



Picture: Anyone for tennis? Tea and scones at Wanstead (Page 7)

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Contact Us

➡ Physical Activity Survey (Redbridge)

The 10 Year Health Plan aims to deliver the 3 'big shifts' the NHS needs to be fit for the future. There will be a focus on greater use of technology, more treatment and care in the community, and staying healthy (this is known as 'prevention').

We want to know about the preventative habits the older population in Redbridge have in regards to keeping physically and mentally well through sport and leisure activities.

Having a snapshot of what people are currently doing, could provide insight as to the improvements, development and investment needed for the future.



What do you do, to keep active?

This could help to secure a wider range of sports and leisure activities, for older people in Redbridge.

The survey is available online (paper copies on request). It closes on 31st October 2025. ➡ [More](#)

➡ Volunteer and Help 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!

Visit our website, or get in touch. ➡ [More](#)

☎ 020 8911 2936

✉ volunteer@ageukrbh.org.uk

“Thanks to yoga I feel in much better shape!”

What can we do for you?

➡ Voices of Experience - Your Views Matter!

As you will know, the government has decided to rethink its decision on the Winter Fuel Payment, and is reinstating the benefit to millions of pensioners.



Celebrating the government's decision

On hearing the news, members of our Voices of Experience (VOE) panel celebrated at a recent meeting. Alongside many local organisations and people, we have campaigned from the outset, to get the benefit reinstated, in full.

The VOE group and many other people, who attend at Wanstead Activity Centre or who came to our offices over the last few months signed our petition asking the government to review their decision. The petition was organised by Priti Mistry, Senior Manager, and formed part of wider national efforts.

“I found out I could get additional support.”

What can we do for you?

When the VOE group met for their June meeting, they were all busy chatting, excited and delighted with the positive outcome and it reinforces the fact that a proactive approach to voicing opinion, even that of a small group, can create enough momentum which produces a result. Read more about the Winter Fuel Payment on Page 5.

If you live in Redbridge, and would like to join Voices of Experience, please get in touch. You can also find out more, on the website. ➡ [More](#)

☎ 020 8911 2927

✉ sue.grant@ageukrbh.org.uk

➡ Nail Cutting Clinic - A Professional Service

Many older people find it hard to cut their own toenails. This can lead to an increased risk of foot problems as well as being uncomfortable. Keeping your toenails trimmed can help to maintain your mobility and keep you active.



A professional service at affordable rates!

At Age UK Redbridge, Barking and Havering, we are offering a basic service with a qualified professional at an affordable rate.

For a fee, clients will be able to have their toenails trimmed within a private setting. We can also trim your fingernails should you require.

On your first visit, you will need to purchase our sterile nail care kit. This includes your own nippers and emery board to bring to each subsequent appointment.

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

What can we do for you?

How do I book an appointment?

You can complete a form on our website or email us. A member of our team will contact you for a phone assessment prior to booking your appointment.

Please note there are certain exclusions, and you must meet the criteria.

Visit the website or get in touch. ➡ [More](#)

✉ nailcutting@ageukrbh.org.uk

➡ Falls Prevention - Classes and Much More!

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.

Case Study: Aged 91, Olive has severe physical health issues and two years ago, she was unable to lift her legs or touch her toes. Since attending our classes she can now do both, and she has regained full hip movement as well as coordination. Her mobility, and with it her confidence - has really been transformed.



A mid-summer Nordic walk

At the end of each session, the trainer gives her extra exercises each week, which she loves to practice every day in her flat.

What can we do for you? Almost nine in ten of our attendees (86%) have not had a fall, since joining our exercise programme.

Almost all (97%) feel that their mobility, stamina and balance has improved, since attending.

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

☎ 020 8220 6000

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

What can we do for you?

➡ 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.

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. Recently, we attended an event to mark Carers Week (9th to 15th June) meeting many local people, and the Deputy Mayor of Redbridge.



Staff with the Redbridge Deputy Mayor

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](#)

➡ Havering Energy Doctors

A project that supports people who may be struggling with rising energy bills or living in homes that are difficult to keep warm.

An 'energy expert' can visit your home to assess its energy efficiency and provide advice on how to use energy more effectively. They can also make 'quick fixes' such as installing energy-saving lightbulbs. Find out more, on our website. ➡ [More](#)

“I couldn't fill in the form and Age UK helped.”

What can we do for you?

➡ Digital Support Classes

Our digital support classes continue to successfully assist and educate those struggling with digital devices.

If you need assistance with your devices, or access to tablets or other support, then this service is for you.



Learning to use email and the internet

Our 'Digital Champion' volunteers have many years of experience in assisting older people and are very knowledgeable about all things digital.

We run class-based sessions and depending on criteria can visit you at home.

“After discharge they got me additional support.”

What can we do for you?

One attendee says “Really enjoyed the IT support sessions with Harvey, they were extremely useful and the style of teaching was perfect to suit the group of learners. Harvey was patient and understanding and was always happy to repeat himself numerous times, we all felt at ease.”

Another says “I would like to say a big thank you, I am now able to use my mobile and look online. Also, after eight years, I can now use my email account.”

To find out more about the programme, or to sign up as a volunteer Digital Champion, please get in touch or visit the website. ➡ [More](#)

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➔ Winter Fuel Payment - Age UK Announcement

Caroline Abrahams CBE, Charity Director at Age UK says “The Winter Fuel Payment announcement makes this a good day for older people.

The decision to restore the Winter Fuel Payment to 9 million pensioners - all but those on the highest incomes who should be able to pay their heating bills without it - is the right thing to do and something that will bring some much-needed reassurance for older people and their families. At Age UK we heard from many through the winter who were so frightened about their bills that they didn't even try to keep their homes adequately warm.



People were ‘frightened about bills’

We have always said what really matters is that the estimated 2.5 million older people who lost their Winter Fuel Payment when they couldn't afford it get the money back, by one means or another. These 2.5 million comprise older people entitled to Pension Credit but not claiming it; those whose small incomes take them just above the line; and a third group who face extremely high bills because of severe ill health or disability.

This new policy will help all these people by restoring their Winter Fuel Payment and we welcome it as a result.

Of course, we would much have preferred it had the Government taken this approach last summer but we are pleased it means that older people can look ahead to the coming winter with more confidence.” Read more in the full article. ➔ [More](#)

“I can now send and receive emails!”

What can we do for you?

➔ What is the Winter Fuel Payment?

The Winter Fuel Payment is an annual payment for households that include someone born on or before 21st September 1959 (for 2025-26). If you have over £35,000 of taxable (gross) income per year, the payment you receive will be recovered through the tax system later on.



Helping you to ‘cover your costs’

The payment is designed to help you cover your heating costs over the winter months.

How do I claim Winter Fuel Payment? Payments are automatic - you do not need to do anything.

If you have not received your Winter Fuel Payment by January 2026, you can make a claim before 31st March 2026. Contact the Winter Fuel Payment helpline on 0800 731 0160.

“A nice lady chased-up my taxi-card.”

What can we do for you?

When will winter fuel payments be paid? If you're eligible, the Winter Fuel Payment for 2025 will be paid directly into your account between November and December 2025.

How much Winter Fuel Payment could I get?

If you or your partner are over state pension age, you could receive £200 towards your bills. If you or your partner are over 80, you could receive £300.

Find out more on the Age UK website, which details eligibility, opting out and more. ➔ [More](#)

➔ Age-Friendly Community Survey (Redbridge)

The Healthy Redbridge Borough Partnership are pleased to present the findings from our initial survey for the Age-Friendly Communities Programme.



Over 100 people completed our survey

The survey, conducted in collaboration with Age UK Redbridge, Barking & Havering, was launched during Positive Ageing Week 2024 and was open to feedback during October and November.

We heard from 107 local older people, who told us what was important to them and what would support making Redbridge a really great place to live and grow older.

“Tried poetry & managed to inspire others!”

What can we do for you?

What do the findings tell us?

Most important to respondents, is the ability to stay healthy, and to get out and about. Therefore, we need good local health and community support services, and reliable transport links.

Respondents also tell us, that they lack information and often feel left out. We need greater levels of communication, and involvement.

This listening exercise marks the start of our joint efforts to join a network of local areas across the country dedicated to making their communities a great place to live well and grow old.

The full report is available now. ➔ [More](#)

➔ Celebrating Volunteers' Week!

Volunteers' Week, this year from Monday 2nd to Sunday 8th of June is a national initiative to celebrate and recognise the contributions of volunteers.

On 7th June, our Redbridge befriending coordinator, Colin, took part in a fantastic Volunteer Speed Matching event. Organised by Community Action Redbridge and hosted at the Redbridge Institute, the event welcomed over 100 enthusiastic prospective volunteers, all eager to explore ways they could give back to the community.



A busy and engaging session, on 7th June

As you can see in the photo, Colin did a fantastic job showcasing our roles and engaging potential recruits with his usual persuasive enthusiasm.

The event was designed to help volunteers meet a wide range of organisations quickly, through a series of short, timed introductions. This efficient and engaging format made it easy for people to find the right-fit and for us to connect with individuals truly passionate about supporting others.

A big thank you to everyone who took part, and to Community Action Redbridge for trying a different format. Here's to the continued power of volunteering!

Why not volunteer for Age UK! To find out more, visit the website or get in touch. ➔ [More](#)

☎ 020 8911 2936 or ✉ volunteer@ageukrbh.org.uk

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

What can we do for you?

➡ 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.

The proceeds are ploughed back into the centre.



Tea and scones on 7th July

Anyone for tennis? On 7th July the activity centre held a Wimbledon themed afternoon tea party. 30 guests had sandwiches, cakes, scones, strawberries and tea and enjoyed a 'spot the ball' competition with the main prize being a free coaching session for 2 people at Drummond lawn tennis club in Wanstead.

“I was assisted in applying for pension credit.”

What can we do for you?

Every now-and-then, we host craft sales, and other themed events, so stay tuned to find out more.

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.

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!



Di's Diamonds 'have the moves'!

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

“Lunch at the activity centre is delicious!”

What can we do for you?

➡ World War II - The Memories of Children

Local residents have come together, to share their amazing stories of World War Two. Although very young when the war started, their memories are still vivid - to this day. Joan's story starts below.

Joan writes "I was 2 years old at the outbreak of the war in 1939. I lived with my family at our tobacconist and sweet shop in Lever Street (EC1).

My father was too old to enlist so he joined the Civil Defence Force where continual bombing meant looking after people and digging them out of the rubble, sometimes seriously injured or dead. It was so stressful for everyone.



Children in rubble-strewn streets

I remember the planes coming over and the bombs falling. Such a shocking and terrifying experience that the memories remain clear. The cupboard under the stairs was our refuge, along with 2 cats and a dog. If we weren't quick enough to get out of bed my mother would lay across us as protection.

Margaret, one of my sisters was working as a nurse at Hammersmith Hospital. She worked on the top floor, and behind the building was Wormwood Scrubs where the ack-ack guns were stationed. I asked what she did when there was an air raid and she told me they pulled the mattresses and patients off the beds and slid them under the bed frames, they got in as well".

The rest of this remarkable story, and others, are available to read now on our website. ➡ [More](#)

"I'm better placed to identify a scam."

What can we do for you?

➡ The Big Knit - We're Almost There!

Every year, an army of woolly warriors take up their knitting needles and crochet hooks as part of the Big Knit.

The Big Knit is Age UK's partnership with innocent drinks. We've been working together since 2003, to knit little hats for the tops of innocent smoothie bottles. Every hat knitted raises 30p.



Beautifully hand-crafted smoothie hats

The ladies from the Collier Row Knitting Group meet in the Wetherspoons at Collier Row. The group consists of 6 ladies - Rene, Dee, Maryanne, Vicki, Angela and Katherine. They have been knitting smoothie hats since October 2024 and have knitted more than 1,600 together.

This has added to our grand total, of almost a million hats (that's right) since October. We'd like to thank all who took part - every cross stitch counts!

"The volunteering has made me feel good."

What can we do for you?

➡ Home Library Services

Do you, or anyone you know find it difficult to get to the library because of mobility or disability?

Home library services are here to help! They offer books, audio books and music, on a short or long term basis. Find out more on the websites.

Redbridge. ➡ [More](#)

Havering. ➡ [More](#)

Barking and Dagenham. ➡ [More](#)

➔ Safeguarding Adults

Redbridge Council writes "Safeguarding adults is a wide range of services, including the local authority, health services and the police, plus the voluntary sector, working together to stop abuse and neglect of anyone over 18 with care and support needs. This includes supporting adults to keep safe and offering practical help, support and advice.

Who do we safeguard? Adults with care and support needs who are experiencing or are at risk of abuse, neglect and are unable to protect themselves. condition, addiction, mental ill health.



Protecting those around us

What are care and support needs? Examples include learning disability, physical disability, long-term

What is abuse and neglect? Abuse is intentional mistreatment of another, causing them harm. It usually happens more than once by someone who knows, or provides a service to the adult.

Neglect is a form of abuse. It is the ongoing failure to meet the needs of a person you care for. The adult may be hungry, dirty or left without stimulation, adequate clothing, adequate supervision or access to healthcare or medication.

Neglect is one of ten recognised forms of abuse which also include domestic, physical, sexual, psychological or emotional abuse, modern slavery, self-neglect and hoarding, institutional abuse, financial/material abuse, and discriminatory abuse.

**“With their home support
I can do much more.”**

What can we do for you?

Safeguarding partners that form the Redbridge Safeguarding Adults Board are particularly raising awareness of discriminatory abuse, which is the unequal treatment based on your age, gender, sexual orientation, disability, race, religion and belief and can be the foundation of other forms of abuse such as physical abuse and emotional abuse.

Some people have conditions that may put them at additional risk, for example, loneliness, difficulties with communication or mental ill health.

Signs that someone may be experiencing abuse are withdrawing from friends/family, feeling scared, appearing dirty or uncared for, feeling like a burden, change in friendship group, having less money, changes in mood, appearing to be influenced or controlled, losing interest in usual activities, and being secretive. Abuse can happen anywhere - in someone's home, in a care setting, or at work.



It's all of our duty - to report concerns

We are asking Redbridge residents to help protect adults at risk by recognising the potential signs of abuse and speaking up if they have concerns about a relative, friend or someone in your community.”

Sharing concerns or getting support:

Share your concerns by contacting Redbridge Health and Adult Social Care on 020 8708 7333 (Monday - Friday, 9am - 5pm). In an emergency, outside of office hours, call the Emergency Duty Team on 020 8553 5824.

If you feel that someone is in immediate danger, please dial 999 and ask for the Police.

If you want to find out more about safeguarding adults, a leaflet is available. ➔ [More](#)

There is also an Easy Read version. ➔ [More](#)

➔ Case Study - Real Life Story

This is the story of a local Indian gentleman, aged 82, who lives alone following the passing of his wife. He has two sons and a daughter, to support him.

He had been a victim of financial abuse.

The perpetrator was his daughter, who had been using his money for her personal use. She had access to his money so that the rent and bills could be paid however this had not been happening.

As a result of the unexpected rent arrears, an eviction notice (Section 42) was received.

The financial abuse and the eviction notice was made even worse as he had no access to bank cards, statements or identification. Although his sons had made a safeguarding referral to social services there seemed to be a lack of coordination and support.



Financial abuse resulted in rent arrears

He then contacted Age UK Redbridge, Barking and Havering's advice line.

During the call he was extremely emotional and crying, as he was worried about what was going to happen - in particular with his housing situation. He didn't want to be dependent on his sons.

Coming from an Asian background these things are not disclosed and discussed with others in the community and so he was unable to talk to friends about it. It was a very lonely and difficult situation.

“They saved me money with a travel tip.”

Join us today and have your say!

Age UK liaised with social workers to see how they could support the client. A resolution was eventually found, and sheltered housing allocated. Age UK helped in acquiring household appliances.



Age UK staff were on-hand to help

“I had a game of bowls, delighted to win!”

Join us today and have your say!

Safeguarding Survey (Redbridge Residents)

Working with our colleagues in Redbridge, we are carrying out a survey to get a better understanding of people's awareness of Safeguarding & knowledge of who they would go to if they themselves are experiencing abuse or someone that they know.



Scan the QR code or click the link below

It has been highlighted that there are fewer Safeguarding referrals from certain Community Groups and so our survey will enable us to look at how we can increase awareness of Safeguarding in the community and to ensure that you are more aware of abuse and able to look out for signs of abuse and feel confident to report any concerns.

The survey is available now. ➔ [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'.



What can your pharmacist do for you?

Ask a pharmacist to find out what they can offer. You can also read more online. ➡ [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](#)
- ➡ Age UK responds to Government's 10 year NHS plan and neighbourhood services ➡ [More](#)
- ➡ Age UK encourages older people to take charge of their end-of-life planning ➡ [More](#)
- ➡ New ambulances and faster emergency care for patients next winter ➡ [More](#)
- ➡ Age UK responds to Ofgem's price cap announcement of 7% fall in energy bills ➡ [More](#)
- ➡ £4bn a year more available for adult social care by 2028-29 in spending review ➡ [More](#)
- ➡ GP practices improve access by embracing technology and increasing appointments ➡ [More](#)
- ➡ What will ending overseas recruitment mean for adult social care? ➡ [More](#)
- ➡ NHS first in world to roll out new 'trojan horse' therapy for blood cancer patients ➡ [More](#)
- ➡ Specialist NHS clinics and technology help thousands of obese children to lose weight ➡ [More](#)
- ➡ Thousands affected by contaminated blood scandal to get bespoke NHS psychological care ➡ [More](#)
- ➡ Volunteers support the NHS for 6 million hours this year ➡ [More](#)
- ➡ NHS first in world to roll out 'revolutionary' blood test for cancer patients ➡ [More](#)
- ➡ GP practices embrace technology to improve patient access and provide choice ➡ [More](#)
- ➡ Millions receive help from NHS high street pharmacies ➡ [More](#)
- ➡ Care leavers supported into NHS careers ➡ [More](#)
- ➡ NHS initiative helps thousands more tackle their diabetes risk ➡ [More](#)
- ➡ Millions more patients can register with a GP at 'touch of a button' ➡ [More](#)
- ➡ 'Amazon-style' prescription tracking goes live in NHS App for millions of patients ➡ [More](#)
- ➡ Public twice as likely to check bank balance regularly than for signs of cancer ➡ [More](#)
- ➡ New GP drive to find undiagnosed infected blood patients ➡ [More](#)
- ➡ Skin cancer patients given fast-tracked access to 'revolutionary' cancer vaccine trial on NHS ➡ [More](#)
- ➡ NHS rolls out 5-minute 'super-jab' for 15 cancers ➡ [More](#)
- ➡ Targeted breast cancer treatment approved for routine NHS use ➡ [More](#)



**Be the reason
someone smiles
today.**

**Volunteer with
us. Start making
a difference!**

Volunteer with Age UK Redbridge, Barking & Havering!

You will:

Help your community.

Gain valuable experience.

Learn new skills.

**And, meet great people
along the way!**

**We are a community
driven organisation,
committed to supporting
older people.**

**Volunteers play a vital
role in helping us achieve
our goals, and making a
difference in the lives of
others.**

 **020 8911 2936**

 **volunteer@ageukrbh.org.uk**

 **[Visit Website](#)**