

**BUILDING
A FAIRER
HARINGEY
TOGETHER**

Living Well in Haringey

A guide outlining a range of help and support available for Haringey residents aged 50 and over.



Haringey, Here to Help

Haringey
LONDON

Information and Advice

Haringey Customer Service Centres

We have two Customer Service Centres in Haringey where you can access face-to-face services:

- Marcus Garvey Library and Customer Service Centre, 1 Philip Lane, Tottenham, N15 4JA.
- Wood Green Library and Customer Services, 187-197A High Road Wood Green N22 6XD.

Opening times

- Monday, Tuesday, Thursday and Friday: 9am to 5pm
- Wednesday: 10am to 5pm

To avoid busy periods, please try to visit between Tuesday and Friday, before 3.30pm.

Appointments

We recommend that you make an appointment by calling **020 8489 2280**, but you are free to walk in.

Help getting online

If you need help getting online, our Customer Service Centres and libraries have computers, free Wi-Fi and staff who can help you.

Accessibility

Our centres are wheel-chair accessible and fitted with induction loops for people who use hearing aids. If your first language is not English, an English-speaking friend or family member can contact us on your behalf. We'll need your permission before we can speak to them about your needs.

Haringey Ageing Well Resources

The Haringey Ageing Well guide and online hub is designed to support people over 50 to live their version of a good life. .



www.haringey.gov.uk/ageing-well-guide (Guide)



www.haringey.gov.uk/ageing-well-haringey (Online hub)

Connected Communities

This is a programme designed to improve access to council and voluntary support. The team helps residents to live their version of a good life.

 ConnectedCommunities@Haringey.gov.uk

 www.haringey.gov.uk/connected-communities


Haricare

Haricare is our directory for adults who need care and support. You can search local organisations to find the right services for your needs.

 haricare.haringey.gov.uk

Haringey Citizen's Advice Bureau


Haringey Citizen's Advice Bureau offers free and confidential advice. Get help with everything from money and debt to housing and immigration.

 **0808 278 7966**

 www.haringeycabx.org.uk

Age UK Advice Line


This free and confidential phone service offers support for older people, their families, friends, carers, and professionals.

 **0800 678 1602**

 www.ageuk.org.uk

Haringey, Here to Help

www.haringey.gov.uk/HereToHelp




On our Here to Help web page, you can find information about a range of financial help, as well as support with food, housing, and mental health. Scan the QR code to visit the page!

Help with Money & Debt

Financial Support Helpline

Worried about money? Our Financial Support Team offers help with debt, unclaimed benefits, childcare costs and much more. The team offers face-to-face support at Wood Green Customer Services Centre.

 **020 8489 4431**

 FinancialSupportTeam@haringey.gov.uk

 www.haringey.gov.uk/FST

Haringey Support Fund


We can provide one-off payments in emergencies to help with your basic livings needs, as well as essential items that are difficult to budget for.


Our Financial Support Team can help you apply: 020 8489 4431.

 www.haringey.gov.uk/haringey-support-fund

Universal Credit

Universal Credit is a monthly payment to help with living costs if you're on a low income or out of work.

 **0800 328 5644** - Monday to Friday, 8am to 6pm

 Relay UK (if you cannot hear or speak on the phone):

18001 then **0800 328 5644**


 www.gov.uk/universal-credit



Pension Credit

Pension Credit gives you extra money to help with your living costs if you're over state pension age and on a low income. You can get Pension Credit even if you have other income, savings or own your own home.

 **0800 99 1234** - Monday to Friday, 8am to 6pm

 Relay UK (if you cannot hear or speak on the phone):
18001 then **0800 99 1234**

 www.gov.uk/pension-credit

War Widow(er) Pension

If your wife, husband, or civil partner served in HM Armed Forces or during a time of war before 6 April 2005, and died due to their service, you could get War Widow(er) Pension.

 Call Citizen's Advice for information: **0808 278 7966**

 www.gov.uk/war-widow-pension

Personal Independence Payment (PIP)

PIP can help with extra living costs if you have a long-term physical or mental health condition or disability and difficulty doing certain everyday tasks or getting around because of it. You can get PIP even if you work, have savings, or get other benefits.


 Call Citizen's Advice for information: **0808 278 7966**

 www.gov.uk/pip

Attendance Allowance

Attendance Allowance helps with extra costs if you're of state pension age and have a physical or mental disability, so you need someone to help look after you.

 **0800 731 0122** – Monday to Friday, 8am to 6pm

 Relay UK (if you cannot hear or speak on the phone):
18001 then **0800 731 0122**

 www.gov.uk/attendance-allowance

Help with Living Costs

Financial Inclusion Team

Our Financial Inclusion Team provides access to financial advice and digital services for Haringey Council tenants to help them build skills, and support them with rent arrears to avoid eviction, plus much more.

 **020 8489 5611**

 financialinclusion@haringey.gov.uk

Risk of homelessness

If you're worried about becoming homeless then call 020 8489 1000 as soon as possible so we can help prevent it from happening.

Discretionary Housing Payments (DHP)

DHPs are short-term payments to help you with your rent if you're experiencing financial hardship. You must be paying rent and be getting Housing Benefit or Universal Credit housing costs.

 www.haringey.gov.uk/DHP

Council Tax Support

We can offer a cost reduction on council tax bills up to 100% depending on personal circumstances. We can help pensioners, residents with low incomes or dependents, and non-pensioners with a disability.

 www.haringey.gov.uk/CTRS

Housing Benefit

Housing Benefit can help pay all or part of your rent if you're on a low income and of state pension age and/or live in supported, sheltered or temporary accommodation.

 www.haringey.gov.uk/Housing-Benefit

If you need help applying for any of the support above, call our Financial Support Team: **020 8489 4431**

Disabled Facilities Grants

These grants are available to qualifying residents and administered through Adult Social Care. Applicants must be assessed by an occupational therapist as part of the application process.

 Call **020 8489 1400** to arrange an initial assessment.

Free TV License

If you're over 75 and receive Pension Credit, you can get a free TV Licence.

 **0300 790 6073**

Grants from your energy supplier

Many energy suppliers offer grants to help with energy debt if you're experiencing money issues. Contact your energy supplier to check what they offer and who can apply.

SHINE London

We've partnered with SHINE London to help residents who are struggling with their energy bills.

 **0300 555 0195**


 contact@shine-london.org.uk

Priority Services Register (PSR)

You can call your energy supplier to sign up to this service if you've reached state pension age, are disabled, or have a long-term medical condition. You will get priority help and support if there's an issue with your energy supply.

Thames Water schemes

Thames Water has a range of schemes to help households who are finding it hard to pay their water bills, such as WaterHelp and WaterSure.

 **0800 009 3652**

 www.thameswater.co.uk

Help with Travel

Older Persons Freedom Pass

A Freedom Pass provides free travel in Greater London on the Underground, Docklands Light Railway, Croydon Tramlink, National Rail services and local bus services anywhere in England.


Freedom Passes can only be used after 9am on Transport for London (TfL) services and after 9:30am on National rail services and local buses.

 **020 8489 1000**

 www.haringey.gov.uk/freedom-pass

Senior Railcard

If you're 60 or over, you can save money on most Standard and First-Class rail fares throughout Great Britain for a whole year with a Senior Railcard.


 **0345 3000 250**

 www.senior-railcard.co.uk



National Express discount

If you're 60 or over you qualify for a Senior Coachcard, so you can travel at reduced prices on National Express services in England and Wales.

 **0871 7818 181**

 www.nationalexpress.com/en/offers/coachcards/senior

Blue Badge

If you have a disability or health condition, a Blue Badge will help you park close to your destination whether you're a passenger or a driver.

With a Blue Badge you can park in:

- resident permit holder bay
- resident permit holder shared-use bay (resident permit and pay-by-phone)
- permit holder bay
- permit holder shared-use bay (permit holder and pay-by-phone)
- disabled bay (except dedicated disabled bay)
- pay-by-phone only bay
- single and double yellow lines



 www.haringey.gov.uk/Blue-Badge

 Contact customer services for more information: **020 8489 1000**

Resident Blue Badge holder permit

If you already have a Blue Badge you can apply for a Resident Blue Badge holder permit which means you do not need to display your Blue Badge when you are parking in the borough.


 **020 8489 1000**

 www.haringey.gov.uk/about-blue-badge-permit

Care at Home permit

If you receive care in your home and live in a Controlled Parking Zone you can apply for a free Care at Home permit which allows your carer to park outside your house for free, so there is no need to buy them a parking permit.

 **020 8489 1000**

 www.haringey.gov.uk/about-resident-care-home-permit

LTN exemptions

As part of our Haringey Streets for People initiative, we have introduced trial low traffic neighbourhoods (LTNs) in Bounds Green, Bruce Grove, West Green, and St. Ann's.

We have designed the following LTN exemptions for residents with access and disability needs:

- Blue Badge holders living within or on the immediate boundary of an LTN
- Blue Badge holders living within the Bowes Primary Area Quieter Neighbourhood (Enfield)
- Special Educational Needs and Disabilities (SEND) transport
- Haringey Council services and commissioned services transporting people with a disability and Transport for London's Dial-a-Ride service
- Urgent safety matter
- Individual circumstance exemption

 To find out more, contact Customer Services on **020 8489 1000**


 www.haringey.gov.uk/low-traffic-neighbourhood-exemptions

Help with Mental Health and Wellbeing

Staying connected

Haringey Reach & Connect Service


The Haringey Reach and Connect service provides information, support, and friendship for over 50s living in Haringey.

 **020 3196 1905**

 reachandconnect.net

Haringey Circle

This is a membership-based programme for over 50s in Haringey. They provide activities and events to help residents to connect, get active, keep learning, and stay independent.

 **020 3196 1894**

 hello@haringeycircle.com

 www.haringeycircle.com



Pensioners Action Groups and Forums

Pensioners action groups and forums run regular meetings and events to give older people a voice and make sure their needs are recognised by public service bodies.

Group/Forum	Meetings
Tottenham and Wood Green Pensioners Action Group	Second Tuesday of each month at 1.30pm (meeting). Every Monday of the month at 1.30pm (Bingo). Tottenham Green Leisure Centre, 1 Philip Lane, N15 4JA.
Haringey Over 50s Forum	Fourth Tuesday of each month at 2pm. Winkfield Centre, 33 Winkfield Road, N22 5RP.
Hornsey Pensioners Action Group	Third Wednesday of each month (except August) at 1.30pm. Hornsey Parish, Cranley Gardens, N10 3AH.

Coffee & Computers

Coffee and Computers offer free digital support sessions to help with using smartphones, tablets, and computers, and get to grips with the online world.

 www.coffeecomputers.org

 info@coffeecomputers.org

 **07999 042497**

Volunteering

By volunteering, you can meet new people, learn new skills, and help to make a real difference in your community. To find volunteering opportunities near you, call:

 Bridge Renewal Trust: **020 8442 7640**

 www.bridgerenewaltrust.org.uk

 Reach Volunteering: **0203 925 7721**

 www.reachvolunteering.org.uk

Local Living Rooms

These fortnightly group sessions are run by Connected Communities, and anyone is invited to come along and connect with local people.

- Every 1st and 3rd Monday of the month. 10am-12pm. Broadwater Farm Medical Practice, 2A Willan Road, Tottenham, N17 6BF.
- Every 1st and 3rd Thursday of the month. Soup and gardening project. 11am-2pm. Commerce Road Community Centre, 52 Commerce Road, Wood Green N22 8EP

 ConnectedCommunities@Haringey.gov.uk

Getting active


Free gym memberships

Over 65 and live in Haringey? You can use the gym, and other limited facilities at our leisure centres for free. Contact the leisure centre for more information:

- New River Sport and Fitness: White Hart Lane, Wood Green, N22 5QW.
0208 489 3443
- Broadwater Sports and Fitness: Adams Road, Tottenham, N17 6HE.
020 8801 4115
- Park Road Pools and Fitness: Park Road, Crouch End, N8 8JN.
020 8341 3567
- Tottenham Green Pools and Fitness, 1 Philip Lane, N15 4JA.
020 8885 7300

Free guided walks

Haringey Walks offers free, guided wellbeing walks, to help residents get out and see their local area, meet new people and enjoy getting active.

 **07971 113 463**

 get.active@haringey.gov.uk

Creative Dance 60+

Creative Dance 60+ is a warm, friendly and sociable group, where you can learn free-form contemporary dancing. The group meets every Wednesday, 10am to 11.30am at Tottenham Green Pools and Fitness Centre. Classes cost £2.50 per session.

 www.creativedancelondon.org

Silver FIT

These fitness sessions for over 45s include badminton, cheerleading and yoga, and take place every Tuesday at The Hub in Lordship Rec, N17 6NU from 10.30am.

- First Session: Free
- Membership fee: £5 (FREE for over 60s)
- Sessions: £1 for members or £2.50 non-members



 **07721 419 518**  info@silverfit.org.uk  www.silverfit.org.uk

Keeping well

How to get health care

- Call **999** if someone is seriously ill or injured and their life is at risk.
- Call NHS **111** if you urgently need medical help or advice but it's not life-threatening.
- Go to NHS 111 online to get help for your symptoms
- Go to a walk-in centre, minor injuries unit or urgent treatment centre, if you have a minor illness or injury (cuts, sprains or rashes) and it cannot wait until your GP surgery is open.
- Ask a local pharmacist for advice – a pharmacist can give you advice about many common minor illnesses, such as diarrhoea, minor infections, headaches, sore throats, or travel health.
- Make an appointment with your GP if you're feeling unwell and it's not an emergency.

Vaccinations to protect your health

There are free vaccinations available to help older people stay well and boost immunity against serious illness:

Vaccination	Eligibility
Winter flu vaccination	Free to people aged 65 or over
COVID-19	People aged 65 years old or over
Pneumococcal (PPV) vaccine	People aged 65 or over, or who have certain health conditions
Shingles vaccination	People aged 70 to 79

You can contact your GP or local pharmacy for more information, or visit www.nhs.uk/vaccinations

Connected Care Services

Our Connected Care service supports residents by providing technology within the home (often called Telecare). This can detect falls, improve the security of your home, or raise an alarm to our 24-hour 365-day service.

 **020 8489 2365** - Monday to Friday, 9am to 5pm

 connectedcareservice@haringey.gov.uk

 www.haringey.gov.uk/connected-care-service

Ask your pharmacist

Your local pharmacist can give you friendly, expert advice about over-the-counter medicines for common conditions without an appointment. You may be able to get cover for the cost of some over-the-counter medicines through the Self-Care Pharmacy First scheme provided by some pharmacies in Haringey.

 www.nclhealthandcare.org.uk/keeping-well/self-care

Prescriptions

You can order your repeat prescriptions without needing to go to a GP surgery or pharmacy using the NHS App:

 www.nhs.uk/nhs-app

 www.nhs.uk/nhs-services/gps/using-online-services

Translations

This guide outlines a range of support to help residents aged 50 and over live well in Haringey. It includes help with benefits, living costs, travel, and wellbeing. If you would like this leaflet translated into your own language, please email: translationandinterpreting@haringey.gov.uk:

Turkish

Bu kılavuz, 50 yaş ve üstü sakinlerin Haringey'de iyi yaşamalarına yardımcı olacak bir dizi desteği özetlemektedir. Faydalar, yaşam maliyetleri, seyahat ve refah ile ilgili yardımları içerir. Bu broşürün kendi dilinize çevrilmesini istiyorsanız, lütfen e-posta gönderin: translationandinterpreting@haringey.gov.uk

Polish

Ten przewodnik przedstawia zakres wsparcia, aby pomóc mieszkańcom w wieku 50 lat i starszym dobrze żyć w Haringey. Obejmuje pomoc w zakresie świadczeń, kosztów utrzymania, podróży i dobrego samopoczucia. Jeśli chcesz, aby ulotka została przetłumaczona na Twój język, wyślij e-mail: translationandinterpreting@haringey.gov.uk

Spanish

Esta guía describe una gama de apoyo para ayudar a los residentes de 50 años o más a vivir bien en Haringey. Incluye ayuda con beneficios, costos de vida, viajes y bienestar. Si desea que este folleto se traduzca a su propio idioma, envíe un correo electrónico a: translationandinterpreting@haringey.gov.uk

Portuguese

Este guia descreve uma gama de apoio para ajudar os residentes com 50 anos ou mais a viver bem em Haringey. Inclui, ajuda com benefícios, custos de vida, viagens e bem-estar. Se você gostaria que este folheto fosse traduzido para o seu próprio idioma, envie um e-mail para: translationandinterpreting@haringey.gov.uk

Greek

Αυτός ο οδηγός περιγράφει μια σειρά υποστήριξης για να βοηθήσει τους κατοίκους ηλικίας 50 ετών και άνω να ζήσουν καλά στο Haringey. Περιλαμβάνει, βοήθεια με παροχές, κόστος διαβίωσης, ταξίδια και ευημερία. Εάν επιθυμείτε να μεταφραστεί αυτό το φύλλο οδηγιών χρήσης στη γλώσσα σας, στείλτε email: translationandinterpreting@haringey.gov.uk

Somali

Tilmaamahan ayaa qeexaya taageero badan oo loogu talagalay in la caawiyo dadka da'doodu ay 50-jirka tahay iyo intii ka weyne ay ku nool yihiin magaalada Haringey. Waxaa ka mid ah, in laga caawiyo kaalmooyinka faa'iidooyinka, kharashka nololaha, safarka, iyo badeweynta. Haddii aad jeclaan lahayd buug yar oo lagu turjumay luqaddaada kuu gaarka ah, fadlan email: translationandinterpreting@haringey.gov.uk

Bulgarian

Това ръководство очертава набор от подкрепа, за да помогне на жителите на възраст 50 и повече години да живеят добре в Харинги. Тя включва, помощ с ползи, разходи за живот, пътуване и благополучие. Ако желаете тази листовка да бъде преведена на вашия език, моля пишете на: translationandinterpreting@haringey.gov.uk

Romanian

Acest ghid prezintă o serie de sprijin pentru a ajuta rezidenții în vârstă de 50 de ani și peste să trăiască bine în Haringey. Acesta include, ajutor cu beneficii, costurile de trai, de călătorie, și bunăstarea. Dacă doriți ca acest prospect să fie tradus în limba dumneavoastră, vă rugăm să trimiteți un e-mail la: translationandinterpreting@haringey.gov.uk