

# AGE concern

Birmingham

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

**Support line open  
Mon to Sat  
9.30am to 4pm  
to provide advice  
and help**

**Well-being calls to  
those who need  
extra support and  
reassurance**

**A home cooked  
meal delivery  
service from the  
Communittea cafe**

**Free food bags or  
shopping service  
for those unable to  
shop for food and  
essential items**

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

# 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](https://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 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.





We are delighted to announce that one of our Trustees, Margaret Birkett, has launched a fundraiser to help us to continue to provide support to our most vulnerable older adults at this time of crisis and beyond. 'Margaret's Mission' will enable people to contribute to the work we are doing to support people and will help us achieve two fundamental aims:

- No older person should go a week without a friendly chat or a visit
- No older person should go without food

**Please help us to make a difference and donate at <https://givi.ng/mqw9>**



Remember everything we can raise can make a difference, every little bit counts, so please donate what you can when you can. You can even set up your own fundraising activities for Margaret's Mission, just get in touch with us to see how we can support you to support us.



# Jubilee Citizens Uk



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



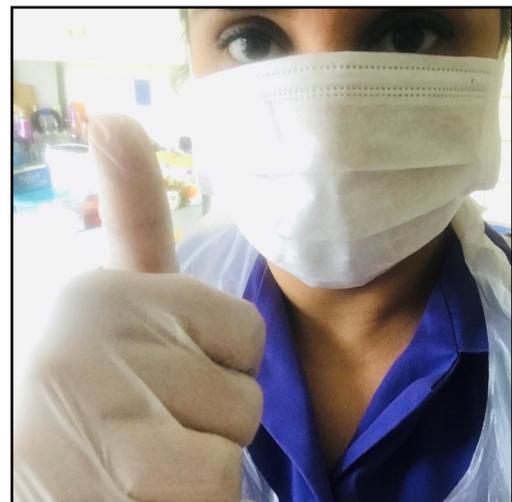
### **Meet 2 more of the JCUK team**

Above is Bushra Shakeel, our Information and Support Co-ordinator for the work we do in partnership with Sandwell and West Birmingham Palliative Care Hub.

Below is Nigel Webster, one of the Domestic Workers in the same team, who is also assisting our vulnerable clients with shopping calls and pharmacy collections.



A fantastic gesture as a thank you from Bashundora restaurant of 12 delicious takeaway meals for our Care and Support Workers.



### **Another of our team!**

Shaz is one of our Community Wellbeing Workers, who in her own words is 'still smiling under the mask'

# AGE concern

Birmingham

## Stay At Home Scones

To celebrate the 75th anniversary of VE day we delivered home cooked scones with clotted cream and jam to many vulnerable and isolated older people we have supported through our Covid-19 helpline here at Age Concern Birmingham. We want to thank West Midlands Fire Service for all their help with deliveries and also the Sutton Coldfield Charitable Trust for the funding to make this possible.



# communit<sup>e</sup> cafe

**\*\*NEW\*\***

**TAKE AWAY MENU 9.30 till 1.30**

**AVAILABLE FROM MONDAY 11TH MAY**

**BACON AND EGG MUFFIN £3.00**

**SAUSAGE AND EGG MUFFIN £3.00**

**\*\*\*MEAL DEAL\*\*\***

**HASH BROWN**

**HOT OR COLD DRINK**

**£4.50**

**BACON OR SAUSAGE SANDWICH £2.60**

**ADD EGG, MUSHROOMS BEANS OR TOMATO 60P**

**TOASTED TEACAKE £1.75**

**FULL BARISTA SERVICE AVAILABLE**



**Call the café direct on 0121 630 2462**

**or email**

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

**You can find the Communit<sup>e</sup> café at**

**Age Concern Birmingham**

**76—78 Boldmere Rd**

**Sutton Coldfield B73 5TJ**

# communit<sup>e</sup>a 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:

Chinese chicken curry & rice (£4)	Lamb & mint pie (£4)
Sausage & mash (£4)	Faggots & mash (£4)
Three bean chilli (£4)	Vegetable pasta bake (£4)
Sweet potato korma & rice (v) (gf) (£4)	Spotted dick with custard (£2)
Bread & Butter pudding with custard (£2)	Rhubarb crumble 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

[communita@ageconcernbirmingham.org.uk](mailto:communita@ageconcernbirmingham.org.uk)



# 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



It was fantastic to be part of the VE Day celebrations in the area, and we want to thank West Midlands Fire Service for helping us to deliver scones to some of the vulnerable older residents we have supported



We had a kind donation of food from our B30 foodbank to support our food parcel deliveries in Kings Norton.

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](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!

# 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.

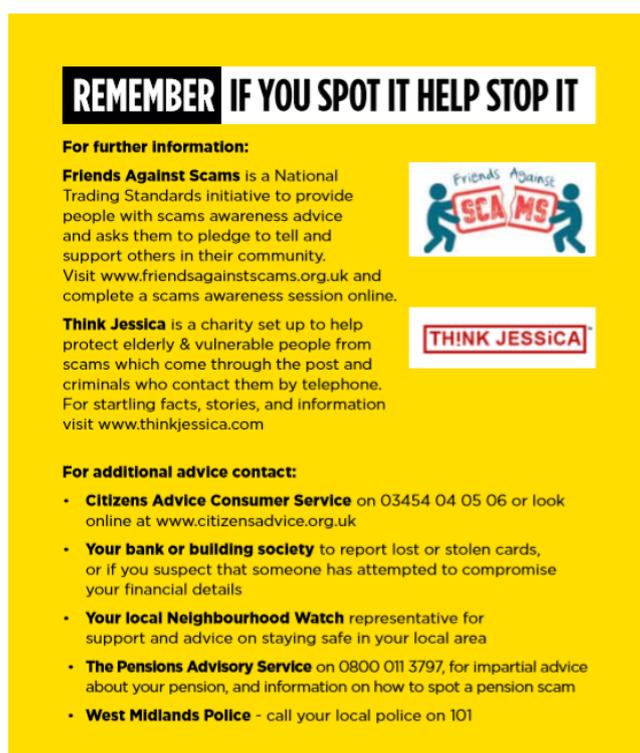
Learn the warning signs, know when to say no. But if it happens to you or someone you know, report it to Action Fraud.

**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](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

# Good News Stories

AGE 7  
FROM QUINN



We received a call from Mr Wilson who had just returned home from hospital and among his post was one of our leaflets and a rainbow picture painted by Quinn aged 7.

Mr Wilson said:

*"I am so very grateful that this young boy who doesn't even know me, has taken the time to paint such a difficult thing so beautifully, because rainbows are not the easiest things to draw, and the bald headed man in the picture could actually be me!"*

We had some lovely comments following our 'Stay at Home Scones' deliveries last week. Here is a selection:

"Thank you for everything you've done, you've been a real lifeline"

"Thank you so much for the scones that were delivered last week, it was a lovely thought"

"What a lovely surprise, thank you!"

"What a lovely treat!"

"A lovely gesture for VE Day!"



# 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**.

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](http://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)

