

NEWS

From the North Hub

September and October 2025

Follow us on Social Media!



@ageuk_wf



@ageukwf



@ageukwalthamforest

Hello,

I hope you have had an enjoyable summer. We've certainly had lots going on and have lots planned for the Autumn.

We kick off with a Beginners course in getting the best out of using tablets and smartphones. And we have a new men's social group, Friday Fellas, and new classes, so do have a look on pages 5-7.

As ever we want to host activities and services that you want and need, so please take a few minutes to complete our Survey (enclosed) and return it to us by 1 November or go online at <https://forms.office.com/e/YqLYmSaURh>

Our need to secure funding for all our work is continual, so if you haven't joined as a Friend, please do consider it. We are grateful for whatever you can give. Thank you.

And Happy Halloween!

Best Wishes,

Emma Tozer
CEO Age UK Waltham Forest



What are you doing on Friday? New Social Group for Men!

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Age UK Waltham Forest
Waltham Forest Resource Hub (North)
58 Hall Lane, Chingford E4 8EU Tel: 020 8558 5512
email: info@ageukwalthamforest.org.uk



Age UK Waltham Forest is a registered charity No: 1048212 and company limited by guarantee. Registered in England and Wales No: 2334459.

Sunflower Competition 2025

Step aside, Jack and the Beanstalk, Kim and Maddie have done it! Their sunflower soared to a sky-scraping 3.55 metres, officially making them the 2025 Sunflower Competition champions! A huge thank you goes to everyone who took part in our annual competition. From pocket-sized petals to towering giants, your sunflowers brought so much colour, joy and friendly rivalry to the summer. Here's to an even bigger bloom next year — start planting early, you never know who might steal the crown!

Our Shop gets spooky . . .

Following our clearance sale in August, from September we now have new stock, so do come and have a look. We are now looking for donations to celebrate Green Halloween! We would love any costumes bought or handmade, adults or kids, spooky decorations and haunting accessories!

If you have clothes or items to donate – Halloween themed or not - please do bring them to our Shop during opening hours at 857 Leyton High Road, thank you. Also, do follow us on Instagram for the latest news, promotions and great tips on repairing pre-loved items. [@age_uk_leyton_store](https://www.instagram.com/age_uk_leyton_store)



Highams Park Fayre

Join us for a fun-filled day on Sunday 7 September from 11am onwards! We'll have a stall selling our beautiful handmade craft items, perfect for gifts or treating yourself. There will also be children's craft activities, so bring the whole family along! Come and say hello, enjoy the community spirit and help us raise funds for our work. We can't wait to see you there!



Remember A Charity - Free Wills Offer

This September, we're proud to support Remember A Charity Week, a national campaign that shines a light on the importance of gifts in wills. From 8 - 14 September, charities across the UK will be raising awareness of how leaving a gift in your will can make a lasting difference. Did you know? After taking care of loved ones, even a small gift left to charity in your will can help ensure vital services and support continue for generations to come.

Together with our own offer of a Free Will-Writing Service in partnership with Octopus Legacy, it's simple and straightforward to create or update your will — at no cost to you. Many people who use the service choose to leave a gift to charity, though there's no obligation. This Remember A Charity Week, why not consider making your mark on the future? For more information visit <https://www.ageuk.org.uk/walthamforest/about-us/free-wills/>

News

Postal Vote

We've been contacted by many of our service users who have a postal vote arranged, as there is some confusion over a letter sent to them. The letter from the Council tells residents that their entitlement to a postal vote expires in January 2026 and requests them to re-apply by completing and returning the form overleaf. But, instead of a postal address, it gave an email address which many people are unable to access.

Age UK Waltham Forest has written to the Council requesting that they reissue the letter with a freepost address to return the form. We are waiting to hear back from the Council.

What's that noise?

The UK government is testing the Emergency Alerts system on Sunday 7 September at 3pm. This means that compatible mobile phones and tablets will receive an alert, which will be a loud siren-like sound and vibrate.

So rest assured, it is a test and you will not need to take any action.

The Emergency Alerts system is used to warn if there's a danger to life nearby, including extreme weather. Regular testing ensures the system is functioning correctly, should it need to be used in a life-threatening emergency.



Our fabulous Coffee Club volunteers !

Knitting ahead – Join In Now!

It may only be September, but we're already getting ready for the many Christmas fayres coming up later this year, which raise vital funding for our work. Our knitted Christmas tree decorations are always a huge hit — and we'd love to make even more this year!

If you're a keen knitter (or would like to learn), now's the perfect time to get involved. We have patterns and wool if you'd like to join in, please get in touch at events@ageukwalthamforest.org.uk



Talking of Christmas . . .

Can You Help Us with a Christmas Tree? Age UK Waltham Forest is taking part in the St Peter in the Forest, Christmas Tree Festival from 27 November to 4 December, where all donations collected will go towards our work in supporting older people in Waltham Forest. We're looking for a donation of a 4–5ft Christmas tree (real or artificial) to decorate for this wonderful community event. If you are able to donate a tree, please contact us at events@ageukwalthamforest.org.uk

Support for our Coffee Club

We were delighted and very grateful to receive the generous donation of £500 from Home Instead Home Care, towards keeping our weekly Coffee Club social group running.

This weekly group helps to keep people connected and make new friends. We are also grateful to our team of volunteers who provide a warm welcome to all those attending.

Best of Friends

We are very grateful to all those generous people who have signed up to our Friends monthly giving. Currently over 70 people are giving over £1,000 a month. That's around £12,000 a year towards keeping us going. While we do charge a small fee for some of our activities, events and programmes, many of them don't break even, or run at cost, and so we rely on our donated income to keep them going. This is because we want to keep costs low to allow more people to use our services. Here are two examples of how this income really helps older people in Waltham Forest.

Our Shopping Service

This initiative started during the pandemic when many of our service users were deemed vulnerable and advised to stay at home. However, we have kept the service going for those who are not able to go out, for getting those essential groceries.

Pam has used our shopping service for three years and has found it a real help. She told us, "I'm fairly housebound in that I can take a taxi, but need someone to come with me as I'm nervous about falling over, so shopping is difficult. During lockdown when I wasn't able to go out at all, the Age UK shopping service was a lifeline. I was matched with a lovely volunteer, Kate, and she has done my shopping every week since then. Quite simply, it's a huge helping hand!"



Shopping service regular Pam

Our Befriending Service

You may remember that we are now funding our Befriending service completely, since the funding of £118,000 from Waltham Forest council ended in March this year. As you can expect this is a huge sum for us to cover and we've done our utmost to continue as normal, although we've had to reduce staff hours. We have raised income from small grants and some

personal donations. We'd particular like to thank Faiza Shaheen for her generous donation of £5,000.

Befriender Sam, is greatly appreciated by his befriender, Uzair who is 84. Uzair told us, "Sam's made such a difference to my life. He put me in touch with someone at the Information & Advice team who helped me get my Freedom Pass and help sort out my benefits. And then he helped me get an appointment with the Footcare service to get my toenails cut. So now I can actually get out and about a bit more, after having thought I was stuck at home immobile forever."

To help us keep ALL our services going we need regular income. Can you or anyone you know help us out with a monthly gift?

How to donate:

1. Visit <https://cafdonate.cafonline.org/26857> to support our work where it is needed most OR

visit <https://cafdonate.cafonline.org/27644> to support Befriending only

OR Pick up a leaflet from the Hub OR call us on 020 8558 5512

We are grateful for whatever you can give - Thank you.

Activities News

NEW: Friday Fellas – at The Hub

from 19 September 10am – 12:00

We're kicking off a new social group for men to get together, have a brew and enjoy some classic hands-on fun. Our new group will be meeting on Fridays from 19 September, so please come and join us. We'll have a Scalextric track set up ready to race, you can play table tennis, darts, board games and just chat with others over a cuppa. And we'd love to hear your ideas too? It's free so come on down – you may enjoy yourself!

Wetlands Printing Workshop

25 September 10:30am - 12:30pm (postponed from July)

The workshop will consist of an hour walk around Walthamstow Wetlands led by Lora, who will talk about the heritage and wildlife. Then there will be a clay print workshop from materials collected during the walk., which can be made into an ornament. This event is free, but booking is essential.



Show Tunes & Scones – Silver Sunday

Sunday 5 October 2:00pm – 4:00pm at The Hub

Silver Sunday is a national day dedicated to older people. So join us for a delicious afternoon vintage tea served on elegant china – complete with sandwiches, scones with cream and homemade jam, as well as a tempting selection of cakes. While you indulge, enjoy a live performance of beloved show tunes – singing along, tapping your feet and maybe a chance to get up and dance. All this for just £12.50, with proceeds supporting our work. Booking is essential as spaces are limited.

To book contact events@ageukwalthamforest.org.uk or the front desk at The Hub

SOLD OUT! Please note that the Tea Party with Elvis event is now full



NEW Chair Based Tai-chi class

from 7 October Tuesdays 12:00 – 12:45pm

This new class held at The Hub is suitable for those not able to stand for long periods. It involves gentle movements performed while seated, focusing on posture, slow and controlled breathing and fluid arm and waist movements to improve flexibility, balance and overall physical and mental well-being.

Free – donations are welcome

CHANGE to Tuesday Tai-chi classes

From 7 October the set up for Tuesday morning classes at The Hub will be:

The current class at 10am will be from 10am to 10:50am – price is same

Second session will start at the earlier time of 11am – 11:55am – price is same

Quiz Night - diary date

Saturday 8 November 7pm for 7:30pm start
St Edmund's Church Hall E4 8JL

Back by popular demand is the quiz hosted by our trustee, Richard, which includes a delicious Ploughman's supper. Tickets are £13.00, please bring your own drinks.

To book contact Richard on 020 8529 1591 or email Richard.Freitag@ntlworld.com
Bookings will be taken from 20 September (not before please)

To book for any of our activities and events,
please contact events@ageukwalthamforest.org.uk
or 020 8558 5512

Highlights, Events, Walks and Talks

Silver Surfers Talk: Hertz and Minds part 2

Thursday 4 September 10:30am – 12:00

Covering amongst other things how sound waves can be focused with a lens like focusing light, some medical uses of ultrasound and seismic effects including earthquakes.

Silver Surfers Talk: Tech for Health

Thursday 11 September 10:30am – 12:00

See how technology is being introduced into the Health Service with apps like NHS app, Patients Know Best and eConsult. "The NHS app will become the doctor in your pocket"



Our expert team: Mike, Phil, Neil, John and Charlie

Silver Surfers Beginners: week 1 of 4 Introduction to Tablets & Smartphones

Thursday 18 September 10:30am – 12:00

This is the first of 4 sessions for beginners covering tablets and smartphones. This first session covers the basics and explains the two main classes of device, Apple and Android). Devices will be available for hands on experimentation during the session. Booking is essential.



History Walk: Criminal Clerkenwell

Thursday 18 September at 2:00pm

A walk discovering Clerkenwell's many links to the criminal underworld plus some of its more gory history. This unsavoury history goes back many centuries including the execution of William Wallace in 1305 and Bloody Mary's execution of protestants in the 1550s. Explore the role of notable pubs in criminal activity and the inspiration for Oliver Twist. (Finish point: Chancery Lane tube) Booking essential – cost is £5

Silver Surfers Beginners: week 2 of 4 More Android Tablets and Smartphones

Thursday 25 September 10:30am

Having dealt with the basics last week, this week looks in more detail at Android tablets and smartphones.

Silver Surfers Talk: Chromebooks & boxes

Thursday 2 October 10:30 – 12:00

Do you have a new laptop - is it a Chromebook? How do you use it? This session covers setting up a google account for your Chromebook, or using an existing one, using apps on the web and using Android apps. Do you ever use public library 'Chromebox' computers? - they use the very same system. With the ending of support for Windows 10 in October we've had advice on what steps to take to stay safe and on how to convert a windows pc to a Chromebook. This session looks at Chromebooks themselves: how they differ from windows and from apple computers, what the chrome operating system looks like and how you can use it in public libraries.

Silver Surfers Beginners: week 3 of 4 Introduction to Apple iPads and iPhones

Thursday 9 October 10:30am - 12:00

Try out the Apple system of using phones and tablets.

To book for any of our Walks and Talks
please contact events@ageukwalthamforest.org.uk
or 020 8558 5512

Highlights, Events, Walks and Talks

Silver Surfers Beginners: week 4 of 4
More on Apple iPads and iPhones

Thursday 16 October 10:30am – 12:00

Talk about the Apple Apps and try them out! How you can control the devices with just your voice.

History Walk: Heroes & Villains of Mayfair

Friday 17 October at 2:00pm

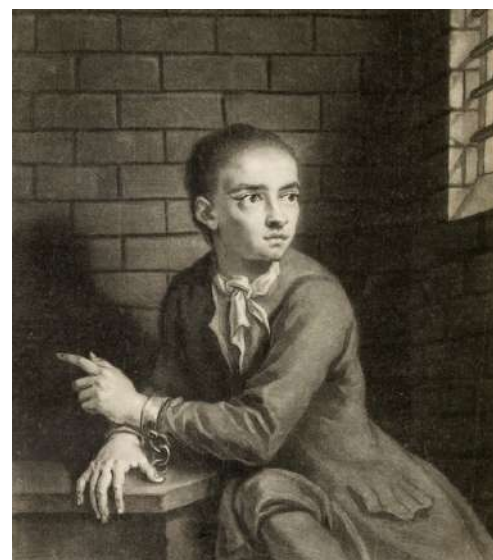
Sort the heroic from the horrific on this walk around the streets on and around Park Lane. Hear about the notorious Jack Sheppard, the murder where the butler really did do it and the site of a famous scandal. We will hear about some real heroes to including some that you may not expect to be memorialised. This walk finishes close to Bond Street tube at a deconsecrated church now transformed in to a food and drink emporia.

Booking essential – cost is £5

Silver Surfers Talk: AI – What exactly is AI?

Thursday 23 October 10:30am – 12:00

AI (Artificial Intelligence) is frequently in the news, so we try to demystify the subject. Today's session looks under the bonnet to see where it came from, how it was created, how it works and what it can do. Why is it different from a "normal" computer program?



'Honest Jack' Sheppard

Silver Surfers Talk: AI – What are the consequences of the rise of AI?

Thursday 30 October 10:30am – 12:00

We will consider the effects of AI as it becomes increasingly embedded in what we read, affects all our channels of information and, as a result, affects many aspects of our lives.

Silver Surfers Talk: Labels for Xmas Cards

Thursday 6 November 10:30am - 12:00

See how a simple App can do all your Christmas card labels for easy mailing.

All Silver Surfer sessions are followed by Tech Q&A and Open Discussion from 12:00 – 12:30pm.

All are welcome! Join us for tech tips, breaking news and your questions answered.

Need Tech Support?

Book a one-to-one session with one of our digital buddies at the Hub. We can help you solve problems on your device or give general advice
Call 020 8558 5512 or email events@ageukwalthamforest.org.uk



Are you worried about Incontinence?

It can be a bit startling when we start to experience changes in our toilet needs, but it is a common part of getting older. It does mean we need to make adjustments to help us manage it, or we may need to get advice and support. Many of us feel uncomfortable talking about toilet issues, but it's nothing to be embarrassed about and the right help and advice can mean we can carry on with our normal lives.

There are different types of incontinence and different causes. Urinary incontinence, the loss of bladder control, means you sometimes pass water unintentionally. This can be when you cough, sneeze, laugh or exercise. You may need to pass water more often, especially at night, and you may need to get to the toilet more quickly than before. Bowel incontinence is when you can't control when your bowel movements and you have accidents.

When issues like this start to affect your everyday life it's time to talk to a healthcare professional. There are things that can be done to cure, treat or manage these problems, so talk about what you are experiencing with your doctor or healthcare professional. They can suggest treatment, exercises to tackle the problems or other ways to minimise the effect on your everyday life.



Useful exercises

Your pelvic floor is a group of muscles lying underneath your bladder surrounding the opening of the pelvis. When not working well, it may result in incontinence issues. Pelvic floor exercises can help strengthen the muscles around your bladder and bottom and can help with bladder control. And anyone can do them, anywhere.

- Squeeze your muscles around and in between your back passage and bladder.
- Lift up as if stopping yourself from peeing or passing wind
- Hold the squeeze for 2 seconds then relax
- Repeat this 5 times; once you get used to it, try increasing to 10 times.
- Breathe normally and relax while you're doing the exercises and don't hold your tummy in.
- Repeat this 3 times a day.

A useful video can be found at <https://www.nhs.uk/conditions/urinary-incontinence/10-ways-to-stop-leaks/>

For more information, pick up a copy of the Age UK guide Bladder and Bowel Problems from The Hub or visit https://www.ageuk.org.uk/siteassets/documents/information-guides/ageukig15_bladder_bowel.inf.pdf



Age Co Incontinence Products

Age Co, owned by Age UK, offer a range of quality products and services to help you live confidently, independently and safely.

Working with expert product provider Vivactive, a wide choice of incontinence products is available and discreetly delivered to your home with low price guarantee. Advice is available from trained incontinence advisors to help you feel comfortable and confident.

Age UK Waltham Forest will receive a commission on each order.

For more information and costs visit our website www.ageuk.org.uk/walthamforest/buy-products/ to submit a request or contact us on 020 8558 5512 or info@ageukwalthamforest.org.uk



NHS Continence service

If you meet certain criteria, you may be eligible for free continence products from the NHS. You can ask your GP or Healthcare professional to refer you to the Waltham Forest Adult Continence team, who will assess you.

WaterSure discount

If you have a 'high essential use of water' you may qualify for the WaterSure scheme, which caps the amount you pay for your water bill. To qualify you need to have a water meter, be in receipt of certain means-tested benefits (determined by your water company) and have a medical condition which means you need to use high amounts of water, which includes incontinence. To apply, contact your water company who will send you a form to complete and you will need to provide medical evidence of your condition.



Can We Help you?

For the second year, our Information & Advice team are proud to be awarded the Age UK Information and Advice Quality Assured Standard, as well as the Advice Quality Standard (AQS).

The AQS is the only sector-owned, independently audited standard that focuses on advice and it is awarded to organisations that give advice to members of the public on financial and legal issues. Holders of AQS are audited every two years and have to demonstrate that they are accessible, effectively managed and providing a service that meet the needs of their clients.

What does this mean?



Quite simply, Age UK Waltham Forest offers a quality advice and guidance service to all people aged 60 and over who live in Waltham Forest. If you are worrying about how to make ends meet or struggling at home and would like some help but don't know where to start, we can help. We can advise you on what welfare benefits you may be entitled to and help you apply for them. We can advise you on getting care support or aids to help you stay healthy and independent, as well as disability travel, energy saving and housing.

Our team consists of staff and volunteers who receive regular training in order to serve the needs of those who need our help and advice, while maintaining excellence in advice standards. Our service is provided free of charge.

Chearine Alphonse, Information & Advice Manager said,
“I am proud that the work of our small team of staff and volunteers has achieved the Quality Mark standard.

“We particularly try to help people who struggle with phone calls and understanding paperwork, because they have a physical, sensory or mental health disability, or unable to read or write, or if English is not their first language.

“In the year ahead, we hope to increase the amount of home visits we can do, in order to reach more older people in Waltham Forest who need help and advice.”

Not just form filling!

While we'll help you to complete a complex form, our quality service means you can talk to us about other issues. For example, if you are awarded Attendance Allowance, we may advise you to have a benefit check to find out if this enables you to get other benefits. We'll talk to you about related services such as a blue badge or a falls alarm or getting a care assessment or other services that may help you.



Chearine, I&A Manager



How can I get help?

You can call us on 020 8558 3404, if we don't pick up the phone please do leave a message and we will phone you back as soon as we can. After 1pm, our calls are answered by Age UK National Advice Team, who may send you information and will pass the message on to us. You can also email us at contact@ageukwalthamforest.org.uk

Our team will phone you for a chat and we may arrange a follow-up appointment for you by phone or to come to The Hub. We can arrange a home visit for you if you are unable to travel to The Hub, although these are currently restricted to those who are housebound, as it is subject to the availability of the team.

Drop-In Sessions

We currently have two free Drop-In sessions (no appointment necessary):

Wednesdays 9:30am – 12:30pm at Priory Court, Walthamstow E17 5NB

Mondays 10am – 3pm at Queens Road Family Hub, 215 Queens Road E17 8PJ

We don't have a Drop-in service at The Hub, but on Mondays we have a signposting volunteer available between 12:00 and 3pm who may be able to provide information or can arrange a follow-up call with one of our advisers. You can also leave a message with the front desk and we will phone you as soon as we can.

Benefits Entitlement Checks

Each year millions of older people in the UK miss out on benefits they are entitled to. We can carry out a benefit check for you, to see if there is money that you can claim. We will discuss the outcome and assist you with applying for benefits.

This support helps to alleviate the effects of fuel poverty and cold related ill health, particular for those who are on a low income or have energy-inefficient housing.

Winter Fuel Payment: update for 2025-26

You may have heard that the Winter Fuel Payment (WFP) will be paid this winter to those receiving state pension, although the rules for who is eligible has changed. It will initially be paid to all state pensioners, but for those who have taxable income of £35,000 a year or more, it will be recovered through the tax system later on.

You will be eligible for WFP if you are born on or before 21 September 1959 and living in England or Wales for the qualifying week, which is the week of 15 to 21 September 2025. The amount paid is from £100 to £300, depending on your age and living circumstances. For more information, see <https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/winter-fuel-payment/>

Payments are automatic - you do not need to make a claim or do anything. The WFP for 2025 will be paid directly into your account between November and December 2025. If you have not received your WFP by January 2026, contact the WFP helpline on 0800 731 0160.

You can opt out of receiving WFP if you choose before 15 September 2025. Contact the WFP helpline on 0800 731 0160 or online at www.gov.uk/winter-fuel-payment/how-to-claim to say you do not want to receive a WFP.

Information & Advice Team

For FREE help and advice or to book a Benefit Check, call us on 020 8558 3404 or email contact@ageukwalthamforest.org.uk

Weekly Activities Timetable

All our activities are weekly unless stated otherwise

Monday

10:00-3:00pm	I&A Drop-In - Queens Road Family Hub E17	Donations
10:30-11:30am	Walking Football-Pastures E11 3DR	Donations
11:30-12:30pm	Tai Chi- The Hub	£6
1:30-2:30pm	Fitness Classes- Yonder E17 6DP	£7
1:30-3:30pm	Monthly Digital Help and Support- The Hub (3rd Monday of the month)	Donations
1:30-4:30pm	Veterans Coffee Club at the Hub- (2nd and 4th Monday of the month)	Donations
1:30-4:30pm	Bereavement Support Group- The Hub (1st Monday of the month)	Donations
2:15-3:00pm	Tai Chi- Priory Court E17 5NB	Donations

Tuesday

10:00-10:50am	Tai Chi- The Hub	£6
11:00-12:00pm	Bollywood Dance- Crate E17 7FY	£5
11:00-12:00pm	Walking Group- E17	Free
11:00-11:55am	Tai Chi- The Hub	£6
12:00-12:45pm	Chair Based Tai-Chi	Donations
12:00-1:00pm	Walking Tennis- Ridgeway Park	£4
2:00-3:00pm	Table Tennis- The Hub	£4
3:15-4:15pm	Table Tennis- The Hub	£4
4:30-5:30pm	Healthy Hearts- Winchester Road E4 9JP	£5

Wednesday

9:30-12:30pm	I&A Drop in- Priory Court E17	Donations
10:00-10:45am	Tai Chi- The Seddon Centre E10 5AS	Donations
10:00-11:00am	Zumba- Crate E17 7FY	£5
10:00-1:00pm	Coffee Time- The Hub	Donations
11:15-12:00pm	Tai Chi- Mornington Hall E4 7EN	Donations
11:45-12:30pm	Tai Chi- Lea Bridge Library E10 7HU	Donations
12:00-1:00pm	Veterans Lunch Club- Leyton Orient E10 5LG (Last Wednesday of the Month)	Donations
2:00-3:00pm	Seated Yoga- The Hub	£6
3:15-2:15pm	Ukulele Group- The Hub	£5
4:15-5:15pm	Harmonies at The Hub	£4

Weekly Activities Timetable

All our activities are weekly unless stated otherwise

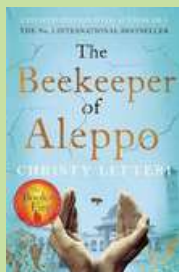
Thursday	10:30-12:00pm	Silver Surfer Talks Zoom/ The Hub	Donations
	12:00-12:30pm	Weekly Tech Q&A at The Hub	Donations
	10:30-11:30am	Walking Football-Feel Good Centre E17 5AA	£5
	1:45-2:30pm	Tai Chi- Zoom only	Donations
	2:00-4:00pm	Book Club- The Hub (2nd Thursday of the month)	£4
	2:30-4:00pm	Craft Club- The Hub (Last Thursday of the month)	Donations
Friday	10:00-12:00	Friday Fellas - The Hub (From 19 Sep)	Donations
	10:00-10:45pm	Tai Chi- Zoom only	Donations
	11:30-12:15pm	Seated Yoga- Zoom only	Donations
	11:30-12:15pm	Tai Chi- Leytonstone Library E11 1GH	Donations
	2:30-3:30pm	Walking Tennis- Lloyd Park	£4
Saturday	9:00am	Veterans Breakfast Club - Greene Man E4 6RB (1st Saturday of the month)	£5

Book Club

Books for September and October

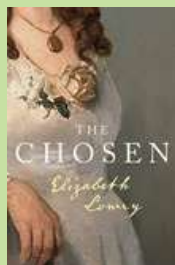
11 September

10 October



The Beekeeper of Aleppo

By Christy Lefteri



The Chosen

By Elizabeth Lowry

For more information about our book club, please email Ingrid at i.ambrose@ageukwalthamforest.org.uk or call 020 8558 5512

Please help us keep going

All of Age UK Waltham Forest's activities are provided either free or at a low cost, as we believe in making our activities as accessible as possible. However, if you are able to support our work with a donation, please do donate to our work to help keep our services going.

You can make either a single or monthly donation to Age UK Waltham Forest cafdonate.cafonline.org/26857#!/DonationDetails, or in person at The Hub.

If you would like to speak with us about donating, please contact Helen Bigham on 020 8558 5512 or email h.bigham@ageukwalthamforest.org.uk
Thank you

Our Services

Information & Advice team can help with benefits advice, benefit calculations, form filling, as well as advice on housing issues, energy saving, care and support, social prescribing, health and wellbeing. Call us on 020 8558 3404 or email contact@ageukwalthamforest.org.uk

Information and Advice Drop-in service at:
Queens Road Family Hub E17 8PJ
Mondays 10:00am to 3:00pm
and at
Priory Court, Walthamstow E17 5NB
Wednesday 9:30am-1:00pm



Befriending team matches volunteers with individuals over 60 who live alone for companionship and friendship. For more information call us on 020 8558 8716 or email info@ageukwalthamforest.org.uk

Veterans Club Waltham Forest for information about our activities or to join call us on 020 8558 5512 or email veterans@ageukwalthamforest.org.uk



Footcare every Tuesday and Wednesday, with appointments from 10am to 4pm at The Hub. Cost is £22 for toenail cutting. A telephone assessment is required before your first appointment. To book an appointment, call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk

Shopping Service we can take your shopping order by phone and it will be delivered to you, with an admin fee of £2 per shop. To find out how it works, call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk



Prescriptions we pick up your prescription for you. To find out more, call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk



Handyperson we can help with basic jobs like putting up a shelf, assembling flat-pack furniture, simple plumbing and electrical repairs and simple gardening work. Cost is £25 an hour. For more information call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk



Help at Home we can help with cleaning, laundry, ironing and other light housework. Cost is £22 an hour. For more information call us on 020 8558 5512 or email support@ageukwalthamforest.org.uk



Age UK Waltham Forest has achieved the [Age UK Charity Quality Standard \(CQS\)](#). The CQS is externally assessed by quality assessment experts, SGS