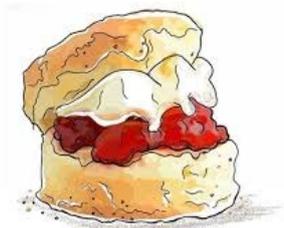


AGE concern

Birmingham



Stay At Home Scones



To celebrate the 75th anniversary of VE day we will be delivering delicious home cooked scones with clotted cream and jam to many vulnerable and isolated older people we have supported through our Covid-19 support line here at

Age Concern Birmingham



VE DAY
75TH ANNIVERSARY
A SHARED MOMENT OF CELEBRATION

SCCT

Sutton Coldfield Charitable Trust

With thanks to the
Sutton Coldfield
Charitable Trust
for providing the
funding to make this
possible

To support us to continue to support others, please donate what you can at: www.ageconcernbirmingham.org.uk/donate

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 Communittea 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

The #TwoPointSixChallenge - Team ACB

Thanks to everyone who joined in and supported our [#TwoPointSixChallenge](#) at the weekend. Team ACB took part in all sorts of challenges from trampoline bounces to disco dances, and so far we've raised a fantastic £791! There's still time to donate and the money raised will go towards the work we are doing to support vulnerable people during the coronavirus pandemic and beyond.

Visit gf.me/u/xykw5g to donate.



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/suttontogether

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.

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.

This lovely thoughtful note was left at the entrance to one of the schemes where our care and support workers work.

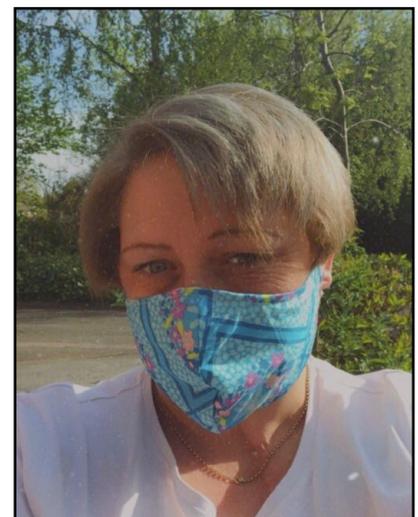


Thank you to Cllr Alex Yip, Birmingham City Council (Wylde Green) who had received a donation of FFP2 facemasks and enquired if we would like them.

These were very gratefully received



Our care and support workers have many skills



Tracey our senior wearing one of the masks made for us.

communit^ea 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 & mini roast potatoes (£4)	Chicken & Mushroom pie (£4)
Sausage & mash (£4)	Brie & caramelised onion quiche (£4)
Three bean chilli (£4)	Lasagne with vegetables (gf) (£4)
Sweet potato korma & rice (v) (gf) (£4)	Victoria sponge (£2)
Bread & Butter pudding with custard (£2)	Apple pie & 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^ea@ageconcernbirmingham.org.uk



Daycare and Wellbeing Services

Local Heroes

Jo and Julie were filmed as part of a Birmingham TV piece at our head office in Boldmere from where staff and volunteers are delivering a food shopping and prescriptions collection service and freshly cooked meals are collected and distributed to the community and day service clients.



A member of our team's grandchildren very kindly made 26 lovely cards and letters for our clients to let them know we are thinking of them, there is a rainbow at the end of the tunnel and we hope they are staying safe.

These will be given out over the coming week.

In support and respect of all the front line workers who have died throughout the Covid-19 pandemic, we observed a minute's silence at 11am on Tuesday.

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



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**



Hawkesley Community Centre

Kings Norton South



It has been another busy week for us, we have added home cooked Sunday lunches and puddings to our offer of support this week.

Meals are being kindly gifted by Tony Geraghty's butchers and distributed by us those in need.



On VE Day, Age Concern Birmingham will be delivering homemade wrapped scones with jam and cream to many vulnerable and isolated older people we have supported through our helpline. We are also looking forward to joining in the VE day celebrations being led by the Northfield Neighbourhood Network Scheme.

NNNS Northfield

Find us on facebook:
@NORTHFIELD NEIGHBOURHOOD NETWORK SCHEME

YOU ARE CORDIALLY INVITED TO

V.E Day Picnic on your Porch

On Friday 8th May at 2pm we are celebrating the 75th Anniversary of V.E Day and even though we can't get together to celebrate we can still mark the occasion by decorating our houses, having a picnic on our porch, sharing music and entertainment!

FOR AN ACTIVITY PACK EMAIL:
LOIS@NORTHFIELDCOMMUNITY.ORG

NORTHFIELD
Community Partnership



Other things we are doing to support our local community include:

- A helpline (07535 738 116) open Monday to Thursday, from 10am to 4pm (help may be available outside of these times, please leave a message if urgent)
- Essential food bag deliveries
- Prescription pick ups
- Signposting support
- Befriending and wellbeing calls
- Fresh meat hamper deliveries

If you or someone you know requires support of any kind please don't hesitate to contact Gemma on 07535 738 116 or via email at 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!

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



TAKE FIVE TO STOP FRAUD™

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

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.

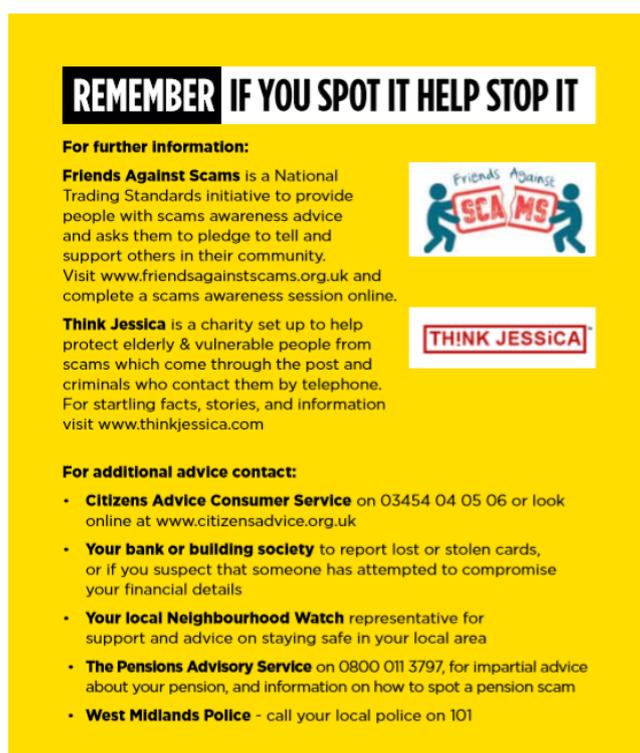
Learn the warning signs, know when to say no. But if it happens to you or someone you know, report it to Action Fraud.

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



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 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



For additional advice contact:

- **Citizens Advice Consumer Service** on 03454 04 05 06 or look online at 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

Good News Stories



We received some lovely feedback from one of our customers about the meal delivery service from our Hawkesley Community Centre

Sheila, a friend of our café manager John, has made a handmade rainbow for us, which is now proudly on display in the Communittea café. Sheila has also made car rainbows for some of our keyworkers to remind us why we do what we do!



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.

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**.

If you, your staff or someone you know is experiencing **Domestic Abuse**, the **Birmingham and Solihull Women's Aid** helpline is 0808 800 0028 (open Mon to Fri during office hours) and the National Domestic Violence Helpline is operating 7 days per week, 24 hours per day on 0808 2000 247. If in danger you should always ring the police. Ring 999.

Men experiencing DV can call the following Helplines: **Respect** on 0808 801 0327 or **Mankind** on 01823 334244

(PLEASE BE AWARE OF SAFETY WHEN YOU GIVE OUT NUMBERS)



Join us online!

Website: www.ageconcernbirmingham.org.uk

Facebook: [@ageconcernbirminghamuk](https://www.facebook.com/ageconcernbirminghamuk)

Twitter: [@ACBirmingham1](https://twitter.com/ACBirmingham1)

Instagram: [ageconcernbirmingham](https://www.instagram.com/ageconcernbirmingham)

To subscribe to our Age Concern Birmingham mailing list and receive a copy of this newsletter electronically please email [**info@ageconcernbirmingham.org.uk**](mailto:info@ageconcernbirmingham.org.uk)

