



Picture: A seasonal walk in Valentine's Park (Page 4)

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➡ Our New Report on Crime and Safety

During October - December 2025, 124 older people in Redbridge completed our survey on crime and safety.

We found that three quarters of respondents (74%) feel safe during the day (26% feel 'very' safe while 48% feel 'somewhat' safe). At night, just 40% feel safe, with men feeling noticeably safer than women (57% compared with 34%).

A marginal majority of respondents (54%) feel that crime has increased locally in the last year. On types of crime, respondents are most concerned about knife crime and anti-social behaviour (both at 74%). Burglary (68%), drugs (57%) shoplifting (51%) and violence (50%) are also key concerns.



Anti-social behaviour is a key concern

Over half of respondents (53%) have previously been a victim of crime. Those living alone are much more likely to have experienced crime, than those living with others (63% compared with 47%). Men are 8% more likely than women, to have experienced crime. Crimes most mentioned include burglary (37%), street theft or mugging (29%), cybercrime, scams or fraud (22%) and vehicle crime (16%).

16% of respondents have 'a lot of trust' in the police, while half (50%) have 'some trust'. 18% have 'little trust' and 12% have 'none'. Older respondents (aged 65 plus) have more trust in local policing, than younger counterparts (aged 15 to 64). Women are notably less likely than men, to have trust in the local police (62% compared with 71%). Read more now, in the full report.  [More](#)

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

What can we do for you?

➡ Ageing Well Service (Havering) Launches Soon!

Ageing Well Community Wellness & Empowerment Service is a new service, to be launched soon, on 1st February 2026.

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? As of 1st February, older residents will be able to get tailored advice and support - to navigate and access the health and social care system.

There will be social activity groups, advice on health, wellbeing and nutrition, digital skills sessions and falls prevention advice and exercise opportunities, to improve strength and balance.

“I found out I could get additional support. ”

What can we do for you?

Also, 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

➲ Care Navigators - Hornchurch Coffee Clubs

Jacqueline Greig, Care Navigator & Social Prescriber writes “The Care Navigation Team has been running Coffee Clubs for our clients at the Community Room of Hornchurch Fire Station since spring 2019.

This is thanks to the generosity of the London Fire Brigade, and especially the staff at Hornchurch.

We now have more than 40 regular members of the clubs and most were able to join a lovely party organised by Havering Fire Cadets. The Fire Cadets are young people aged 13-21 who meet weekly at the station to learn about all aspects of fire safety and how to operate the equipment used by firefighters. A number of cadets go on to join the Fire Service.



Coffee clubs bring people together

We were treated to a display of fire-fighting and shown the large variety of equipment carried on a fire truck. Did you know, every fire truck across London is organised in an identical manner so that any firefighter will be able to locate a piece of equipment on any truck.

We then returned to the hall where we enjoyed refreshments and conversation with the young people, which was followed by a hilarious game of bingo, and we were each given a handmade Christmas Card. Finally, a Firefighter from the Ilford Station very kindly donated gifts to all our clients. What a wonderful time was had by all!”

Our Care Navigation service is free to people aged 50 & over who live in Redbridge, Barking & Dagenham or Havering. It aims to help you meet your needs in a holistic way as well as enabling you to best manage and maintain your health and wellbeing.

It supports people living with long term health conditions to become more socially active, build confidence and live as independently as possible. Find out more now on the website. ➔ [More](#)

➲ Havering Energy Doctors - Out and About!

Rebecca Porter, Energy Doctors Coordinator writes “Age UK Redbridge, Barking and Havering, together with Age UK East London have been very busy visiting hundreds of residents to carry out free energy-saving device installations.

Alongside this, the team has had many positive conversations about energy saving and how to stay warm, well and comfortable at home.



Recently, at a local event

The Energy Doctors have also been active in a range of community spaces, offering advice, information and support. They hosted two very successful Home Energy Kit handout events during December at the Harold Hill Library Hub and the Low Energy Visitor Centre in Raphael’s Park.

These events were attended by local councillors and staff from other Havering organisations - and even included the enjoyment of a Christmas chocolate.

The team truly enjoys meeting residents at these events and believes that being present in person and speaking face to face is vital. This approach helps keep residents well informed and supported.”

The service, supported by the London Borough of Havering, is available to local older residents.

To access the service, please use the online referral form. Visit the website or get in touch. ➔ [More](#)

📞 07943 877099 ➔ energydoctor@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.



A professional service at affordable rates!

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 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?

⇒ 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.

“The tablet loan has got me properly online.”

What can we do for you?

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

➡ 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.

“ Tried poetry & managed to inspire others! ”

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

➡ New Cost of Living Survey (Redbridge)

In 2022, we launched a cost of living survey, amid a landscape of steeply rising energy prices, rising food costs and rent, and many other bills that routinely outpaced inflation.

We found that a clear majority of respondents (91%) expressed worry or concern about rising costs and a large number (85%) had taken action to cut back on their bills and expenses.

Of those making cutbacks, around three quarters (73%) had reduced their household energy use, 43% curtailed social activity or holiday plans and 35% had cut down on meals, or switched to cheaper brands.



Cost pressures are not going away

With inflation remaining high, and many pensioners struggling with every day costs, our new survey looks at both the practical issues and challenges, and also any impact on health and mental health.

The survey is available now. Your answers will help us to influence local government, central government and the NHS to improve support for older people. The closing date is 31st March 2026. ➔ [More](#)

➡ Introducing Tesco Stronger Starts

Tesco Stronger Starts supports community projects and good causes across the country. The scheme is open to schools, registered charities and not-for-profit organisations. View (and share) a personal message from athlete Jessica Ennis-Hill, in support of Age UK Redbridge, Barking & Havering. ➔ [More](#)

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

What can we do for you?

➡ Digital Support - Katie's Story

Katie, a local resident has very limited experience with digital technology. She owns an old mobile phone which is solely used for making and receiving phone calls.

To help keep occupied, she is enthusiastic about playing simple games, which could provide stimulation, enjoyment, and a positive daily activity.

We made contact with Katie and discussed digital support options. It became clear that her current mobile phone would not support the types of games she was interested in.



Tablets are an accessible option

To support digital inclusion in a way that feels safe and manageable, we discussed our tablet loan scheme. The loaned device would be more suitable due to its larger screen, ease of use, and ability to run accessible game apps.

Under this scheme a tablet is loaned for an agreed period of time with arranged support and guidance. As part of the loan, Katie also received a sim card pre-loaded with 20GB of data per month.

This would ensure that she had reliable connectivity to use the tablet for games and any other online activities without being dependent on wi-fi which she does not have at home.

We arranged for a home visit.

“ Discharge support was incredibly helpful. ”

What can we do for you?

A digital champion volunteer visited Katie to set up the device, show her how to access games, and provide gentle support as she became familiar with using the tablet.

Weeks on, she reports that she spends much of her day playing 'lingo' and enjoying the colouring app. These activities bring her comfort, enjoyment, and a positive focus throughout the day. The tablet has clearly become a meaningful source of stimulation and relaxation for her.



We help local people to get online

Katie continues to benefit greatly from the use of the loaned tablet, she visits her twin sister weekly at the care home, and during her most recent visits has enjoyed showing her pictures she had created using the colouring app on the tablet.

“ They fitted energy saving lightbulbs. ”

What can we do for you?

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

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.

For more, contact us or visit the website.  [More](#)

 07946 032332

 Vivienne.Greengrass@ageukrbh.org.uk

► 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.

Each year we host a Christmas dinner. This year over 80 people attended across two days, and we were joined by Councillor Beverley Brewer. As usual, the days were a great success, with much fun had!



Christmas lunch 2025, volunteers and staff

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](#)

New Year, New You! Join an Exercise Class! Do you feel like you need to exercise more in 2026? If so, we have something for everyone - Stretch and Balance, Zumba, and chair sessions of Zumba, Yoga and Exercise. Sessions are Monday to Friday.

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.



Older People's Day at Mercury Hall

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 older people's day across the three boroughs.

“The volunteering has made me feel good.”

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

➔ Introducing Saint Francis Hospice

Saint Francis Hospice specialises in providing care for any person, from any faith or cultural background, who have been diagnosed with a serious illness who are living in Havering, Brentwood, Barking and Dagenham, Redbridge or West Essex.

As well as specialist care and support, they host local groups, where people can share experiences and get tailored information and advice.



Support that's tailored to you!

Carers Corner Redbridge:

Supporting those who care for others. It offers a safe space to connect, share and be heard. Where? Cafe 1856, Hainault Forest, Redbridge, IG7 4QN. When? The first Thursday of each month, 10am - 11.30am. Simply turn up, no need to book.

Friendly Faces:

Bringing together and supporting people who are bereaved. Where? Chadwell Heath and Whalebone Community Hub, London Road, RM6 6AS. When? The third Monday of each month, 2pm - 4pm.

Tea & Talk at Toby's:

For people affected by cancer, hosted by Brentwood Cancer Support Group (people from all areas warmly welcomed). They are a practical and informative survivorship group, join them for a cuppa and a chat. Where: Toby Carvery, Shenfield Common, Ingrave Road, Brentwood, CM15 8DZ. When? The first Monday of each month, 10am - 12pm.

To find out more about any of the above, simply get in touch:

📞 01708 758649

✉️ orangeline@sfh.org.uk

➔ Dunelm - 'Delivering Joy' at Christmas!

This Christmas, Dunelm Romford worked with Age UK Redbridge, Barking and Havering to deliver Christmas gifts to local older people who might not otherwise receive one.

As part of this valuable project, Colin Edwardson, Volunteer Befriending Service Coordinator was out-and-about delivering presents.

He visited George, an Age UK client who is originally from Cyprus. He received a book about ancient Greece, a word-search book in Greek (which he loves) and an acropolis fridge magnet!



George and Colin, in festive spirits!

In a typical year, around 2,200 gifts are delivered nationwide. We'd like to give a big thanks, to the staff and volunteers who assisted across our three boroughs to deliver Christmas cheer!

➔ Big Knit Hats - Now on Sale!

The Big Knit is Age UK's partnership with innocent drinks. Every hat knitted raises 30p to help Age UK provide much-needed services and support to local older people.

In the latest campaign, knitters across the country made an incredible 1,362,956 hats, and you can now spot them on innocent smoothies in Sainsbury's and Co-op. For every hat sold, Age UK receives 30p to help provide vital services and support to older people. Pick one up in store! ➔ [More](#)

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

What can we do for you?

➲ How to Stay Well this Winter

Winter comes with a higher risk of health issues, particularly for older people or those with long-term conditions and compromised immune systems.

Being cold can raise the risk of higher blood pressure, heart attacks and strokes. The cold, damp weather can aggravate existing health problems, making you more vulnerable to respiratory winter illnesses. But there are things you can do to stay well.



Heat rooms to (at least) 18 °C

Get your vaccines and boosters. Protect yourself and others by getting your flu vaccination, and if you are in an at-risk group your COVID-19 booster.

Keep warm during the day. Wrap up in lots of layers of thin clothes, even when you go to bed. Keep doors closed to block draughts. Try to heat rooms you regularly use to at least 18 °C. Make sure you're getting the help you're entitled to with your heating costs.

“Parking at the hospital can be a challenge.”

Join us today and have your say!

Keep moving. Move around indoors and try to get outside for a walk. Avoid sitting for more than one hour.

Wrap up at night. Wear layers to bed, including socks. Use a hot water bottle or an electric blanket. Don't use a hot water bottle and electric blanket together. Keep your windows closed at night.

Stay hydrated. Regular meals and hot drinks can help you keep warm.

Eat well. Make sure you eat a balanced diet with lots of seasonal fruit and vegetables. And try to eat at least one hot meal a day.

Have your medication on hand. Make sure you have the right medicines at home in case you get poorly. Ask your pharmacist if you're not sure what medications you should have.

Stop the spread of germs. Protect yourself and others by washing your hands with warm, soapy water, covering your mouth when you cough or sneeze, and wearing a mask in public spaces.



Take regular meals and hot drinks

Look after your mental health. The winter months can take a toll on our mental wellbeing, so make sure you're looking after your mental health, just as you do your physical health. If you are feeling down, speak to someone - a friend, family member, or a healthcare professional like your doctor.

For more tips, visit the website. [➲ More](#)

➲ Emergency Dental Treatment - NHS 111

NHS 111 can advise you where you can get seen and, in appropriate cases, organise an emergency dental appointment, which might be at a different practice from your regular NHS dentist but usually nearby.

If you have a regular dentist, contact your practice first. If you don't, or you need advice out of hours, 111.nhs.uk is here for you.

“Popping into the chemist did the trick!”

Join us today and have your say!

➡ Tackling Poverty in Later Life

As winter bites, Age UK urges older people to check if they are entitled to extra financial support.

There is no room for complacency when it comes to reducing poverty among a growing older population and the charity calls on the Government to do more to address it.

Around one in six - equivalent to 1.9 million - pensioners already live in poverty and the charity is worried that unless something changes, these numbers are set to pass the two million mark within the next few years.



The Government should do more

By 2030, population projections show there will be a 4% increase or 481,000 more people of State Pension age compared to 2025, amounting to an estimated total of just over 13 million pensioners in the UK by the end of the decade.

The worry is that without concerted action to address low incomes the numbers living in poverty will rise too.

Of course, financial hardship isn't only influenced by people's income, it's also partly determined by their costs. For those older people who rely on the State Pension as their main source of income, increases in energy, food and rent significantly impact their standard of living.

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

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

What can we do for you?

➡ Carers Rights Day 2025

National Charity, Carers UK writes "This year, Carers Rights Day took place on 20th November and our theme was 'Know your rights, use your rights.'

Thank you to everyone who took part and helped to ensure more carers are aware of their rights and feel empowered to use them.



It's important to know your rights

Every day, 12,000 people become unpaid carers for a partner, family member or a friend - many of whom don't see themselves as carers, often unaware of their legal rights and what they're entitled to in terms of support and benefits.

“I was assisted in applying for pension credit.”

What can we do for you?

Carers should not have to miss out on support designed to reduce some of the pressures caring can bring. Whether they care 24/7 or juggle care with work and family life, are new to caring or have been for many years, and wherever they live in the UK - all carers deserve to understand their rights and be supported to use them if they wish.

As a carer, knowing your rights empowers you with information about what you're entitled to.

This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met - whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home". Find out more now, online.  [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 says we must do more as a country to tackle poverty in later life [⇒ More](#)
- ⇒ Age UK response to the introduction of mandatory eye tests for drivers over 70 [⇒ More](#)
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- ⇒ Age UK London: Response to media coverage relating to a review of the Freedom Pass [⇒ More](#)
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- ⇒ Social care practitioners to form part of neighbourhood health teams [⇒ More](#)
- ⇒ NHS maintained almost all care for patients during doctors' strike [⇒ More](#)
- ⇒ The assisted dying bill explained [⇒ More](#)
- ⇒ Waiting list down as NHS 'approaches its limit' ahead of strikes and flu [⇒ More](#)
- ⇒ Hundreds more blood cancer patients to receive life-giving drug on NHS [⇒ More](#)
- ⇒ National strategy to define what constitutes good-quality adult social care [⇒ More](#)
- ⇒ Record numbers of people with type 2 diabetes benefit from NHS 'soups and shakes' [⇒ More](#)
- ⇒ Care workers given pay rise as Rachel Reeves increases national living wage in Budget [⇒ More](#)
- ⇒ NHS issues flu jab SOS with worst of winter only weeks away [⇒ More](#)
- ⇒ Age UK responds to Government's 10 year NHS plan and neighbourhood services [⇒ More](#)
- ⇒ Adult social care faces £600m overspend due to mounting demand, finds ADASS [⇒ More](#)
- ⇒ Home care funding £2bn short of minimum required in England, finds provider body [⇒ More](#)
- ⇒ Department of Health appoints new social care chief [⇒ 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](#)