

We hope this newsletter finds you well. In this update we are enclosing a third Scams Awareness bulletin and an update on what activities we have coming up.

Here at Age UK Waltham Forest we are continuing to support people during covid – we are still providing shopping, befriending and information and advice services and prescription collections/deliveries, if you require support please contact us directly on 0208 558 5512 or email info@ageukwalthamforest.org.uk.

We are now starting to investigate how we can reopen our building safely and are looking at a number of options including using our garden space to host tai chi and yoga sessions, changing the layout of our reception and purchasing PPE for our staff. Please bear with us – we will open as soon as we feel it is safe to do so. We are also continuing to fundraise to support our work – if you would like to make a donation this can be done via this link <https://uk.virginmoneygiving.com/donation-web/charity?charityId=1016426> or by post to the address above.

Free activities

We are still holding our exercise classes and computer classes online. We have also added some special interest talks. They are all **free to attend during lockdown** and you can sign up by emailing info@ageukwalthamforest.org.uk – we use a programme called Zoom we will send you a link to access the activities. You click the link at the appointed time and follow the on screen instructions until you see us. You can do this on any desktop computer, laptop, or tablet that has a microphone and camera. For a desktop you might need to plug in a web cam (includes a microphone). If you think you would like to attend a class but are nervous about trying zoom do let us know by email and we will guide you through the process in advance of your chosen sessions.

Computer Classes and Tech Support

13 th August 10.00am- 12.30pm	Email refresher Suitable both for beginners and experienced users looking to refresh their knowledge about using email and how it works behind the scenes. Maybe hear some useful features and techniques that you may have overlooked. There will be plenty of opportunity to ask questions on topics of specific interest. Includes using email on Windows PCs, Android Tablets and Apple iPads.
17 th August 1.30pm- 3.30pm	Tech Support Group Ever wished you had someone to turn to when you get stuck on a technology matter? Need help/advice about computers, tablets, phones, or other technology? Want to keep up to date about technology and learn new things? Want to meet people like you to share experiences? Our experienced panel of volunteers will be on hand to lead the relaxed group and to answer your questions
20 th August 10.00am- 12.30pm	Introduction to Photo Editing – Week 1 This session, which is spread over two consecutive Thursday mornings, goes a bit further than tapping Auto Correct or Red Eye correction. We show you the free photo editing program called GIMP, which is available for a PC, Apple Mac or Linux (Raspberry Pi). We will demonstrate how to manipulate pixels within a photo to create special effects, to remove that unwanted post from behind someone's head, or to correct other errors not seen when the photo was taken
27 th August 10.00am- 12.30pm	Introduction to Photo Editing – Week 2 Second half of the course
3 rd September 10.00am-	New Laptops For Old - free and open-source software A common fate for a Windows PC after a few years is to be retired because it's out-of-date. Even if its hardware is healthy, a computer will run more slowly when old than it did

12.30pm	when new. The problem will be its software. There's a simple solution: use free and open-source software instead – we show you how!
10 th September 10.00am- 12.30pm	Technology, Apps and Computing – Our IT volunteers favourite things Our IT volunteers take it in turns to present their "Favourite Things"; those apps, websites, features and bits of technology that they are most enthusiastic about. Find out what's on their list. Is it the same as yours? They'll probably be some surprises and things you may not be aware of
17 th September 10.00am- 12.30pm	Using “Google Photos” (incl. Basic Photo Editing & Cloud storage) Show and tell session on the free software package “Google Photos”. The software is free to use and works on Android and Apple Tablets & Phones plus Windows & Apple Mac PCs (Desktops and Laptops). The session covers storage of your photos on the cloud and sharing between multiple devices plus demonstration of basic editing functions (including improving the appearance of your photos and cropping & rotating).
21 st September 1.30pm- 3.30pm	Tech Support Group Ever wished you had someone to turn to when you get stuck on a technology matter? Need help/advice about computers, tablets, phones, or other technology? Want to keep up to date about technology and learn new things? Want to meet people like you to share experiences? Our experienced panel of volunteers will be on hand to lead the relaxed group and to answer your questions
24 th September 10.00am- 12.30pm	Podcasts and Streaming What is 'streaming' and why do it? What streaming services are there and how do they differ? Is it expensive? How do you stream or download music? How can I stream my own music? (NB this doesn't cover streaming from room to room around the house.) What are podcasts? Can you get them on your phone, or computer? How do you find them, and subscribe to get weekly episodes? Do you stream or download them? Do they expire?

Special Interest Talks

14 th August 2.00pm	My 2012 Olympic Journey - Join us to hear Pauline's experience of being a volunteer at the 2012 London Olympics Speaker: Pauline Martindale
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Book Group

14 th August 2.00pm	<i>The hundred year old man who climbed out of a window and disappeared</i> by Jonas Jonasson Host: Ingrid Ambrose
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Exercise Groups – if you haven't already signed up and want to give it a go please do!

Mondays	5.30pm	Bollywood Dance - Energetic Dance Class	Tutor: Vanessa Downie
Wednesdays	3.00pm	Seated Yoga - gentle and relaxing	Tutor: Katriye Ibrahim
Thursdays	2.00pm	Tai Chi - Qigong, exercises & Yang Style Form	Tutor: John Poon
Fridays	10.00am	Tai Chi - Qigong, exercises & Yang Style Form	Tutor: Ko Poon

August 2020

SCAMS AWARENESS UPDATE

Older Persons
Scams Awareness
& Aftercare
Project



Gardening, TV and Romance

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Welcome!

This month we feature romance scams, as last year alone, over £68 million was lost to romance fraud. Action Fraud received 5820 reports about this, with the average loss to victims being almost £18,000.

Other features inside include gardening and home maintenance scams, along with being alert to TV licence and covert operations scams.

We would like to thank our colleagues at Age UK Cheshire East for allowing us to use their content to produce this scams awareness update.

Our other services are all still running so if you need information, advice, form filling, shopping, exercise classes or are feeling lonely and would like someone to regular to chat to please do get in touch on 0208 558 5512 or email info@ageukwalthamforest.org.uk

Best wishes
The Age UK Waltham Forest Team

We all like to feel wanted, especially if we're feeling lonely. Unfortunately, scammers play on this natural human emotion to defraud people of their money. Put simply, criminals will pretend to have romantic feelings for you, gain your trust, and then use your goodwill to commit fraud against you.

Scammers will build a relationship with you to then ask you for money or gifts. They may also use conversations you have to find out enough personal information to steal your identity.

Here are some real-life examples:

A 73-year-old lost in the region of £16,000 after having to pay for every email sent and received from a dating website.

A man built up an intense online relationship with a woman over several months, only to go on to con her out of over £16,000, claiming his company was in financial difficulty.

A 86-year-old man conned out of thousands of pounds by a woman stealing his credit card details when buying a train ticket to visit him. She had a false online profile and never visited, instead using the credit card to buy £6000 of goods.

In cases of romance fraud, the emotional damage often outweighs the financial loss. Many become victims due to isolation and loneliness. Keeping a healthy lifestyle and active social life can prevent people becoming victims of scams.

REMEMBER:

-  Don't share too much personal information
-  Don't reveal any financial details. If someone asks for them, stop communicating with them and report it to the dating site.
-  Don't click on links or attachments in emails from someone you've just met on a dating site.

KEEP SAFE BY...

-  Avoiding posting details such as your full name, date of birth, home or work addresses. Criminals use these types of personal information to steal your identity.
-  Never responding to any requests to send money, or have money transferred into your account by someone you don't know and trust.

If you have been a victim of romance fraud you can report it to Action Fraud on 0300 123 2040 or at www.actionfraud.police.uk. To get advice from a Citizens Advice Scams Action Advisor, call 0800 250 5050.

CURRENT SCAMS

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Homes and gardens can look lovely at this time of year. Don't be fooled by some leaflets put through your door offering 'cut price' garden or home maintenance services.

Whilst these glossy leaflets **MAY** look to be from genuine companies (the 'phone numbers, addresses or even websites make the firm appear to be local) many are from rogue traders based elsewhere.

Prices initially quoted will sound 'too good to be true', which usually means that they are! A simple gardening job, which should cost hundreds, can end up costing you thousands of pounds!

If you need a job doing why not ask around locally or visit the **Buy with Confidence** government website (<https://www.buywithconfidence.gov.uk/>) to find a Trading Standards' approved trader.

From 1st August 2020 most over-75s will have to pay for their TV licence.

TV Licensing will write to all over 75 licence holders starting in August to let you know what action you'll need to take for your next licence.

TV Licensing will only contact you by letter about your new licence. So, if you receive a request for information or money by email or phone, it's a scam.

Age UK has also [published guidance](https://www.ageuk.org.uk/information-advice/money-legal/scams-fraud/tv-licence-scams) (<https://www.ageuk.org.uk/information-advice/money-legal/scams-fraud/tv-licence-scams>) about the changes and how to avoid potential TV licence scams.



Criminals, pretending to be the Police, continue to try to trick local residents into thinking that their bank account or credit/debit card has been compromised. They ask the account holder to help and to **NOT** to tell anyone, especially bank staff, that they're helping the Police.

Remember - the Police **NEVER** asks members of the public to take part in operations to catch crooks. If you are approached over the 'phone or online do **NOT** agree to do anything. Simply ring **101** and pass on the details to the real Police.

The lockdown may be easing but Coronavirus scams continue - be careful when shopping online, goods offered on your doorstep and be wary of any calls, texts or emails offering refunds, or asking for payment for NHS Test and Trace.