

# AGE concern

## Birmingham

Our vision is to excel in all of our endeavours to meet the needs of older people and others in need. As those needs change during the current coronavirus pandemic, we are adapting our services to offer the best possible help, support and advice to individuals at this time. To keep people informed and updated during this worrying time, we will be publishing a regular newsletter to let you know about the support and services that are available.

### Support available from Age Concern Birmingham during the Coronavirus Outbreak

We are offering:

- A non-emergency telephone support line available Monday to Saturday, 9.30am to 4pm to provide advice and help to members of the community in need
- Well-being calls to vulnerable citizens who need extra support and reassurance
- Free bags of essential food and non-food items delivered to those in need.
- A meal delivery service from the Communitéa cafe in Sutton Coldfield, Erdington and Kingstanding.
- A shopping service for those unable to shop for food and other essential items

**The above services can be accessed by calling 0121 362 3650 or emailing [info@ageconcernbirmingham.org.uk](mailto:info@ageconcernbirmingham.org.uk)**

# A message from our CEO

COVID-19 has changed our everyday life and has affected each one of us in many ways. We're all focused on how to best protect and support our families, friends, clients, work colleagues, employees and the communities we live in. Age Concern Birmingham has responded as best we possibly can to this fast-changing world we live in right now, by re-evaluating how we meet the needs of older and vulnerable people.

Management, leadership and front line service delivery at this time is uncertain, fast paced and ever changing, relying on us all putting ourselves in someone else's shoes, having empathy and being honest about the decisions we make based on the information we have at that time.

As a charity supporting older people and others in need, it is now more than ever that our services are needed and our resilience is being tested. We are proud to have adapted our services to offer a telephone support service, delivering emergency food supplies to those in need, offering a fresh meal service to the door and making calls to hundreds of isolated and lonely people to give reassurance and hope.

We will continue to adapt and offer our services to meet needs through COVID-19 via our team of committed staff and volunteers going the extra mile each day. If you have received support from us please telephone us at 0121 362 3650 or email [info@ageconcernbirmingham.org.uk](mailto:info@ageconcernbirmingham.org.uk) to share your stories of how our support has helped and we will share this through our social media and weekly newsletter.

You can also support the work of Age Concern Birmingham allowing us continue to provide much needed support to isolated and vulnerable people by making a donation. Each bag of essential items we delivery to those in need costs around £12, please do give whatever you can to help us make a difference to as many people as possible during this difficult time.

You can make a donation to Age Concern Birmingham via PayPal using the following link: <http://www.ageconcernbirmingham.org.uk/donate/>

Becky Bews  
CEO  
Age Concern Birmingham



# The #TwoPointSixChallenge - Join Team ACB!

Team ACB are taking part in the [#TwoPointSixChallenge](#)!

On Sunday 26th April, we'll be carrying out activities based around the numbers 2.6 or 26 to raise funds for our work to support people during the coronavirus pandemic & beyond.

If you want to join Team ACB, here's what you need to do:

1. **Pick** an activity based on the numbers 2.6 or 26
2. **Send** pictures and videos of you taking part to our Facebook (@ageconcernbirminghamuk) or Twitter (@ACBirmingham1) account
3. **Donate** to us at [gf.me/u/xyfnyk](https://gf.me/u/xyfnyk)
4. **Share** with friends & family



# Sutton Coldfield Together

Royal Sutton Coldfield Town Council and Age Concern Birmingham are working together with the Sutton Coldfield Charitable Trust, and voluntary, community and faith organisations across Sutton Coldfield to ensure that local residents in need are able to access the support and information they need during these unprecedented times. A new Sutton Coldfield Together website has been created where help can be requested, and this also has the details of local organisations and groups offering support and services to those in need. You can access this at:

[tiny.cc/suttontgether](https://tiny.cc/suttontgether)

We know that we have a caring community here in Sutton Coldfield and that many people will want to help out, and so the website also has a facility for those wishing to get involved to register as a volunteer, as well as advice on how to be a good neighbour in a way that keeps everyone safe.

In addition, the Sutton Coldfield Neighbourhood Network Scheme will be offering support to voluntary and community groups and faith organisations who may need advice and guidance together with access to additional resources to enable them to deliver support and services to residents at this time and you can contact them on [NNS@ageconcernbirmingham.org.uk](mailto:NNS@ageconcernbirmingham.org.uk).

It is important that we all now focus our efforts in line with Government advice and this coordinated local response to give Sutton Coldfield the best chance of fighting COVID-19 together, to safeguard vulnerable people, avoid duplication and share only accurate and up to date information.

**STAY AT  
HOME** 

**PROTECT  
THE NHS**

 **save  
lives**

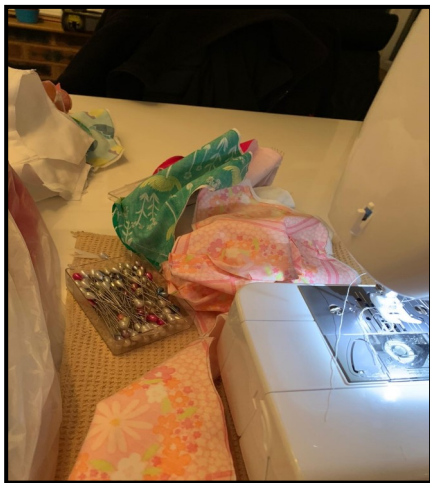
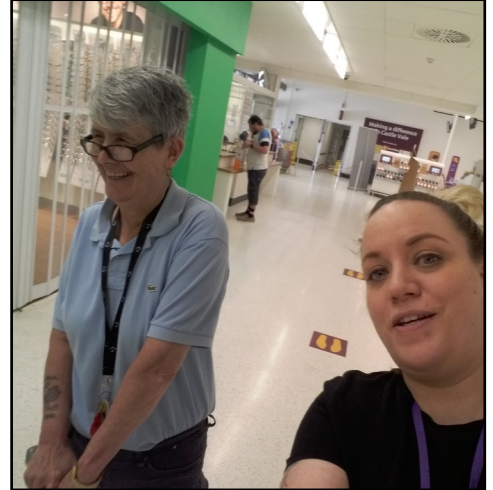


**Another fantastic week of care provided by our care and support, wellbeing and domestic workers.**



Jo Cooper is one of our seniors who has been with Jubilee Citizens UK since January this year and what a time to join us!

The photo on the right is Jo supporting Karen with her shopping. (Social distancing was being observed - it is the angle of the camera)



Following on from last week Gail has been busy again making more masks for us

Thank you Gail they are very much appreciated

Whilst these are not a barrier to breathing germs they do prevent touching of nose and mouth.



A 🌈 of face masks for Age Concern Birmingham [#clapforcarers](#) 🌈



# communit<sup>ea</sup> cafe

In response to the self isolation measures introduced by the Government, our aim is to ensure that older people and others who are vulnerable have a healthy meal that can be delivered to their home.

Current choices are:

Braised steak with roast potato and vegetables £4)

Roast vegetable pasta bake (£4)

Three bean chocolate chilli with rice (£4)

Homemade rice pudding with summer fruit curd (£2)

Apple pie with custard (£2)

Gluten free sweet potato korma with gluten free rice (£4)

Gluten free lasagne with vegetables (£4)

Sausage & mash with onion gravy and peas (£4)

Coconut & jam sponge with custard (£2)

Free delivery to Sutton Coldfield, Four Oaks, Erdington & Kingstanding.

Meals can be delivered outside of these areas depending on amounts ordered but this will be subject to a delivery charge.

Please do give us a call to have a chat about your requirements as we want to help!

Call the café direct on 0121 630 2462

or email

[communit<sup>ea</sup>@ageconcernbirmingham.org.uk](mailto:communit<sup>ea</sup>@ageconcernbirmingham.org.uk)





# Daycare and Wellbeing Services

Pictured on the right is Bob, a regular lunch club resident at The Laurels, who contacted the support line on Saturday to say he didn't order any meals for the weekend and also informed us that it was his 99th Birthday.

The support line staff contacted Jubilee Citizens and also Trish from the wellbeing centre at The Laurels and both Trish (on her non -working day) and Tracey from Jubilee took Bob meals and birthday cards to help celebrate his birthday.



Diane is really missing the group at the centre but the regular support from the Laurels Day Centre team Trish and Jo ensures that Diane is able to stay safe in her own home with her husband Bob.

# Daycare and Wellbeing Services

More food bags are being delivered to clients who are self-isolating across Birmingham. Staff chat to clients at a safe distance, asking how they are doing, and it is great to hear a positive response. Ann said she could not thank us enough for getting her medication and food parcels at such short notice and that we are angels.

Everyone is supporting the NHS and front line workers with the clapping on Thursdays at 8pm but for now it's a thumbs up from Ann and David.



Through the support-line enquiries, staff and volunteers have delivered to date 135 emergency food bags across Birmingham and provided 36 shopping trips in Sutton Coldfield during April.

Pictured below right is one of our volunteers, Kerry, with Cafe Manager John who is also providing ready cooked meals for the community and the residents of The Laurels and Wellington Court.

**The essential bags delivered to residents of Sutton Coldfield have been funded by Royal Sutton Coldfield Town Council's Community Grant Programme**





# Birmingham Carers Hub

delivered in partnership with Forward Carers



**Our advisers are at the end of the phone to take your calls about caring issues and concerns**

**Lines are open from 9.30am to 4.30pm Monday to Friday. We can also arrange to talk to carers at the other times.**

**If you live in Birmingham and you would like to register as a carer, please get in touch.**

**Tel 0333 006 9711**

**Or email us at [info@birminghamcarershub.org.uk](mailto:info@birminghamcarershub.org.uk)**



# Heritage Project

ARE YOU SITTING AT HOME WITH NOTHING TO DO?  
THEN NOW IS THE TIME TO WRITE DOWN YOUR MEMORIES!

*A Project Supported By*



At Age Concern we are inviting older people to join in with our Heritage Fund project by sending us your memories of childhood, work, family life, past events and community life in Birmingham.

It's a great way to keep occupied during the isolation period so please do write down your memories and share them with our project.

**Please email your memories to Pete Millington at**  
**[peter.millington@birminghamcarershub.org.uk](mailto:peter.millington@birminghamcarershub.org.uk)**



# Hawkesley Community Centre

## Kings Norton South



Another busy week here at Hawkesley with food bags being delivered and wellbeing calls being made to those who need them.

We want to say another big thank you to Tony Geraghty's Butchers for their on-going generosity in supporting the local community. Last week, Gemma distributed BBQ meat packs which they had donated to vulnerable residents, and this weekend, they will be preparing hot roast dinners for Gemma to deliver in time for people to have a Sunday lunch!



If you or someone you know requires support of any kind please don't hesitate to contact us on the details below:

Contact Gemma on: 07535 738 116

[g.oneill@ageconcernbirmingham.org.uk](mailto:g.oneill@ageconcernbirmingham.org.uk)

# Ageing Better in Birmingham City Wide Hub & Carers Hub

Do you want to help and reduce social isolation for Brummies aged 50+ during the coronavirus pandemic?

Not sure how to get your idea up and running?

Get in touch with Ageing Better in Birmingham!

**£2,000**  
**THE AGEING**  
**BETTER FUND**  
**REMAINS OPEN**



WE'RE GETTING THROUGH THIS  
**TOGETHER**

**#StaySafe**



**TO APPLY, GO TO**  
**[HTTPS://TINYURL.COM/AGEINGBETTERFUND](https://tinyurl.com/ageingbetterfund)**



# Fraud Awareness

With the challenge that the coronavirus pandemic is presenting to everybody, but in particular for older people, it is clear that protection against scams and fraud is now more important than ever. We have already seen evidence that 'scammers' have started to exploit the situation and so Age Concern Birmingham have developed a simple toolkit to share advice and guidance around fraud awareness.

As part of this, we want to share some key messages around this, as follows:



## Spot It

Be alert to the warning signs:

- pushy and persuasive salesmen
- offers that have restricted time offers
- are you being asked for personal information?
- being asked for large amounts of money up front
- are they based overseas? does their telephone number work?

## Remember

- Always take your time, don't be rushed into making a commitment & becoming a victim of fraud and get a second opinion from friends, family or neighbours.
- Fraud can take many forms, some of them sophisticated. **Do not** feel foolish if you fall victim to it. It can happen to anyone but it's important you report the incident to help stop it happening again or to someone else.
- Never give your details (name, address, bank details or PIN) to anyone.
- You don't have to pay money to get money – if you're asked to, it's probably a scam!

# DV Information During Corona Virus Outbreak

## DV Information During Corona Virus Outbreak

There is still support available for anyone experiencing domestic abuse during this outbreak and the following points of information and guidance may help if you, your staff or someone you know is experiencing DV.

**BSWA is Birmingham and Solihull Women's Aid.**

**PLEASE BE AWARE OF SAFETY WHEN YOU GIVE OUT NUMBERS ETC, CAN THE PERSON HAVE THESE SOMEWHERE SAFE WHERE THE ABUSER WON'T COME ACROSS THEM?**

**BSWA Helpline** is operating. Monday to Friday (office hours)

Women experiencing DV can ring for help and advice.

**Number is 0808 800 0028**

**National Domestic Violence Helpline** is operating 7 days per week, 24 hours per day.

**Number is 0808 2000 247**

**Police.** If in danger you should always ring the police. Ring **999**.

### Calling from a mobile

If you are unable to talk you can make a silent call. You must listen for instruction as the police will not automatically come just because you ring 999. You may be asked to cough or tap keys on phone so that they know it is a genuine call, if you can't make any noise you may be transferred to the silent solution system and you will then be asked to press 55. You must continue to listen to instructions.

### Calling from a landline

The system is different. If no-one speaks and the operator cannot decide whether an emergency service is needed you will be connected to a police call handler. If you replace the handset the landline may remain connected for 45 secs, if you pick it up again during this 45 secs and the operator is concerned, the call will be connected to the police.



# DV Information During Corona Virus Outbreak

## **BSWA Housing Options Hub**

If women are not safe to go home and need emergency accommodation for that night, they can contact the hub or helpline who will pass them to the hub.

Hub Number is **0808 1699 604**

Birmingham City Council have an out of hours' number if anyone needs emergency accommodation out of office hours.

Number is **0121 303 2296**

**Household Isolation** does not apply if you need to leave home to escape DV. Those experiencing DV are permitted to leave home to escape or ask for help.

## **Men's Helplines**

Men experiencing DV can call the following Helplines:

Respect – number is 0808 801 0327

Mankind – number is 01823 334244

## **Regular Contact from Work**

Regular contact from work whilst isolating/shielding may be a way for you as an employer to ensure your employee is safe and to prevent employee from being completely isolated from any help. However, if there is or you suspect there is domestic abuse, you must be very careful not to put the person at more risk. You need to be aware that someone could be listening and you need to establish the person can talk safely. Be careful as to what questions you ask. Although we normally advise open questions in this case we would advise closed questions e.g. is someone with you? are you safe to talk? do you need any help? Do not ask directly about the abuse if you do not think it is safe to do so (is partner/abuser present?).



# Fraud Awareness

## Practical tips and advice:

- Be suspicious of pushy/persuasive salesmen and requests for money up-front
- If you cannot contact them without them contacting you, do not proceed
- If you receive an unsolicited call and/or they claim to be from your bank or the police and request your PIN or personal information shut down the communications & contact Action Fraud (see contact details below)
- Never share your PIN with anyone – the only times you should use your PIN is at a cash machine or at shop's chip and PIN machine.
- Opt out of unsolicited calls by registering with the **Telephone Preference Service on 0345 070 0707**
- Never send money to anyone you don't know or pay fees, however small, to claim prizes or lottery winnings.
- Remove your name from direct mailing lists by calling **MPS on 0207 291 3310**
- Never let an unknown person in to your house, always ask for ID.
- The virtual world is like the real world, you still need to take your time, think twice and make necessary checks

**IT PAYS TO  
STOP  
AND THINK**

**Fraudsters can target anyone... but you can protect yourself and people you care for.**

**CALL 0300 123 2040**

All calls are charged at your normal network rate.  
Phone lines are open Mon to Fri – 8am – 8pm

Or you can report fraud or internet crime to Action Fraud any time of the day or night using the online fraud reporting tool at

**WWW.ACTIONFRAUD.POLICE.UK**



**TO STOP FRAUD™**

Fraud is a crime that can happen to anyone. It varies from complex scams like offers of investment to letters or emails claiming you've won a prize draw.

There are simple steps you can take to protect yourself or someone you care about, from fraud.

Learn the warning signs, know when to say no. But if it happens to you or someone you know, report it to Action Fraud.

**REMEMBER IF YOU SPOT IT HELP STOP IT**


**For further information:**

**Friends Against Scams** is a National Trading Standards initiative to provide people with scams awareness advice and asks them to pledge to tell and support others in their community. Visit [www.friendsagainstscams.org.uk](http://www.friendsagainstscams.org.uk) and complete a scams awareness session online.

**Think Jessica** is a charity set up to help protect elderly & vulnerable people from scams which come through the post and criminals who contact them by telephone. For startling facts, stories, and information visit [www.thinkjessica.com](http://www.thinkjessica.com)

**For additional advice contact:**

- **Citizens Advice Consumer Service** on 03454 04 05 06 or look online at [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- **Your bank or building society** to report lost or stolen cards, or if you suspect that someone has attempted to compromise your financial details
- **Your local Neighbourhood Watch** representative for support and advice on staying safe in your local area
- **The Pensions Advisory Service** on 0800 011 3797, for impartial advice about your pension, and information on how to spot a pension scam
- **West Midlands Police** - call your local police on 101



**THINK JESSICA**



# Good News Stories

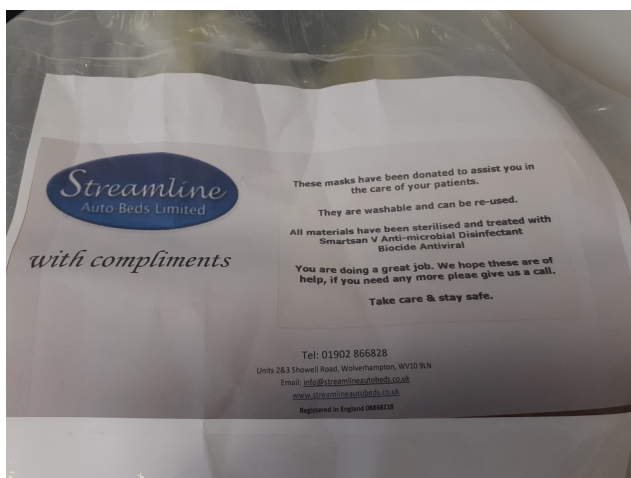
On the support line we took a call from a gentleman who is in financial difficulty. During our conversations with him we became aware that his oven had recently broken and he was unable to replace it.

In addition to delivering him a food parcel, we were able to access a grant to purchase a small counter top oven with hob so that he is able to have hot meals. He was delighted to receive this item, saying that it will make a huge difference to him and that he was looking forward to a healthy hot meal.



We received some lovely feedback from one of our customers about our meal delivery service here at Age Concern Birmingham:

*"Your meals are delicious. My Mum has been ordering them and is delighted with them. Thank you for offering this fabulous service."*



We want to say a very big thank you to Streamline Auto-Beds in Wolverhampton for their donation of 70 masks for members of our front-line team to use when caring for clients and for their kind words of support.

# Donate

Please help Age Concern Birmingham to provide much needed support to isolated and vulnerable people by making a donation.

Each bag of essential items we are providing costs around £12, but please do give whatever you can to help us make a difference to as many people as possible during this difficult time.

You can make a donation to Age Concern Birmingham via the following link

<http://www.ageconcernbirmingham.org.uk/donate/>



# Further information and resources



For the most up-to-date **advice and guidance on the coronavirus pandemic** visit: <https://www.gov.uk/coronavirus>

For the latest **health information** on <https://www.nhs.uk/conditions/coronavirus-covid-19/>

To report **fraud and cyber crime** visit <https://www.actionfraud.police.uk/> or call 0300 123 2040

If you are struggling with your **mental health** you can speak to someone from **Birmingham Mind**. Their Helpline is open 7 days a week from 9 am - 11 pm. **Tel: 0121 262 3555**. Or email [help@birminghammind.org](mailto:help@birminghammind.org).

For **bereavement support services**, contact St Giles Hospice on **01543 434536**, Monday to Friday 9am – 4.30pm and Saturday to Sunday, 10am – 1pm.

Outside of these hours, you can call the 24/7 advice and support line on **0300 330 9410**.