Wanstead, Monday to Friday! We can help you keep fit, discover your creative side, and to make new friends.

Activities are just £4 per session.

There is also a daily booked lunch - just £8 for two courses, and an extra 50p on a Friday for that all important Yorkshire Pud on our famous Friday Roast.

Proceeds are ploughed into the centre.

Talking about proceeds, Wanstead Women's Institute kindly donated £1306.95 to the centre, which helped to pay for our very popular Christmas Lunch.



A donation from the Women's Institute

We also have regular craft sales. Our April event featured homemade gifts created by our knitting group, service users and volunteers including knitted goods, baby gifts, crochet items, house plants, greetings cards, and a selection of pre-loved items.

**“The volunteering has made me feel good.”**

What can we do for you?

Did you know, there is a dedicated toe nail cutting service at the centre (separate charges apply) and it's available at other venues as well. ➡ [More](#)

To find out more about the 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 is a free group for single or partnered men & women age 50+ living in Havering, Redbridge, Barking & Dagenham. Suitable for those who want to meet new people, make friends and get out and about, enjoy events and combat loneliness.

We also have Diamond Geezers, a group, which offers activities for men.



Venetian mask making at Harold Wood!

We host coffee mornings and meals, bowling, tea dances, talks, cinema and theatre trips, museum and exhibition outings, creative art classes and events, and more!

Recently, we made 'Hearts for Hospitals' to connect patients with their loved ones. We also celebrated birthdays - in style!

We do not provide transport to and from events and unfortunately we are unable to offer physical or mental health support. Members are advised to bring a carer or family member if additional support is needed.

All Di's Diamonds members can join our dedicated Facebook page where they will find all the latest Di's Diamonds updates, reminiscence posts, jokes, share thoughts and great ideas with volunteers and members.

For more, get in touch or visit the website. ➡ [More](#)

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

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

What can we do for you?

## ➡ Launch of 'Back to Cutbacks' Report

Recently Age UK launched their "Back to Cutbacks" report which looks at how older people are managing the cost of living at a time of rising energy prices. The research provides feedback from people aged 66+ across the UK. The report shows that many pensioners are struggling with the cost of living, particularly with their energy costs and warming their homes.



'Struggling with the cost of living'

The report also highlights that for many, things have worsened and many more are struggling this year compared to last year.

The key findings revealed that nearly one in four (23%) said their home is colder than they would like it to be 'all the time' or 'most of the time' - equivalent to 2.8 million people.

**"With their home support  
I can do much more."**

What can we do for you?

This is an increase on the 17% giving the same answer in January 2024.

One in 3 (34%) - equivalent to 4.1 million people - said they felt less financially secure heading into 2025 compared with 2024.

The report results mirror the findings of Age UK London research to be released in April, where feedback showed older Londoners were cutting back on energy usage long before the announcement about changes to the Winter Fuel Payments.

Read 'Back to Cutbacks' now. ➡ [More](#)

## ➡ The Move to Online 'Causes Hardship'

Age UK's research finds strong links between digital exclusion in later life and levels of deprivation in areas.

The charity warmly welcomes the Government's new 'Digital Inclusion Action Plan' as a great opportunity to do more to support older people who are offline, as well as helping those who want to go online.

New research by Age UK has revealed that 1 in 3 (31%) over 60s - equivalent to 5.1 million say life is much harder compared to five years ago because the things they want to do are online.



A Digital Inclusion Plan has been launched

The charity's new research also found a strong link between digital exclusion in later life and levels of deprivation - only half (52%) of older people living in the 20% most deprived parts of England use the internet every day, compared to four fifths (80%) of people living in the 20% least deprived areas.

With 1.9 million pensioners living in poverty, Age UK is concerned that digital exclusion is compounding the barriers they face in living well and deepening the inequality they experience in their daily lives.

Polling unearthed a raft of negative feelings when older people are recommended to access services online rather than in person or over the telephone. More than half (53%) of respondents felt frustrated, 29% felt left behind and 38% said they believe the shift to make everything online is ageist. ➡ [More](#)

**"I was assisted in applying  
for pension credit."**

What can we do for you?



### ➡ Live Well Havering Roadshows

Kim Crisp, Activities Development Coordinator (Di's Diamonds) writes "We are pleased and proud to announce the launch of Live Well Havering Roadshows.

The project, for residents of Havering, is a partnership between Age UK RBH, NHS North East London and Havering Council.

Our first two events were a great success. Di's Diamonds members and sheltered housing residents were able to find out about local services on offer, speak to staff from various organisations and have a free blood pressure check.



On healthy living, we're on your side!

Over the coming months we will be travelling around the borough to different sheltered housing schemes with our colleagues from health and social care to bring the services to you.

The events are open to residents of the sheltered schemes and also to Di's Diamonds members."

If you are not already a Di's Diamonds member why not contact us for more information:

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

### ➡ 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.

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. ➡ [More](#)

### ➡ Love Your Liver Campaign

The British Liver Trust is the UK's leading liver health charity working to improve liver health for all and supporting those affected by liver disease or cancer.

The charity writes "Liver disease is the third leading cause of premature death and more than one in five of us are at risk of developing the condition.



Getting checked is important

We provide up-to-date information and support and campaign for improved services and care. Our Love Your Liver campaign encourages the best possible liver health for all through encouraging prevention, raising awareness of the risk factors and promoting early detection."

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

### ➡ 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.

Most pharmacies can offer prescription medicine for some conditions, without you needing to see a GP, this is known as 'Pharmacy First' Ask a pharmacist to find out what services they offer. ➡ [More](#)

**"I had a game of bowls,  
delighted to win!"**

Join us today and have your say!

## ➔ Social Care and Support Guide

If you or someone you know needs help with day-to-day living because of illness or disability, this guide by NHS England explains your options and where you can get support.

Topics covered include money, work and benefits; practical tips if you care for someone; help from social services and charities; care after a hospital stay; caring for children and young people; making decisions for someone else; support and benefits for carers; equipment and more.



Get information on a wide range of topics

The guide is available online now. ➔ [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](#)
- ➔ One in three pensioners feel less financially secure than a year ago says Age UK ➔ [More](#)
- ➔ Many older women experience glaring inequalities says new Age UK report ➔ [More](#)
- ➔ Age UK Statement in response to Ofgem's price cap announcement of 6.4% rise ➔ [More](#)
- ➔ Three in four pensioners admitted they were cold in their own homes in January ➔ [More](#)
- ➔ Targeted breast cancer treatment approved for routine NHS use ➔ [More](#)
- ➔ NHS invites millions to book life-saving COVID-19 jab ➔ [More](#)
- ➔ More than 1 million older people urged to get respiratory syncytial virus (RSV) vaccine ➔ [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](#)
- ➔ Age UK London reveals the extent of public toilet decline in the capital ➔ [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](#)
- ➔ More people receiving adult social care following years of decline, data shows ➔ [More](#)
- ➔ Government unveils plan to prevent risks to telecare users from digital switchover ➔ [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 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](#)



The volunteer team held their annual **Thank You Event** in February. We had 50 fabulous volunteers attend and it was a great success!

We had quizzes, raffles & bingo, alongside some delicious afternoon tea.

Without you, we couldn't do what we do, week in, week out, across our three North East London Boroughs.

You are amazing!

## Thinking about Volunteering?

☎ 020 8911 2936

✉ [volunteer@ageukrbh.org.uk](mailto:volunteer@ageukrbh.org.uk)

➡ [Visit Website](#)