

# AGEING WELL NEWSLETTER



[www.newham.gov.uk/ageingwell](http://www.newham.gov.uk/ageingwell)

## NEWSLETTER SUMMER 2023

### You Said, We did

#### PRIORITY 1: INFORMATION AND COMMUNICATION

##### Information Service – 1.2h<sup>[1]</sup> see endnotes]

In July 2023, the Council will be setting up an Ageing Well WhatsApp Group. This is a messaging only service which will contain the latest information that may be of benefit or interest to residents aged 50+ - as well as a link to the quarterly Ageing Well Newsletter.

*To join the WhatsApp Group, please email [ageingwell@newham.gov.uk](mailto:ageingwell@newham.gov.uk) providing your full name and mobile telephone number or ring 020 8373 0730*

##### Enabling Residents to communicate – 1.3<sup>[2]</sup>

In addition to a messaging service from the Council, it is proposed to explore setting up a Community Ageing Well Facebook group. This is to be run by the community for the community about Ageing Well, where experiences and feedback can be shared with each other.

It would be for anyone over 50 in the borough to join, and only they would see posts.

Before it can be launched volunteers to be moderators are required who have familiarity with Facebook etiquette. Offers of volunteers to [ageingwell@newham.gov.uk](mailto:ageingwell@newham.gov.uk) with contact details or ring 020 8373 0730

## PRIORITY 3: FINANCE, EMPLOYMENT, RETIREMENT AND VOLUNTEERING

### Standard of Living – 3.1a<sup>[3]</sup>

Our Newham Money is working to ensure better financial wellbeing for residents, which means feeling secure and in control, feeling confident and empowered.

For example, there are annually £9 million pounds of unclaimed pensions credits in Newham Borough. Our Newham Money also help residents with budgeting to improve residents finances, money saving tips and tools and to help make their money go further. The service also helps residents experiencing severe hardship and can help with energy and food costs.

### Financial Matters outreach – 3.1e<sup>[4]</sup>

In January 2023, Our Newham Money launched a new Outreach Service comprising five Officers. This Service offers financial assistance, support, signposting and referrals to link to other services. Our Newham Money is also doing weekly / regular outreach sessions to help maximise resident's income; offering 2-3 sessions a day in libraries, foodbanks, etc. The service has engaged with nearly 400 residents in the last 6 months, providing financial wellbeing and debt and benefits advice and support..

For more information or to book on the weekly sessions please contact: Sharleen Ferrol-Fulgence at Our Newham Money email: [Sharleen.ferrol-fulgence@newham.gov.uk](mailto:Sharleen.ferrol-fulgence@newham.gov.uk) or call: 020 8430 2041

### Social Welfare Alliance awareness – 3.1i<sup>[5]</sup>

The Our Newham Money Outreach Team have delivered a number of sessions to the Social Welfare Alliance and other frontline staff.

Total number of professionals trained:

- Cost of living – 21
- Financial wellbeing - 5:
- Employment rights and support – 4

### Pension Credit and National Insurance – 3.1j<sup>[6]</sup>

*To claim Pension Credit, you can either:*

*Call the Pension Credit claim line on **0800 99 1234** and they can fill in the application for you over the phone (lines are open Monday to Friday, 8am-6pm).*

*Or, online at <https://apply-for-pension-credit.service.gov.uk/start>*

*You will need:*

- *your National Insurance number*
- *your bank account details*
- *information about your income, savings and investments*
- *information about your pension*
- *details of any housing costs you have*
- *your partner's details*

### Volunteer Pool – 3.2d<sup>[7]</sup>

The Newham Volunteering Service has increased the number of ad hoc and regular volunteering opportunities with the borough's voluntary, community and faith sector organisations and Council Teams. Work is now continuing to support a pool of volunteers to find meaningful roles.

### How to become a volunteer:

Register by completing an online registration form at: [www.newham.gov.uk/becomeavolunteer](http://www.newham.gov.uk/becomeavolunteer)

Or to register by telephone, please call: 02033733216

## PRIORITY 4: COMMUNITY, CONNECTION AND NEIGHBOURHOOD

### Air Quality – 4.1k<sup>[8]</sup>

airTEXT is a free service for the public providing air quality alerts by SMS text message, email and voicemail and 3-day forecasts of air quality, pollen, UV and temperature across Greater London.

At the end of 2022, the number of airTEXT subscribers for Newham were as follows:

	Newham
SMS	327
Voicemail	18
Email	33
Twitter	8
<b>Total</b>	<b>386</b>

If you would like to sign up for this service please go to [airText - https://www.airtext.info/signupsmsvoice](https://www.airtext.info/signupsmsvoice)

### 50+ Lunch Clubs – 4.2b<sup>[9]</sup>

- Subco Trust: Majority users of their service are residents over 50 and they supply average 120 meals a week.

- Malayalee Association of the UK (MAUK): Approximately 35-40 residents over 50 attend their lunch club every Thursday.
  - RDLAC: Residents aged 50+ at their location. They have 30+ regular over 50s users of the food surplus project & eating community meals weekly or at monthly events / lunch club.
- Many others still coming in, please advise [ageingwell@newham.gov.uk](mailto:ageingwell@newham.gov.uk) of other locations to make our list comprehensive*

## PRIORITY 5: PLANNING AND PREPARING FOR LATER LIFE

Pilot a frailty and anticipatory care project - 5.2e [10]

This has now moved from the pilot phase to a Newham Frailty and Proactive Care leaflet.

Proactive care is about understanding what matters to you and making a plan together that fits with your identified goals which may be reviewed and change over time. This will help guide how we can work together to help you stay as well as possible for as long as possible.

Which residents will this support be offered to initially?

We are now offering this service to residents with moderate and severe frailty registered to the following GP Practices in Stratford, Docklands, Central 1 and Newham Central Primary Care Networks.

These are the Priority points that are reported as achieved this quarter.

[1] 1.2h Explore piloting an opt-in resident SMS Service - providing residents (of all ages) with important / useful information.

[2] 1.3c Review the information that is provided in regular print format - to consolidate it and ensure it is fit-for-purpose

[3] 3.1a - Research and benchmark what constitutes a 'good standard of living' and 'financially comfortable'

[4] 3.1e - Co-design and introduce borough outreach session with Community Neighbourhoods to discuss financial matters and assistance (catering for those who are both working-age and retired).

[5] 3.1i - Improve the Social Welfare Alliance awareness of and how to access financial advice and support services.

[6] 3.2d - Establish a 'volunteer pool' that different Teams within the Council and the community, faith and voluntary sector can utilise

[7] 3.2j - Co-design and deliver two Preparing for Retirement sessions for residents per year

[8] 4.1k - Promote AirText among residents aged 50+ to help them reduce their exposure