

Not Just Tea and Bingo

Community Provision for
Older People in Newham



Report Commissioned By SDP Charitable Trust

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linksUK

Our purpose is to champion social change. We pioneer new ideas and new ways of working locally and share the learning nationally with practitioners and policy makers. As a result, we are recognised as national leaders in regeneration and social policy.

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Summary

Section One: Introduction

The London Borough of Newham is a diverse, young borough with a focus on both physical and social regeneration. In this context, the needs of people aged 65 years old and over may be overlooked. SDP Charitable Trust have commissioned this research to explore the issues facing older people in Newham and to help them to understand how the local voluntary and community sector are responding to these issues.

The research was carried out using desk research and telephone and face-to-face interviews with voluntary providers and statutory sector commissioners. Through attending lunch clubs held for older people and undertaking street interviews using a short questionnaire we were also able to obtain a limited perspective on the opinions of older residents of the borough.

We begin this report with a reminder that age itself is not a predeterminant of ill health or dependency, and that after the age of 65 we will not all require support or find ourselves drawn inexorably towards tea and bingo.

Section Two: National and Local Context

This section sets out facts and figures on older people, and identifies key national and local policies.

Nationally, one in five pensioners lives below the poverty line but this rises to one in two in a deprived urban borough such as Newham. Poverty is particularly pronounced for older women and for elders from ethnic minority groups. Poverty leads on to poor health and social exclusion – evidenced by the fact that Newham has the lowest life expectancy in London of 72 years for men and 78 years for women. One in five older people living in deprived areas is likely to be socially excluded, and one in seven is likely to be severely lonely.

In Newham there are 21,820 people aged 60 and over. This is only 12.3% of the total population, compared to 16.4% in this age group across London. The number of older people in the borough is set to fall and the distribution of older people across age groups is also due to change with fewer people aged 60 and over but a significant increase in the numbers of 'very old'. Despite the fact that ethnic minority communities tend to have a younger age profile, Newham's older population is still very diverse. As would be expected from life expectancy figures, there are significantly fewer older men than older women.

Nationally the main policy drivers we have considered are the National Service Framework for Older People (2001), Fair Access to Care (2001) and the recent Green Paper on Adult Services. Fair Access to Care led to local authorities developing eligibility criteria which mean that statutory services can only be accessed by older people whose needs are critical and substantial. Both the NSF-OP and the Green Paper identify that services for older need

to be joined up, person centred, and with a strong focus on preventive activities that enable older people to maintain or improve their well-being.

Newham Social Services Dept is required by law to meet the needs of the most vulnerable people and this will consume the majority of their resources. Although there is an understanding of the value of preventive work, this is always a lower priority than responding to immediate pressures. Preventive activities include early intervention, health promotion and low level practical and social support, but the impact of these activities (in terms of delaying costlier interventions) is particularly hard to measure. At a local level, much preventive activity is delivered by voluntary and community organisations but, due to tighter eligibility criteria, the older people they support are now frailer. An additional factor at local level has been the recent shift from grant funding to contracts. Smaller and self organising groups find it particularly hard to operate in this context, and the diversity of services available to older people may suffer as a result.

Section Three: Voluntary and Community Sector Provision

This section sets out the range of services provided to older people by voluntary and community organisations in Newham. The majority of this provision is preventive and ranges from social clubs and activities, through information and advice giving and health promotion to Day Care and meals on wheels. This section also examines services provided by Black and Minority Ethnic (BME) community organisations to elders from specific communities and considers the role of faith organisations. A list of organisations spoken with in the course of this research can be found in Appendix B. For more information on particular groups, Newham's Healthy Living Network for Older People and their Carers produces the Sixty-Plus Guide, a directory of services for older people, and information is also available from the Newham Voluntary Sector Consortium database of voluntary and community groups.

Across all the organisations we spoke to we found similar comments regarding a shortage of funding and the competition in applying for the same funding. Many groups would like funding for social activities, including occasional outings. All the groups we spoke to identified issues with information suggesting that provisions be better advertised and promoted through the Sixty-Plus Guide. Transport is identified as major barrier to older people's participation in activities. Among BME groups there are concerns that elders face particular challenges in not accessing mainstream services due to language and cultural barriers.

Section Four: Service Users

We spoke with older people attending lunch clubs and also carried out some street interviews. We found that people who attend at least one activity tend to be 'in the loop' and know about other activities through word of mouth. Our respondents also identified that they would like a wider range of activities and options, including outings, and some thought about what might appeal to older men. Information was a key issue for older people, who identified a range of ways of spreading the word with those who don't already participate,

including a pensioners' newsletter and posters in the Post Office. The other main concern for older people was transport, which was felt to be unreliable.

Section Five: Conclusions and Recommendations

Throughout the course of this research there was praise for the hard work done by the voluntary and community sector on behalf of older people. This was coupled with a recognition that people of different ages, genders, abilities and cultures, (and interests) require a range of different activities and support and that tea and bingo are unlikely to appeal to all those aged over 60.

Diversity and range of support/activities available to older people: older people need to be engaged in developing services that respond to their needs and interests, through consultation, involvement and participation initiatives. In particular, older men, older women and elders from BME communities face specific challenges, and their needs require careful consideration. This can be delivered by supporting groups to develop an outreach function, (which can also be used to inform older people of what is already available). There are benefits to be gained from intergenerational activities. This section also identifies the need to consider geographical spread of activities, as there are higher concentrations of older people in Canning Town, Boleyn and East Ham South.

Funding for preventive activities: many organisations would like to be able to do more. Despite the national policy focus on prevention, it is hard for local authorities to make significant resources available for this kind of work. There is a smaller range of independent funding available to organisations working with older people. Alongside this the move from grants to contracts has decreased the funding available to groups who are not delivering on local authority targets. One option is to simply fund the things that older people say they would like to do more of – outings and social activities. The other is to support groups who would like to develop their capacity to compete for contracts or to work in partnership.

Knowing about services – outreach and information: there are a range of ways of getting information out to older people about the support that is available to them, and the Sixty-Plus Guide is one of these. Word of mouth is the most effective way to spread information, particularly among those whose first language is not English. Outreach work is a formalised approach to this, and support for information and outreach initiatives will ensure that the effectiveness of current provision is maximised and that future provision responds to needs identified by older people themselves.

Getting there – transport: Transport is a major issue for older people in Newham. Many find it hard using public transport and others find Dial-a-Ride services unreliable. Very few voluntary organisations can afford to purchase and run their own transport. There have been big improvements in public transport over the last decade, and the physical regeneration underway at present provides an opportunity to consider the needs of older people in the development of transport infrastructure.

Section One: Introduction

A visitor to the Newham website will find that the local authority has three key areas of interest. These are:

- Physical regeneration: Newham is the location for three major physical development programmes, Stratford City, the redevelopment of Canning Town, and the 2012 Olympics. Research shows that most older people are likely to display a 'considerable degree of attachment' to the local area, and therefore may find the redevelopment process particularly unsettling.
- Social regeneration: programmes to tackle deprivation and social exclusion are often framed in terms of economic development. Regeneration often focus on providing training and improving employability, aiming to address the fact that Newham has one of the lowest employment rates in Britain. Despite the fact that across London 11% of people aged over 65 are still working, the focus on the working age population means that the needs of older people are not addressed with the same energy.
- Young people: the country as a whole is an ageing society but Newham has the youngest population in the UK, with over 40% of the population aged under 25 years old (compared to 30% in this age group across England & Wales). The young age profile means there are numerous initiatives and schemes aimed at this age group; this focus on the young may mean that the needs of older people in Newham are overlooked.

The SDP Charitable Trust fund community projects that are at the cutting edge of social change in Newham. The Trust is aware that they rarely fund projects working with older people and commissioned this research to help them understand the issues facing older people in Newham.

Research Aims

The aims of this research are:

- to examine the issues facing older people in Newham
- to identify how far the local voluntary and community sector is able to meet these needs
- to explore gaps in current provision and potential for development of new services

Methodology

Through initial desk research we were able to identify relevant literature, examine current policy, and build a list of organisations offering services for older people within the London Borough of Newham.

We built a picture of how a range of different organisations work with older people by carrying out a survey using a semi-structured interview schedule (Appendix 1). In the first instance interviews were conducted over the telephone to allow providers to explain their services and to explore their opinions on what is being done and could be done for the future. In some cases e-questionnaires were used.

We then undertook face to face in-depth interviews with staff in both the voluntary & community and statutory sectors working with older people in Newham.

Through attending lunch clubs held for older people and undertaking street interviews using a short questionnaire (Appendix A) we were also able to obtain a limited perspective on the opinions of older residents of the borough.

Where we have quoted directly from those taking part in our research, the names of respondents and the organisations to which they belong are not reported; instead a description of the organisation has been used to preserve anonymity.

A note on growing older

Being 'older' means different things for different people. Some organisations offer services for people aged 50 and above while others cater for the over 60's. Although we have not sought to define what marks older people as such we have taken into consideration that the label 'older person' encompasses a wide range of characteristics in terms of ability, disability, gender, ethnicity, language, religion, sexuality and socioeconomic standing as well as age itself.

Age in itself is not a predeterminant of ill health or dependency. Many older people remain fit and healthy and lead active lives. They may attend clubs that do not recruit on the basis of age but of interest. They may be members of organisations whose primary purpose is not the support of older people. They may be members of sporting groups that are connected with life long interests rather than 'age appropriate activities'. They may volunteer their time to help others (over a third of people aged over 75 volunteer regularly), rather than be supported by volunteers themselves. We must not make the assumption that after the age of 65 we will all require support or find ourselves drawn inexorably towards tea and bingo.



Members of the Community Links pensioners' lunchtime club

Section Two: National and Local Context

This section sets out facts and figures on older people, and identifies key national and local policies.

National Demographics

We will begin by looking at some figures relating to older people.

Poverty

- Across the UK, one in five pensioners lives below the poverty line.
- 92% of men retire with a full state pension, but only 16% of women.
- In London, over a quarter of pensioners live in low income households, defined by the government as those with incomes below 60 % of median incomes, after housing costs.
- Half of all older people living in deprived areas (this definition would include Newham) are likely to live in poverty – which means they are unable to afford what most of us think of as basic necessities.
- Poverty is particularly pronounced for older women, for older people living alone and for those aged 75+. Ethnicity makes a big difference with three quarters of older Somali people and two third of older Pakistani people living in poverty.

Health

- Within London, there is a great variation in health – this is illustrated particularly well by life expectancy figures. Male life expectancy at birth is under 72 years in Newham, compared with over 77 years in Westminster. The gap for female life expectancy is smaller, but is still four years, ranging from 78 in Newham to 82 in Westminster.
- Older people in London are more likely to report themselves to be in a good state of health than those in England as a whole. However, older people from minority ethnic groups, particularly Pakistani and Bangladeshi people, are more likely to report higher levels of ill health than white people.
- 60% of people aged 65 and over have a long-standing illness
- 1 in 6 people aged 65 and over suffer from depression
- 16% of those aged 65 and over are carers of sick or disabled relatives or friends
- Pedestrians aged 60 and over have more accidents than other adults.

Isolation

- Over a third of London's population of retirement age and over are living alone. This increases to nearly two thirds amongst women aged 75 or over.
- One in five older people living in deprived areas are likely to be socially excluded, and one in seven is likely to be severely lonely. Nearly a third of people over 65 do not see any friends at least once a week.
- One in five people aged 65 and over are alone for more than 12 hours a day.

Communities

- 22% of adult education students and ten per cent of further education students in London are aged 60 or over.
- Although people aged 65 and over are more likely to vote than any other age group, one quarter of older people are likely to be completely disengaged from civic activities
- Despite concerns about their neighbourhood, most older people are likely to display a 'considerable degree of attachment' to the local area.

The figures given above identify that older people living in the London Borough of Newham, which scores highly in deprivation indexes, are likely to face a number of difficulties and challenges in their day to day life, particularly in terms of poverty, ill health and social exclusion. Older women may be particularly badly affected because the pension system assumed that working men would support their wives after retiring. With women living longer and often widowed, a lifetime dedicated as a parent or carer is not fairly recognised in the same way as one spent working in the labour market. Newham is also one of the most diverse boroughs in the UK and these challenges will be particularly acute for elders from Black and Minority Ethnic communities.

Local Demographics

Newham has a total population of 243,891 people. Of these, 21,820 or 12.3% are aged over 60 years old. In London, 16.4% of the population are aged over 60 years old. The number of older people in the borough is set to fall (although not significantly). The distribution of older people across age groups is also due to change with fewer people aged 60+ but a significant increase in the numbers of 'very old'.

The tables overleaf identify the numbers of people in Newham and in London and show the different proportions in each age group. Table A is also compared to Table B (London) and illustrates that Newham has a substantially younger age profile.

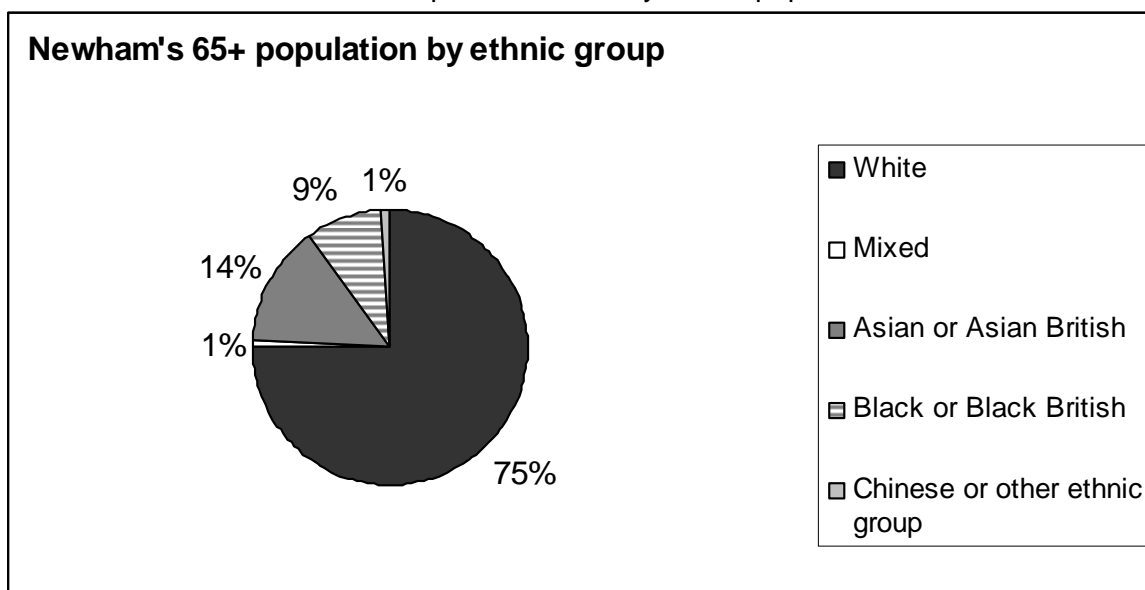
Table A

Ages of the population of Newham			
Years	No.	%	Grouped
0 - 4	20,807	8.53	40.83%
5 - 9	19,689	8.08	
10 - 14	19,303	7.91	
15 - 19	19,292	7.91	
20 - 24	20,484	8.40	
25 - 29	22,719	9.32	46.91%
30 - 34	23,046	9.45	
35 - 39	19,611	8.04	
40 - 44	17,120	7.02	
45 - 49	12,810	5.25	
50 - 54	10,977	4.50	
55 - 59	8,121	3.33	12.26%
60 - 64	8,083	3.33	
65 - 69	6,652	2.73	
70 - 74	5,386	2.21	
75 - 79	4,324	1.77	
80+	5,458	2.24	
Total: 243,891			

Table B

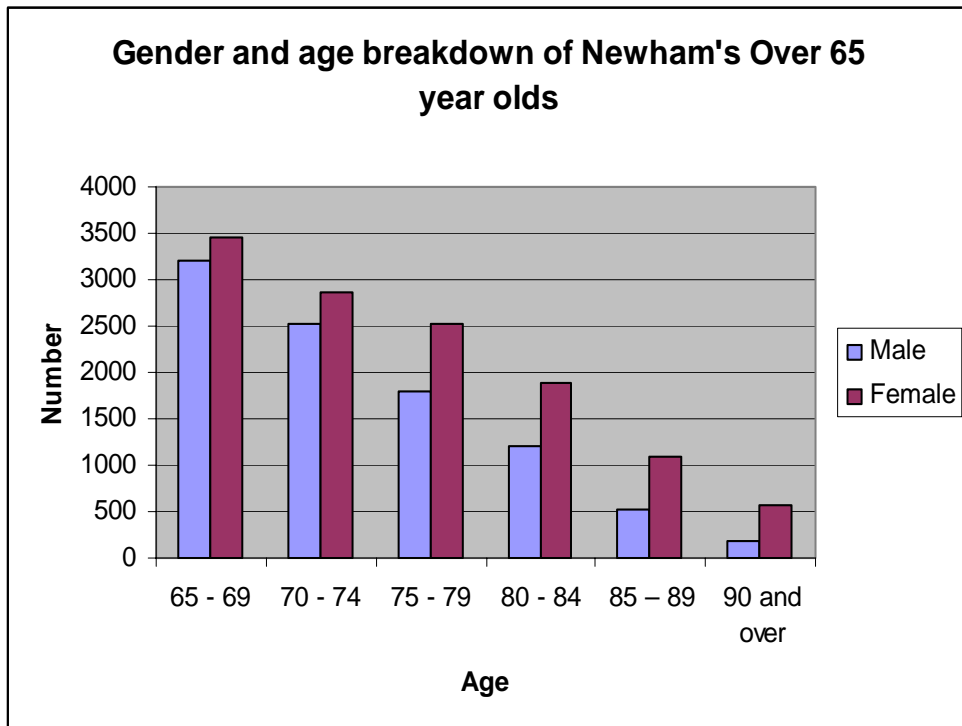
Ages of the population of London			
Years	No.	%	Grouped
0 - 4	478,187	6.67	32.25%
5 - 9	451,788	6.30	
10 - 14	435,402	6.07	
15 - 19	416,806	5.81	
20 - 24	531,004	7.40	
25 - 29	692,153	9.65	51.37%
30 - 34	696,005	9.70	
35 - 39	633,954	8.84	
40 - 44	510,977	7.12	
45 - 49	417,524	5.82	
50 - 54	410,815	5.73	
55 - 59	323,030	4.50	16.38%
60 - 64	282,856	3.94	
65 - 69	247,847	3.46	
70 - 74	220,220	3.07	
75 - 79	185,314	2.58	
80+	238,209	3.32	
Total: 7,172,091			

Table C shows the ethnic make up of the over 60 year old population in Newham.



The ethnic profile outlined above is very different to that for the whole population (all ages) of Newham, in which white people make up less than 40% of the population. This is because Black and Minority Ethnic communities tend to have a much younger age profile with fewer people aged 65 years and over.

Table D below shows the gender breakdown of those aged 65 and older living in Newham. This table shows clearly the impact of the lower life expectancy of men – the number of men aged 75 and over decreases dramatically.



With these facts and figures in mind, we will now examine the national and local policy context for services that support older people.

National Policy Context

In March 2001, the National Service Framework (NSF-OP) for Older People pointed out that older people are the main users of health and social care but that services do not always adequately meet their needs. The NSF-OP focuses on the following issues across health and social services:

- Rooting out age discrimination
- Providing person-centred care
- Promoting older peoples' health and independence
- Fitting services around people's needs

The NSF-OP also sets specific targets for tackling stroke, falls and mental health problems associated with older age, and points out that services should reflect the diversity of the population that they serve.

In 2001, guidance from the Department of Health on Fair Access to Care Services set out how Councils should develop fair and consistent eligibility criteria for adult social care services. Each local authority had to set its eligibility criteria, and Newham like many others focused on care which met *critical* and *substantial* needs, including those people likely to meet those criteria in a 6 month period if care was not provided. *Critical* and *substantial* needs are problems that require instant and often more expensive resources.

In March 2005, the Social Exclusion Unit's (SEU) interim report on Excluded Older People across the UK highlighted the need for joined up services and for more feedback from older people in asking them what services they want. The SEU report points out that lack of mobility can prevent participation in social and healthy living activities, leading to low morale, depression and loneliness. These kinds of activities are known as *preventive* services.

Preventive services engage older people in healthy living and a range of social activities, enabling them to maintain or improve their health and quality of life. Preventive activities aim to delay or avoid costlier intensive treatments and care which come under the critical and substantial bands of assessment. The recent Green Paper on Adult Social Care identifies a shift to *preventive services*. The NSF for Older People also highlighted the need for a greater emphasis on early intervention and low level services to avoid costlier interventions later on.

Having outlined the national concerns and agenda we can consider how this is being followed through on a local level.

Local Policy Context

Newham council's Social Services Performance plan for 2004/05 shows that services for older people had a gross budget increase of 4% from £32,565,000 in 2003/04 to £33,933,000 in 2004/05 whereas the gross budget for teams looking after children increased by 35% in the same time to £45,672,000. The increase in spending for children suggests an increased focus on the young; however it is hard to say whether this is at the expense of other groups.

Across the UK the population is living longer, and this, taken with the constant pressure on public sector budgets means that many services for older people now have some kind of eligibility criteria. Over the last 5 years these have become tighter – with those who do not have *critical* and *substantial* needs having no automatic access to support. A result of this is that the voluntary and community sector now support people at an increased level of frailty. Where voluntary sector services are directly contracted by the local authority, they may be required to operate eligibility criteria themselves, with services users needing to be referred and assessed.

There has been a move over the last few years away from *grant funding* to the voluntary and community sector and towards *contracts*. Previously, Newham council may have provided a grant for a small group to run a lunch club or day centre, now it will 'commission the provision of this service', and the small organisation will have to bid in competitive tender to run the service. Many smaller organisations do not have the infrastructure to manage a contract and find it hard to compete in this way.

This commissioning process has been fraught with problems over the last year. Social Services decided that they would put up for competitive tender the preventive services for older people. The provision was divided into two groups; day services for Black and Minority Ethnic groups and preventive services including information and advice, lunch clubs and befriending of isolated older people. Newham Voluntary Sector Consortium felt that the council failed to tell the voluntary sector of these changes until the last minute, and that there were delays in tender documents being sent out. This change in the tendering system and number of applications meant it took longer for Social Services to analyse whether applications met the newly laid out specifications in what it believes is a fairer system. Newham Voluntary Sector Consortium feels that the council has awarded less than is needed to keep services running properly.

"The recent fiasco regarding funding for services for the elderly indicates that there is a need for serious planning. The compact has been sluggish in its evolution, should be sharpened up and set in place".

Church Representative

Newham Social Services, like all Social Services Departments across the country, is required by law to meet the needs of the most vulnerable people and this will consume the majority of their resources. Although there is an understanding of the value of preventive work, this is always a lower priority than responding to immediate pressures – hence the pressure on resources outlined above. The benefit of preventive activities is hard to measure, particularly in terms of how preventive activities now may reduce demand for more intensive support at a later date – and this makes it harder to make the case for funding.

"With befriending and general social provisions, they describe prevention work, but it's difficult to prove its effectiveness."

Large community centre group

Despite this our research shows that older people consistently identify social activities and outings as a high priority. Given this situation, the work done by voluntary organisations offering preventive services in encouraging social interaction and healthy living highlights their importance.

Newham council is also working to integrate services and increasingly works in partnership with the Primary Care Trust and voluntary organisations. One example of this is the Healthy Living Network for Older People and Their Carers, which brings together statutory and voluntary organisations, as well as older people and their carers. The Healthy Living

Network aims to improve local services and make life healthier for people from all communities. They produce a useful directory of services called the Sixty-Plus Guide which details services and opportunities for older people in Newham.

In aspirations for the future, the Mayor of Newham, Sir Robin Wales, is also aiming to encourage intergenerational activities.

“I think there is a lot of interest in intergenerational projects, particularly in terms of older people bringing their wisdom to youngsters and sharing”

Small organisation offering practical help

Having looked at the background information with regards to how national policy is being implemented within Newham we can now look more closely at how voluntary and community sector providers are offering opportunities to older people to maintain and improve their health and wellbeing.



Members of Community Links pensioners' Lunchtime Group

Section Three: Voluntary and Community Sector Provision

In this section we will summarise what different organisations offer to older people in Newham, taking their own comments on what provision they are currently able to offer and how they might like to develop in the future.

The provision that we examine in this section is *preventive* (e.g. healthy living activities, information and advice) and tends to be offered by the voluntary and community sector, sometimes in partnership with statutory colleagues. This section does not examine *substantial and critical* care (e.g., residential care, home care) which is more often provided by statutory bodies or contracted to the private or voluntary sector.

There are over 1000 voluntary organisations in Newham. Some of those working with older people are award winning (such as SubCo) and provide innovative and empowering support. Others are small self-organising groups that provide activities such as tea and bingo.

The diverse range of organisation caters for a variety of needs and for different groups of older people. In this section we have divided them into five categories (many organisations operate across more than one category), which are:

- A. Social Activities
- B. Welfare
- C. Disability and ill health specific provision
- D. Black and Minority Ethnic (BME) specific provision
- E. Faith Groups

We have illustrated the breadth and approach of the groups by offering a selection of brief case studies. A brief description of what is provided by each of the groups we spoke to in the course of our research can be found in Appendix B

Social Activities

This category includes organisations that aim to support, educate, inform, entertain and unite older people.

“They’re looking for company...They feel like the forgotten, they give a lot to the community but get little back...People turning 60 are younger today...possibly they aren’t ready for something like a pensioners club...some are more active and want stimulation...some are maybe busy....some are keen to learn”

Small lunch club

There are a wide range of social activities on offer for older people in Newham. Through funding from various sources as well as charging users on a non-profit basis, the groups we spoke to were able to offer the following:

- Art
- Bingo
- “Building community”
- Dance and exercise
- Education
- Film
- IT training
- Lunch clubs
- Meeting places to socialise
- Outings and holidays

There are also walks with local historians and authors which target all age groups but are popular with older people.

Case Study: Community Links Pensioners Club

A lunchtime club held at Community Links in Canning Town. The club is open to all over 60 year olds to get together, exercise, play bingo and chat over a cup of tea. The exercises are gentle; similar to Tai Chi. There are also several calls of bingo along with a raffle for prizes and information session while tea is served. Most of the people that attend are female and 75+, with some taking Dial-a-Ride to and from the session which not only offers tea and bingo, but more importantly the chance to meet others, socialise and feel involved.

Many of the activities outlined above could be considered preventive work.

“Some of them are on their own so it gives them a bit of company...we say it is for the over 60’s but it is mostly older...people in their 60’s are looking for other things, they want to be more active”

Medium sized community group

The impact of these mainly social activities is particularly hard to evaluate, and therefore these are the least likely to be funded from statutory sources. A number of organisations

mentioned the desire to be able to take their older people's groups on outings but also that this is particularly hard to raise funds for fund.

"If it wasn't for volunteers like myself there wouldn't be anything... I have to raise my own funds to go on outings...All clubs are competing for the same funding"

Large tea and dance group

"We need more funding for the elderly peoples clubs, better facilities...What annoys me is that you can pick up the paper and they have something about sending a group of school kids to France and I can't even raise enough money for an outing to Brighton"

Medium sized over 50's club

In addition to voluntary and community sector provision, there are a range of preventive activities provided directly by the statutory sector. For example, one short term initiative was free swimming sessions for the over 60's across Newham.

One library holds a reading group for the over 50's and has created a designated time where the library is closed to all except the over 50's.

Case Study: Home Round Service

For those physically disabled, culturally isolated and unable to get to Newham's libraries a home round service is provided every 3 weeks where a profile is made on an individual and books are selected which are thought to be good for that person having taken their profile into consideration. The service reaches 400 isolated users and numerous residential homes in Newham.

Whilst voluntary and community providers offer a wide variety of social activities for older people, many of which are set up and organised by older people themselves, it can be a challenge to let people know about it.

"Those that are active are informed; those that are housebound are not"

Older people's services coordinator

It is felt that some are not well informed about current provision and a directory of up to date information would be useful.

"I think in this area people need to be educated about where to ask for services"

Large community centre group

This directory in fact already exists, in the form of the *Healthy Living Network's Sixty-Plus Guide*. However many of those we spoke to were not aware of the range of activities available to them. This is not unique to Newham, although the proportion of people in Newham who do not have English as a first language will exacerbate the problem. Any directory is quickly out of date and needs regular updating. It is not delivered directly to older people but is made available in the places where older people go - however, this will not reach those who don't already attend at least one group. A major drawback to directories is that they present a mass of impartial information – people often prefer a

personal recommendation, hence the need for outreach workers and the importance of word of mouth between older people. Research carried out in Newham identified that one in five older people are likely to be socially excluded (measured by frequency of contacts with family and neighbours). These people will be 'hard to reach' and are less likely to be aware of activities or services that may enhance their quality of life.

"I think the best way is to engage them, like we did, is going door to door and asking them...I think a bit more of local government involvement in active participation would give small organisations like us the muscle to deliver resources"

Medium sized training provider

Once older people are aware of the range of activities on offer to them, research participants identified that there are often problems with transport.

"I think there is an awful lot going on in Newham, but if there isn't transport then they won't go out"

Medium sized support group

"They want someone to chat to and exchange ideas, to get involved. I would like to see more transport laid on for days out"

Medium sized support group

"I know getting to and from the centre is a problem, better transport would help"

Small community centre

Some groups are able to offer support to people directly in their own homes, including social activities such as befriending along with practical support.

Case Study: Helping Hands and the Handy Van Scheme

Helping Hands is an example of practical support in the home that is still available. As an entirely voluntary organisation, it has a befriending focus and offers help with simple physical tasks such as moving furniture, shopping or escorting people to shops. The Handy Van Scheme offered support with basic practical tasks such as window cleaning, fitting locks and general jobs that were not too big or time consuming. The scheme successfully ran for 2 years, but was not able to continue because funding stopped.

Among the groups we spoke to there is a strong feeling that although much is being done, there need to be more diverse options offered. The older people who attend clubs and groups, or who are visited in their own home by organisations offering practical help identify that social activities including occasional outings create a sense of health and well being. Groups find it hard to raise funds for these kinds of activities, and also need extra funding to ensure that older people know about them, and, where necessary, to lay on transport to get people there.

Welfare

Activities that bring older people together for social reasons can provide an excellent opportunity to then provide a wider range of support. Some of the organisations providing the social activities outlined above are also able to offer:

- Advocacy
- Advice and support for carers
- Advice and information on benefits, finances, health, housing, and in general
- Healthy living awareness
- Problem solving
- Shopping trips and other simple physical tasks

“We identify where there are people that are socially excluded and help them out...we try to find out what they want...They seem a lot happier, can see a change in them...I need more volunteers to come and help”

Lunch club and health promotion

Interviewees identified the central role of information and advice in promoting well being and peace of mind for older people.

Case Study: Community Links Elderly Advice Project

Community Links offers advice on welfare benefits, housing and debt to older people in a variety of settings, including GP surgeries, hospitals, sheltered housing, and in their own homes. From 2002-04 the service brought into the borough an extra £1million in benefits for over 2000 older people. Community Links now aims to extend this service, targeting older people from BME communities and older people with disabilities. In addition to welfare rights advice, the service aims to overcome isolation by putting service users in touch with other clubs and organisations.

Disability and ill health specific provision

Older people living with disability or long-term illness are engaged in a range of activities, this section identifies activities that are offered specifically on the basis of their condition. A lot of the support provided to people with disabilities and long-term illnesses is delivered by statutory bodies; however there is a range of support to be found within the voluntary sector which we will consider here.

Case Study: Newham Talking Newspaper

Around 125 blind or partially sighted users, mostly over 60 year olds receive a tape cassette each week which has extracts from the Newham Recorder taped onto it. The tapes travel by freepost and are normally received on a Friday or Saturday after the volunteers have taped extracts on a Wednesday when the paper comes out. The organisations received a grant from the council which covers expenses.

Many of the organisations we spoke to deal with people of all ages, but older people often form a large proportion of their users. Organisations are able to offer a range of services to older people and their carers including:

- Advice and information
- Health promotion
- Home visits
- Hospital visits
- Social activities
- Support groups
- Talking Newspaper

It is not possible to estimate how many older people with disabilities are already involved with social activities; however many disabled elders are likely to be housebound.

“The blind are not well served, the (home) reading service was brilliant, would be good to see it come back”

Advice worker

The home reading service was an initiative where someone would visit those who are partially sighted or blind and read to them. It was initially set up by the council and appeared to be popular among those that used it, but ceased to run some time ago. Action and Rights of People with Disabilities in Newham is aiming to secure sustained funding for its return given that not all blind or partially sighted people will be able to use a tape machine or read Braille and therefore require someone to read for them rather than rely on taped versions of newspapers or other documents.

For older people with disabilities transport is a key issue. Some may be afraid of using public transport and find Dial-a-Ride services unreliable. In May 2005 Ken Livingstone, the mayor of London announced the launch of 33 new Dial-a-Ride vehicles which have been improved for disabled access. At least 9 out of 10 London buses are now wheelchair accessible and the whole fleet will be accessible by December 2005.

Black and Minority Ethnic specific provision (BME)

The diverse nature of Newham's older population is also represented in the various black and minority ethnic groups catering for them. In some cases these groups provide services specifically aimed at older people, in others services are aimed at all ages of a specific minority ethnic group, but have a substantial number of older service users.

Case Study: SubCo Elders Day Centre

SubCo was established in 1993 in response to the low level of Asian elders accessing services in Newham. It provides day care support for frail, mentally ill, isolated and housebound Asian elders. SubCo provides a range of services within its day centre, runs an Asian Meals on Wheels service, and trains domiciliary care workers through the Dekh Bhal Project which looks after vulnerable elders in their own homes. SubCo offers bilingual counselling and has set up a number of health awareness initiatives that tackle specific health problems prevalent in the Asian community such as Diabetes.

Through a combination of funding from local and national bodies and user contributions, BME organisations in Newham are able to offer a range of social and welfare activities such as:

- Art
- Advice and information on benefits, finances, health, housing
- Advocacy
- Asian meals on wheels
- Bereavement counselling
- Complementary therapies
- Day care
- Dance/exercise and health promotion
- Dominoes/cards
- ESOL classes
- Lunch and social clubs
- Outings/Holidays
- Sports/Swimming
- Translating

Language barriers are one clear area of work for BME groups, who offer advocacy, translation, advice and information to help to overcome the social exclusion that older people from minority ethnic backgrounds who do not speak English may face.

Case Study: Ekta Project

Ekta provides support for older Asian people who may be frail, people with disabilities, housebound, recently bereaved, mildly depressed and are not aware of their rights because of language barriers. It has 34 volunteers who lead groups in swimming, health walks, reminiscence, tea and dance. They may be able to collect some people where transport is a problem and offer outreach to Asians or non Asians as well. Working in conjunction with Newham's Healthy Living Network they promote a healthy outlook, breast cancer screening

Among the BME groups spoken to we found similar concerns to other groups, specifically about the difficulty of securing funding:

"We would like to see more facilities for elderly to socialise, network with peer groups, get actively involved in creative activities to help improve their health, reduce isolation and stress and offer skills and make them feel more useful"

Umbrella group

"I think we could do more, I think what we do is token, just the essential. Our elderly have a lot of problems"

Small refugee trust

"We still need more help. There are a lot of problems; social, physical, educational, psychological, language...I would like more resources to help the community sector build up...we have no funds, we want to do more but there is nothing"

Medium sized religious and cultural awareness group.

"I don't think enough is done...I would like to see a better integration into the society, getting them involved whatever their situation. We need to listen to them and know what their needs are"

Large sized Lunch club

Other comments from BME groups related specifically to the difficulty of accessing information and the additional challenges posed by language barriers.

"There is a culture of not asking (about services) I'm concerned about Asian elders, especially with regard to mental health. We are coming to a new era where the first wave of BME people is coming to old age"

Large community centre group

"They are isolated in terms of language barriers...we are already making some progress in Newham's libraries for the entire community who read books (in our own language). We need financial help"

Small minority language group

Some BME communities face particular health challenges. One organisation identified an issue with paan which is a preparation often mixed with tobacco and popular among the South Asian Community, especially women. They commented “*we could run a programme on smoking and paan, we could run a workshop and quit lines*”

These comments illustrate the general feeling among groups serving BME communities that although awareness is growing, not enough is done and that they would like to expand their services but are currently constrained by limited funding.

Faith

Faith groups are very much about personal choice and beliefs, so they are catering for a specific audience; however faith groups that run non-religious activities encourage all to take part.

Activities funded by churches or religious institutions as well as support from other sources may include:

- Health and exercise promotion partnerships
- Lunch clubs / tea and socialising
- Religious service attendance
- Social activities and trips

Faith groups also offer the opportunity to meet people of similar beliefs and create a network of friends and contacts.

Case Study: The Garden Community Café

A café that provides food and drink as well as “building community” in Canning Town through offering a safe environment, allowing young and old from the local community to mix and talk. The café has a spiritual focus, linked through the local Ascension church and also offers arts and crafts classes with occasional outings.

Faith communities have a serious contribution to make but are being hampered by the lack of seriousness given to the compact. There is clearly a need for more connection between the different agencies working with the elderly along with the recognition that not all older people simply require tea and bingo”

Church Circuit representative

“We carried out a survey recently and found that provisions for the elderly was the biggest need identified by the church”

Reverend

Faith groups often have informal networks in terms of those that may follow a certain faith and attend services where older people for example may have friends and a means of meeting new people. Among the faith groups we spoke to there was recognition of the need for communication and planning between different agencies coupled with a desire to use churches and places of worship as possible centres to bring people together and from which to work.

“I think that some coordination and cross fertilisation at events across the borough would be helpful...churches are often well placed to provide these centres providing they have the facilities”

Chair of a church council

Conclusion

Across all the categories of activities we found similar comments regarding a shortage of funding and the competition in applying for the same funding such as lottery and local authority grants. Many groups would like to access funding for social activities, including occasional outings. All the groups we spoke to identified issues with information suggesting that provisions be better advertised and recorded in a directory like the Newham Healthy Living, Sixty-Plus Guide. Transport is identified as major barrier to older people's participation in activities. Among BME groups there are concerns that elders face particular challenges in not accessing mainstream services due to language and cultural barriers but also a desire to celebrate different cultures for all people in Newham's diverse population to enjoy.

Having looked at the current services available and speaking to those who run these services we can now go on to look at those that use these provisions.



Section Four: Service Users

Through a combination of conversations and semi-structured interviewing in lunch clubs we were able to speak to older people that use existing provision. We also carried out street interviews with older people in Canning Town. Again to preserve anonymity, names will not be mentioned.

Through these conversations we found many who attend one lunch club would attend other events within the borough having been told about it by other older people or having seen them mentioned in the Newham Recorder. One participant did comment that “a special newsletter for pensioners” might help in keeping people informed.

Some that felt older people in Newham had a comfortable positive situation:

“I think years ago older people really used to struggle; now elderly people can’t really grumble”

Female, early 70’s

“I meet people on the bus...they say they are lonely but there is no need to be lonely because of these clubs”

Female, early 70’s

In street interviews with older people we found some that were some aware and some were not of events aimed at people of their age group. This was also true of those attending lunch clubs in that they knew of one or two lunch clubs but were surprised to hear of other events of different kinds within the borough. Among those do attend lunch clubs some of the following suggestions were made:

“Would be nice to have something like flower arranging...they don’t do enough that is mentally stimulating”

Female, mid 70’s

“Be nice to have days out”

Female, mid 70

Another point that was raised by service providers and also brought up among older people using services was the lack of men who attended them:

“We need more men to dance with...I think they are a little shy”

Female, early 70’s

“They (men) need something to keep them occupied like dominoes or cards”

Female, mid 60’s

As with service providers the issue of information and making people aware of current provisions in the borough came up:

“Some just don’t know where to go”

Female, early 60’s

“I think there is quite a lot going on, but it’s making people aware...word of mouth really”

Female, mid 70’s

“Send a list to each club, a list of what is going on, on other days”

Female, late 70’s

With regard to adverts and articles in publications like the Newham Mag, one lady commented that she lived in a block of flats “so *they can’t get in to post them*” but another suggested the use of posters in the Post Office to promote activities.

A national survey by Age Concern England (in January 2005) identifies that one in five people over 65 are alone for more than 12 hours a day. These people are more at risk of depression and ill-health caused by isolation and loneliness.

We might therefore predict that somewhat over 4000 people aged of 65 years living in Newham are alone for more than 12 hours a day.

“It’s strange when they get old, they don’t like to ask for help...all day sat at home, it must be terrible...just telling them about these things, telling them to come along, there are other people like you”

Female, early 70’s

The same survey identified that more than a quarter of people over 65 do not have a best friend, which is higher than any other age group. A third of people over 65 see their local supermarket as somewhere to socialise and get out of the house and one in five people eat their meals there rather than at home.

In commenting on the way in which some lunch clubs may have a mix of ethnicities, but others cater for specific group one lady said:

“I think ethnic minority people are perhaps quite wary but we would like them to come along because we could learn from them and them from us, because it’s a two way street.”

Female, mid 70’s

With regards to transport one commented that “*some can’t get out and walk*” and some are eligible for Dial-a-Ride services, where a car pick up or collection can be ordered 24 hours in advance within Newham. Others commented that Dial-a-Ride services were often early, late or did not arrive at all.

Section Five: Conclusions and Recommendations

In this report we have identified that older people living in Newham are likely to face a range of challenges. They are more likely than others in the same age group across the UK to experience poverty and ill health. They have a lower life expectancy than older people living elsewhere in London. Some will experience social exclusion and loneliness. Others will experience the upheaval of their neighbourhoods in massive physical regeneration projects. Older women, older people living alone and older people from Black and Minority Ethnic communities are more likely to be confronted with these difficulties.

National and local policy relating to older people identifies the importance of *joined up* services, providing *person centred* care. There is a focus on health promotion and a recognition of the impact of preventive activities on the health and well being of older people. At the same time, an ageing population and tight constraints on public sector budgets means that resources are focused on older people whose needs are critical and substantial. This means that voluntary and community organisations find themselves struggling to provide a range of preventive activities to a client group who are becoming frailer but are unable to access statutory support until their needs are extreme and urgent.

Alongside this, changes in the way that statutory agencies work with the voluntary and community sector have meant a move from grants to contracts. The impact of this shift will be that larger voluntary organisations become more professionalised, smaller community organisations look to work in partnership, and some smaller self organising groups are unable to continue.

Throughout the course of this research there was praise for the hard work done by the voluntary and community sector on behalf of older people. This was coupled with a recognition that people of different ages, abilities and cultures, as well as interests require a range of different activities and support and that tea and bingo are unlikely to appeal to all those aged over 60.

Older people and those who work with them consistently identified the following issues:

- Diversity and range of support/activities available to older people
- Funding for preventive activities
- Knowing about services – outreach and information
- Getting there - transport

In this section we will outline our recommendations for action under each issue. We have also identified, where appropriate, case studies from organisations operating outside of Newham who have taken an innovative approach to these issues.

Diversity and range of support/activities available

Some older people enjoy tea and bingo, but others may be looking for more in terms of active pursuits and mental stimulation. A considered and customised approach to older people using involvement, consultation, and outreach work, will lead to an understanding of what different groups, abilities and ages may want rather than thinking of all older people as a homogenous group. An additional benefit of this kind of outreach work is that it can be used to inform people if what is already available to them.

We have identified that there is a need for specific BME provision, and that there are a number of groups addressing the issues faced by BME elders. All the research participants also identified a desire to work across cultures, bringing different groups of elders together to share experiences and learn about each other.

Another way in which provisions could become more customised would be in the way in which the two genders are catered for. We have identified that there are fewer men than women among those aged 65 years and older, and that older men are less likely to attend social activities and clubs. Many of the service providers we spoke to commented that they would like to attract more men to attend and use their services, and this was also commented upon by service users.

A new focus could be on an intergenerational approach encouraging people of different ages to mix. Through intergenerational projects increased understanding can be created, tackling isolation, building respect and contributes to more cohesive societies while tackling deeper issues like ageism.

Case Study: Magic Me

Magic Me is an award-winning charity based in Tower Hamlets, providing community arts programmes while bringing together young and older people. The school age population of white people in Tower Hamlets is 28% with the majority being largely Bengali. In contrast the older population is predominantly white. The organisation links people from different generations and contrasting cultures to challenge negative stereotypes and consider complex issues of ageing, disability, interdependence and citizenship. Many of the projects Magic Me is involved in take place in nursing homes, day centres and increasingly in over 50's clubs. Each young person works with the same older person so that a relationship can develop. The activities are designed to stimulate both age groups, fostering conversation and an exchange of ideas.

Another issue to consider is the geographical spread of activities for older people across Newham. Research shows that older people are likely to make more use of local services such as public transport, post offices and chemists. Many of those participating in our research identified problems with travelling to activities, and older people identified that they would like to be able to attend events in their local area.

Given this, we have also considered the distribution of older people across the borough. Table E details the distribution of people aged over 60 across Newham’s wards.

Table E

Newham Ward	All people	% of people aged in each ward 60+
Beckton	13,112	7.9
Boleyn	12,289	14.2
Canning Town North	12,061	14.5
Canning Town South	11,278	15
Custom House	11,875	11.7
East Ham Central	12,162	13.2
East Ham North	11,381	10.5
East Ham South	12,465	15.2
Forest Gate North	12,634	12.2
Forest Gate South	13,929	11.5
Green Street East	13,312	10
Green Street West	12,860	11.1
Little Ilford	13,329	12.5
Manor Park	12,103	12.7
Plaistow North	13,236	12.4
Plaistow South	11,832	13.7
Royal Docks	6,186	9.8
Stratford and New Town	12,378	13
Wall End	12,932	11.3
West Ham	12,637	13.1
NEWHAM	243,861	12.2

We can see from this table that Canning Town, Boleyn and East Ham South have higher concentrations of older people. Research participants identified other areas where more provisions could be made available:

“Because of funding; some areas don’t have enough or nothing, like parts of East Ham and Manor Park”

Advice and outreach worker

“Newham does quite a lot, however the geographical location of Britannia Village means that it is difficult to access quite a lot of the services available in other parts of the borough. More could be done in the South Royal Docks area”

Community project worker

Given the specific areas mentioned there is the potential to target older people in these parts of Newham with new provision.

A focus on older people as individuals rather than as a homogenous group will illuminate the importance of reaching the excluded numbers of older people who may face multiple exclusions and other negative factors as a consequence.

Funding for preventive activities

Many organisations would like to be able to do more. Despite the national policy focus on prevention, it is hard for local authorities to make significant resources available for this kind of work. Alongside this, a national focus on addressing child poverty and on work to support children and young people means that there is a smaller range of independent funding options available to organisations working with older people.

The move from grants to commissioning has also had an impact on groups working with older people, meaning that organisations that deliver on local authority targets will be more successful, but that innovative or low level preventive activities will be harder to fund. We have given two examples in this report of simple and practical projects, the Handy Van Scheme and the Home Reading Service that make a difference to quality of life for older people but are no longer funded.

Many of the groups and individuals that we spoke to identified a desire to go on outings through lunch clubs and other organisations so as to be mentally stimulated, active and try “something different”. Outings are particularly hard to fund and raise money for because of the problems in proving their beneficial outcomes as a preventive strategy as opposed to critical and substantial needs. It is important we see community based initiatives responding to the desires of older people in such a way as to boost morale and promote healthy living because there are short term rewards for individuals and long term benefits for services in relieving the burden on higher level services in the future.

The majority of activities are free to services users, but some self-organising groups must make a small charge to cover costs. Although funders may see this a contribution to sustainability, research shows that more than 10% of older people in Newham will be finding it ‘hard to manage’ and 15% will have gone without food in the previous year in order to make ends meet. These elders will need to consider carefully whether they can afford the £1 charge at a lunch club, or a £3 contribution to a coach trip.

One response to the funding issue is for smaller groups to work in partnership on a shared project. One example is that Subco and the Hibiscus Centre worked together on a stroke awareness project. There may be potential to identify where organisations could be working

in partnership rather than competing to deliver the same services, and then explore ways of supporting them to do so.

“We don’t mind working in partnership...we have to get people together, that’s what they like”

Large BME community centre

We must however recognise the challenges faced by small organisations wishing to develop effective delivery partnerships. Effective partnerships take time to develop and commitment to maintain – neither grants nor contracts that fund the delivery of direct services are likely to cover the additional costs incurred by delivering in partnership.

“An integrated agenda is the way forward”

Local Authority Officer

Knowing about services – outreach and information

One in seven older people in Newham is likely to be severely lonely. People with few social contacts are unlikely to come to the notice of public services or local groups until they reach crisis point. These people are unlikely to be visited by a befriending volunteer, and will find it particularly difficult to take themselves off to a new club, full of strangers. For some few people this may indeed be a lifestyle choice. For others it is likely to be a choice only in that the other options appear insurmountably difficult.

Newham already has the Sixty-Plus Guide published by the Newham\Healthy Living Network, and a directory and database is one useful way to make information available. This will need to be updated regularly.

Research participants have suggested that leaflets and posters in Post Offices and a Pensioners Newsletter would be useful.

However, word of mouth between older people is also a strong way to spread ideas and opportunities, especially to those that may be housebound or reluctant to take part. Word of mouth is particularly important amongst those from BME communities who may not have English as a first language.

“They say one day isn’t enough and we could do with more helpers to help us...We need to make them understand what is going on, otherwise they are afraid and frightened and would rather stay at home, but they are happy when they are aware”

Medium sized advocacy project

A more formalised approach to word of mouth is outreach work, going out to older people, informing them of current provisions available and engaging them in identifying unmet needs.

Case Study: The Longsight Moss Side Community Project

The Longsight Moss Side Community Project in Manchester finds that outreach work is the best way of reaching both older people and their carers. Over the years the project has employed a number of part-time outreach workers from different faith linguistic/national backgrounds to locate service users from under-represented groups. This has worked well in reaching those that were not very forthcoming.

The importance of making information available in a range of ways cannot be underestimated. Support for information and for outreach initiatives will ensure that the effectiveness of current provision is maximised and that future provision responds to needs identified by older people themselves.

Getting there - Transport

Criticism of current transport links and provision is also an issue that came up often during this research. Transport is a major issue for older people in Newham. Many find it hard waiting at bus stops and using public transport and others find Dial-a-Ride services unreliable.

There have been enormous improvements over the last 5-10 years in transport, with the Jubilee Line extension and the Docklands Light Railway – both of which are fully accessible. The developments associated with the 2012 Olympics will improve transport further, but for some this may seem to be a long time away.

Many older people make greater use of buses than trains, and again, accessible buses are becoming the norm rather than the exception.

For those older people who are registered disabled, Dial-a-Ride aims to provide a bookable service, and the fleet of Dial-a-Ride buses is increasing.

However, despite all of these improvements, older people still cite transport as a major issue. Many older people find public transport frightening to use, as it is ever more crowded. Very few voluntary organisations are able to afford to purchase and run their own mini-buses.

The physical regeneration underway at present provides an opportunity to consider the needs of older people in the development of transport infrastructure.



Appendix A

Survey mapping the provisions for older people in Newham

Questions for those providing provisions for elders

1. What services and opportunities do you offer to older people who come here or are involved with the work you do as an organisation?
2. Who funds the services you offer?
3. Who normally uses the services you provide?
4. Are elders in Newham well informed about the provisions available?
5. Do you feel enough is done to cater for elders in Newham?
6. What else might you like to see done?

Questions for elders

1. Do you attend any groups held by community based organisations for older people in Newham? If so, which?
2. What do you do there?
3. How did you find out about it/them?
4. Who else attends/ how many others?
5. What other provisions are there for older people in Newham that you know of?
6. Do you feel your needs and interests are catered for?
7. Are elders in Newham well informed about the provisions available?
8. What else might you like to see done?

Appendix B

Organisations who contributed to this research

Social and Welfare

Age Concern

- Offers information, advice, befriending, social groups, outings and is a leading agency of the Healthy Living Network for elders and carers.

Ascension 50+ Club

- Social afternoon offering refreshments, dance and occasional outings

Bethany Neighbourhood Link

- A venue where local people may meet and participate in local activities.

Church and Bridge Community Project

- An initiative of the church which is primarily focused on older people in West Silvertown, meeting once a month

Community Links Pensioners Club

- Lunchtime club held in Canning Town for the over 60's, offering exercise, bingo, tea and information.

Docklands Canal Boat Trust

- Community boating, holidays and day trips for groups of people with special needs

Froud Centre (Aston-Mansfield)

- Group of programmes and community centres including one for BME groups, offering exercise at a lunch club.

The Garden Community Café

- Church affiliated community café offering food and drink, arts and crafts classes and the opportunity for older and younger people to mix and chat in a safe environment.

Handy Van (NDC) – No longer in operation

- Practical home help in installation and DIY jobs.

The Hartley Centre

- Community centre, offering different organisations a venue to hold groups.

Helping Hands

- Practical help within the home offered to older people by a group of volunteers.

Home Round Service (Plaistow Library)

- A service available to those unable to get to libraries because they are culturally isolated or physically disabled. Brings books to people every 3 weeks through an individually catering system of selection.

Millennium Visual Arts

- A business that promotes unrecognised local artists including the elderly

Newham Carers Network

- Advice and support for carers.

Newham Pensioners Forum

- Campaigning group for pension rights locally and nationally.

Newham Striders

- Volunteer lead walk groups in and round Newham

Over 50's Lunch Club (NDC)

- Lunch club funded by NDC offering lunch and quizzes at community centres across the borough.

Over 50's Reading Group at Beckton Library

- A designated time for older people to use the library while it is shut to others and a book club where older people meet one a month

Points of View

- Organisation helping those that may be excluded through offering services and activities, giving people the tools to enable them to help themselves.

The Renewal Programme

- Community development organisation working with refugees, asylum seekers, street homeless through offering training and advice.

The Royal British Legion

- A social and welfare group offering assistance in legal advice and social affairs for ex-service persons.

Salvation Army

- Pensioners lunch club.

St Johns Community Centre

- Information and advice centre for the residents of North Woolwich and Silvertown

Southern Road Friendship Club, SRFC

- Older peoples group offering care, entertainment and befriending.

Young at Heart

- Community club offer Bingo, activities, craft, tea and something to eat available to all over 50's regardless of background.

Disability and care

Diabetes UK Newham voluntary Group

- Support group that meets twice a month and is run by people with diabetes, for people with diabetes.

Docklands Drop-In

- Drop in sessions and outings to provide a social outlet for disabled people, enabling them to share information and take part in chair based exercises.

Forget me not support (Dementia)

- Community based service; helping suffers of dementia with their carers how they can get by with their existing skills and benefits they can claim.

Newham Alzheimer's Carers Support Group

- Support group that meets monthly and advises suffers of Alzheimer's and their and carers.

Newham Hear

- Monthly meeting of people with hearing problems where people of similar situations can share ideas.

Newham Talking Newspaper Association

- Tape recorded readings of Newham Recorder articles and council information sent to the visually impaired of Newham

Black and Minority Ethnic specific provision

Asia Link Network

- Supports older Asian people through advice, support, training, group work, outings, and activities in arts, sports and healthy living. As an umbrella group it also works with its affiliated groups offering similar services.

Drop of Your Heart

- A charitable organisation for anyone that speaks Portuguese in Newham

East London Refuge Trust (Congolese – Corecog)

- Community of Congolese Refugees in Great Britain. Offers ESOL classes, advice and counselling for the Congolese and wider African community

EKTA

- Action for Asian elders and carers offering care group services, swimming, exercise, health awareness, tea, dance, support for the recently bereaved and offering support for those who may not know their benefits rights because of language barriers.

Gujarati Welfare Association

- Day centre offering cultural and social activities for Gujarati speakers, mostly over 55.

Hibiscus Housing Project and Luncheon Club

- A sheltered housing project offering a secure and safe environment for the elderly, primarily African - Caribbean

London Oriental Academy

- Offers family learning programmes, computer skills and internet courses.

London Tamil Sangam

- Organisation helping to improve the lives of disadvantaged ethnic minority people in London. They run a lunch club and offer advice on benefits and health.

Network of Bangladesh Organisation

- An umbrella organisation supporting Bangladeshi organisations and businesses. Offer welfare and disability advice, advocacy and mediation.

Newham African Caribbean Resource Centre

- Resource centre for the African Caribbean community offering a lunch club for older people with dominoes in the evenings.

Newham Welfare Trust

- Welfare service for the Bangladeshi community in Canning Town and Custom House, offering advice and gardening activities for older people.

Somali Health Advocacy Project

- Befriending and Bi-lingual support for Somali speakers through translating, advocacy and health promotion.

Subco

- Day-care, advice, art and complementary therapies for older Asian people. They are also involved with reminiscence groups, day trips, holidays and a home meal delivery service.

Tamil Welfare Association (Newham)

- A service provider for the Tamil speaking community helping people suffering from poverty, homelessness and stress through advocacy, practical support and representation.

Trinity Community Group (Newham Elderly Punjabi Involvement Group)

- Elderly social care and welfare.

Faith

Emmanuel Church

- Church of England place of worship that also serves the local community organising trips and social activities.

Highway Church

- New Testament church that runs a friends and neighbours group for older people.

Kshatrya Sabha

- Religious education, research and advice, as well as outings and religious functions.

Newham Methodist Church

- An umbrella group for seven congregations where groups may meet, have coffee, hold sales and socialise

St Paul's Church

- Church of England parish church that also offers community activities in partnership with other groups

Appendix 3

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