



Picture: At a Digital Support Class (Page 4)

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020 8220 6000
www.ageuk.org.uk/redbridgebarkinghavering
admin@ageukrbh.org.uk
4th Floor, 103 Cranbrook Road, Ilford, IG1 4PU

Contact Us

➔ **Our New Report on the Cost of Living**

During January - March 2026, 222 local people in Redbridge completed our survey on the cost of living, and associated pressures.

We found that a marginal majority of respondents (54%) are 'comfortable' with their current financial situation. A third (33%) are 'just about managing' and a tenth (11%) are 'finding it difficult'.

Cost pressures - in terms of inflation, respondents feel that food and grocery costs have risen the most over the last year (82%) and this is followed closely by energy bills (79%). Council Tax (63%) and water bills (60%) have also noticeably increased.



Heating bills are one of many concerns

A majority of respondents (61%) are finding it difficult to pay their energy bills (2% of which are in debt or arrears). A third (32%) say it is not difficult.

Almost three quarters (72%) have had to make some form of cutback, in the last year. 48% have cut back on holidays, 42% on heating, 38% on clothing, 34% on leisure and 33% on food quality or quantity.

On health and wellbeing, respondents say that financial worries have resulted in poorer sleep (30%) and increased stress and anxiety (29%).

Those with poor physical or mental health have been especially impacted by the cost of living crisis, responses suggest.

Read more now, 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 & Kitchen, Digital Engagement Volunteers and many more opportunities.

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 or ✉ volunteer@ageukrbh.org.uk

➤ The Ageing Well Service (Havering)

Ageing Well Community Wellness & Empowerment Service is a new service, launched on 1st February.

It is jointly funded by the London Borough of Havering and the NHS and offers an integrated approach - to enable older residents aged 50 plus to live well, and independently, and access the support services they need.



Live well, and independently

What support is available? Older residents will be able to get tailored advice and support - to navigate and access the health and social care system.

This brand new service also offers social activity groups, advice on health, wellbeing and nutrition, digital skills sessions and falls prevention advice and exercise opportunities, to improve strength and balance.

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

What can we do for you?

In addition, there will be support with hospital discharge to a safe home environment, provided by our partner the British Red Cross. And, there will be support with small aids and equipment to improve home safety & independence, provided by our partner Age UK East London.

To access the service, visit our website, or simply get in touch. ➤ [More](#)

☎ 020 8220 6000

✉ agewell@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 81, Chloe has one leg longer than the other and wears a large boot to facilitate her walking. She also uses two crutches, these place a large strain on her hands and shoulders.



Exercises at a Nordic Walking session

Since attending our class she has more mobility in her shoulders and more strength in her arms. Because the trainer works hard on core strength she is now able to stand upright. Both her posture and balance have significantly improved.

Around 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

✉ amber.mirza@ageukrbh.org.uk

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

What can we do for you?

➔ Nail Cutting Clinic - A Professional Service

Did you know, Age UK Redbridge, Barking and Havering offers a basic nail cutting 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 nail care kit. This includes your own nippers and emery board to bring to each subsequent appointment.



A professional service at affordable rates!

A client says 'The service is excellent and greatly needed by elderly people who may not be able to easily reach their feet or see clearly what they are doing. I have been a regular, it's a nice, friendly service. Everyone is very kind!'

Another says 'I have found the clinician to be very efficient, thorough and pleasant. Because of increasing back problems, I am delighted that I have found such an excellent service via Age UK'.

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

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

What can we do for you?

➔ Digital Support Classes

Our digital support classes 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 a mobile phone

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.

An attendee writes "I am really thankful for the support I have received from Age UK.

“The volunteering has made me feel good.”

What can we do for you?

I have recently been diagnosed with Autism, which helps me to understand why I struggle with new situations and new formats of communication.

The equipment that has been loaned to myself along with the gentle and patient approach from Harvey has been invaluable to me. Tuesday mornings have become a time I look forward to. Thank you for all your patient help and guidance.”

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

☎ 07946 032332

✉ Vivienne.Greengrass@ageukrbh.org.uk

➔ Our New Survey on Social Care (Redbridge)

As our population grows and people live longer, it's essential that local services evolve in ways that genuinely support people to stay healthy, independent and well.

We are carrying out this survey to better understand the experiences and needs of residents aged 50 and over, when it comes to adult social care services, leaving hospital, and managing health conditions.



A survey on hospital discharge & social care

Your views will help us build a clearer picture of what is working, where people face challenges, and what support would make the biggest difference. Whether you have used these services yourself, supported someone else, or simply want to help shape the future of care in Redbridge, your insight is incredibly valuable.

The information you share will be used to influence the NHS & Redbridge Council to improve how they plan services, strengthen support for residents, and ensure that care in Redbridge reflects the real needs and priorities of our community.

Thank you for taking the time to take part - your voice will help us make meaningful improvements for residents now and in the future. ➔ [More](#)

➔ Introducing the Café at Loxford

The Café at Loxford has been created to provide residents experiencing social isolation or loneliness a place to come to socialise, connect, and chat with other members of the local community.

The sessions will also offer you the chance to talk to council officers about different health and wellbeing matters as well as any cost of living concerns. Drop in, Sundays from 11.30am - 3.00pm, at Loxford Polyclinic, 417 Ilford Lane, IG1 2SN.

➔ Health Awareness Event in Ilford

Recently in March, we attended an event to promote awareness of Cardiovascular Disease (CVD).

This was part of our collaborative work with the NHS Confederation's 'CVD Alliance Community Connections' project. It's aims are to reduce the high numbers of Redbridge residents presenting at hospital with CVD related issues.

By raising awareness of early symptoms, they can be seen at their GP and get support to manage conditions or make lifestyle changes that will reduce their risk of a CVD crisis.



4th March at the Exchange Mall

Redbridge has one of the highest rates of CVD related illness out of all of the London boroughs, with disproportionately high levels of acute hospital activity amongst the most deprived residents. This is suggestive of barriers to screening initiatives, primary care and onward referral.

The most common complaints reported amongst hospital attendances are CVD related, with 18% alone attributed to abdominal or chest pain.

What is Cardiovascular Disease (CVD)?

CVD is the name for a group of conditions that affect your heart and blood vessels. It can often be prevented by having a healthy lifestyle or taking medicines if you need them. Find out more on the official NHS website. ➔ [More](#)

“ 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 £9 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.

Do you feel like you need to exercise more this spring and summer? If so, we have something for everyone - Stretch and Balance, Zumba, and chair sessions of Zumba, Yoga and Exercise. Sessions are Monday to Friday.



10th March at the awards evening

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](#)

The centre is supported by our amazing volunteers. Recently in March, the volunteers were nominated for a Mayor's Award, and along with a few other charitable groups and individuals, we won!

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](#)

“Lunch at the activity centre is delicious!”

What can we do for you?

➔ **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.



Rene at Eastbrookend Country Park

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

Recently, we took part in the Havering Health Roadshow at Mercury Mall, and a Financial Planning Talk at Romford Golf Club.

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

What can we do for you?

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 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

➔ One in Four Pensioners ‘Struggling Financially’

Age UK commissioned national polling in January. Research found that the cost of living pressures were still persisting among older people, with more than one in four (28%) saying they were struggling to manage financially.

Findings from this survey demonstrate the continued difficulties older people face in keeping up with a still rising cost of living. 25% - equivalent to 3 million adults over age 66 - told Age UK they found their energy bills unaffordable.

Age UK is ‘deeply concerned’ about the impact the war in the Middle East could have on UK energy prices later in the year. The Charity is already hearing from older people who are fearful of what will happen next winter.



Cold homes will have a health impact

Age UK's polling found that the high cost of living is resulting in many older people cutting back on essentials, especially heating their home, potentially undermining their health, as being adequately warm is important as we age, especially if we are living with serious health conditions.

69% - equivalent to 8.3 million adults over 66 said they'd rather turn off their heating than fall into debt. One in three (35%) - equivalent to 4.2 million stated they'd cut back on heating/powering their homes recently and 19% - equivalent to 2.4 million said they lived in homes colder than they'd like them to be. Read more in the full article. ➔ [More](#)

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

What can we do for you?

➔ Age UK on ‘Corridor Care’

A ‘shocking’ new analysis by Age UK in 2024/25 shows there were more than 100,000 instances of over-65s waiting between one day (24hrs) & three days (72hrs) in A&E after a decision to admit them had been made

In more than half (54,000) of these cases these older people were aged 80 plus.



Allocating beds has been difficult

Data reveals “exponential increase” in the last 6 years - in 2018/19, people aged 65 plus experienced a wait of between one and three days in A&E only 1,346 times.

“I was assisted in applying for pension credit.”

What can we do for you?

Pensioner David, who spent around 30 hours in A&E said “Every joint was aching. It was excruciating, and I could barely move. They told me there were no beds, no trolleys, nothing. I was left in the reception area all night with no treatment and no one checking on me. I ended up lying on the floor. Someone gave me a coat to put under my head. I'd been awake for three nights by then. It was horrendous.”

Sadly, Age UK has already established that if you are an older person who comes into A&E today, there is a considerable risk that you may face a wait of 12 hours or longer before a decision to admit you results in you actually moving to a hospital bed on a ward.

Age UK is ‘hugely concerned’ that in more than half of cases, the older people affected were aged 80 plus (53% or 53,870). ➔ [More](#)

➔ AI - What Are the Risks and Opportunities?

Healthwatch England writes “Our latest research shows that while most men turn to the NHS most often for information on staying healthy, one in five are now using platforms such as TikTok, Instagram and YouTube and almost one in 10 are using Artificial Intelligence (AI) chatbots.

Men in England continue to face worse health outcomes than women. They face higher rates of heart disease, cancer and suicide, which is one of the leading causes of death for men under 50. Healthwatch England’s recent research found that these inequalities are reinforced by gaps in awareness, understanding, and engagement with health services.



Information could be misleading or inaccurate

Men are increasingly exposed to misinformation that can harm their wellbeing. Though online content can be instant and engaging, it’s not always accurate. AI systems don’t always understand an individual’s full medical context, and social media platforms are generally designed to reward attention rather than accuracy.

When these become the first places people look for advice about their symptoms, misinformation can spread quickly and potentially cause harm.

Healthwatch England has recommended creating a dedicated men’s health section on the NHS website, offering clear, accessible information.”

Read more now in the full article. ➔ [More](#)

“I need to shop around for bargains now.”

Join us today and have your say!

➔ Adult Social Care Waiting Times to be Published

Department of Health and Social Care statistics will track how long it takes councils on average to respond to a request for support, and to provide a service, and will be published in early 2026-27.

The statistics will track how long people wait, on average, in each area for their council to respond to a request for support, as well as the duration between a request and the provision of a service.



All 153 councils will be included

Figures will be drawn from client level data, the system through which all 153 English councils submit quarterly data, and will be classed as "experimental statistics", meaning they are being tested.

The department announced the move as part of a policy paper setting out adult social care priorities for councils in 2026-27.

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

Join us today and have your say!

Integrating health and social care...

Regarding health and social care integration, the department called on councils to co-develop neighbourhood health plans with the NHS and other relevant partners, including agreeing use of the Better Care Fund (BCF) for this purpose.

Authorities should develop multidisciplinary teams for people with more complex health and care needs, with personalised care planning, integrated care records and safe and appropriate delegation of healthcare activities to care professionals. ➔ [More](#)

➔ What is Pension Credit?

Pension Credit is a means-tested benefit for people over State Pension age who have a low income. It comes in 2 parts - Guarantee Credit and Savings Credit. It's separate from your State Pension.

Guarantee Credit tops up your weekly income to a guaranteed minimum level. Savings Credit is extra money if you've got some savings or if your income is higher than the basic State Pension.

By claiming Pension Credit, you might become eligible for other benefits too, such as help with health and housing costs



Are you eligible for Pension Credit?

Find out more on the Age UK website. ➔ [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](#)
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- ➔ NHS facing 'second surge' in vomiting virus as cases reach highest level this winter ➔ [More](#)
- ➔ Thousands recruited for "new era" severe mental illness study ➔ [More](#)
- ➔ Occupational Therapists report increasing demand and struggle to meet needs ➔ [More](#)
- ➔ Hospitals still under pressure with another cold snap and norovirus rise ➔ [More](#)
- ➔ Feature - The Mental Health Act 2025 summarised ➔ [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](#)