

# Redbridge Health & Wellbeing Directory 2019 to 2023



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## Foreword from the Cabinet Member for Health & Social Care

Welcome to our new Health and Wellbeing service directory. The directory provides detailed information on local services available for people in Redbridge.

Redbridge has been through unprecedented changes in the last 12 months. With an increasing population, changing demographics and limited resources the Council has undergone a significant transformation to its health and wellbeing services with the aim of ensuring services meet the changing needs of the local community, now and in the future. Through careful planning and innovative commissioning Redbridge has managed to retain the broad range of health & wellbeing service provision that has supported sustained reductions in the major causes of death, disease and disability over recent years. The Directory supports the Health and Wellbeing Strategy for Redbridge and the six ambitions highlighted in the strategy which are to improve outcomes for child health, diabetes prevention and management, mental wellbeing, cancer survival, decent, affordable homes and end of life care.

The Health & Wellbeing service directory is intended as a quick, easy access guide for professionals and residents to identify local health and wellbeing services that meet their needs. The new service provision has a focus on early intervention that will support individuals and families to make lifestyle choices that will benefit their health for many years to come ensuring they live happy, fulfilling, healthy lives.

We hope you find this service directory useful.



**Cllr Mark Santos**  
**Cabinet Member for Health & Social Care**

On the following page is the Public Health Life Course. The presentation of services within the directory has, as much as is possible, been aligned to mirror this.

The Public Health Directory has been compiled by Aisha Baig. For general enquiries or additions please inform:

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## Life course approach

Surveillance and intelligence, Strategy and policy, Health protection, Safeguarding, Community engagement/ mobilisation

Secondary prevention & management of LTCs, Social support-reduce isolation, older age mental health services include dementia services and memory clinics, Concessions to travel/leisure, Promote active lifestyle & independent living, Support & respite for carers, Access to lifelong learning



Employment links to mental health, wellbeing & life expectancy, work based learning & re-training, Flexibility in employment, Meaningful activity e.g. disability, Management of LTCs, Active travel, Support & respite for carers

Education/employment opportunities & advice, Access to apprenticeships, Minimum income for healthy living, reduce risk taking behaviour drug & alcohol services

**Education inc.:** (SEND) Special Educational Needs and Disability services, Recognition of autism & (ASD) Autism Spectrum Disorder, promote healthy lifestyle, self-esteem/mental health, home environment, early social & life skills

**Early life experiences:** Birth weight, Breastfeeding, family support, Attachment, parental mental health, accident prevention

**Family lifestyle:** Smoking, Alcohol, Nutrition, obesity & exercise, school transition & school readiness

**Maternal wellbeing:** (LTCs) Long term conditions, obesity, and communicable disease.

**Maternal lifestyle:** Smoking, Exercise, Drug & Alcohol use, Nutrition (Inc. folic acid & vitamin D), Domestic violence, Perinatal mental health input, Parent/family support.

One off shingles vaccine at 70 yrs.

(AAA) Abdominal aortic aneurysm screening men in their 65 yrs.

Annual Flu Jab from 65 yrs.  
Once off Pneumococcal Jab from 65 yrs.

Bowel scope screening at 55 years

Breast screening for women 50 -70 every 3 years

NHS Health Check offered to anyone between 40-74 yrs. without an existing cardiovascular disease

Health improvement services: Drug and Alcohol recover service, Quit Smoking, Obesity management

Sexual health: Cervical screening 25-64 age, Contraception, STI testing and treatment

Healthy child 5-19 age, National Child Measurement Programme- (NCMP) Reception and Year 6. Reception health screen-hearing and vision, HPV vaccine girls 12-13 age, 3 in 1 booster & Men 13-18 age

Healthy child 0-5, Primary immunisation, new birth, 6-8 weeks, 1 year, 2.5 year

Antenatal appointments parent craft classes



## Universal Children's Services (0 to 19) Redbridge NELFT



### What is the aim of the service?

**The Redbridge Universal Children's Service (0 to 19 years) is responsible for delivering public health programmes and interventions to improve health outcomes for all parents, children, young people and their families.**

- The teams work with local communities, the whole family, and individual children in different settings e.g. schools, homes and GP surgeries.
- Health Visitors and School Nurses lead and deliver the healthy child programme for 0-19-year olds, working predominantly with children, young people and their families.
- Health Visitors and School Nurses work closely with other health services including schools to ensure that the child's needs are met.
- They are skilled in identifying health problems or concerns early and ensure early support is provided.
- They work in partnership with families and others to ensure that they meet their full potential.
- This service is aimed at all children 0-19 that live in Redbridge and for those attending a Redbridge school.

### Who is it aimed at?

**Antenatal contact** at 28 to 32 weeks into your pregnancy you will be contacted by the Health Visiting team.

<p><b>0 to 5 Healthy Child Programme</b></p> <p><b>New Birth Contact</b>  <b>Aimed at:</b> All families with a newborn baby will receive a visit from Health Visitor/Community Staff Nurse between Days 10-14.  <b>Age Range:</b> Newborn Babies</p>	<p><b>2 to 2½ Year Developmental Review</b> which is done by Community Nursery Nurses and Health Visitors  <b>Aimed at:</b> This is currently being offered as a targeted service offer  <b>Age range:</b> 2 to 2½ year old's</p>
<p><b>1-year Developmental Review</b> will be done by the Community Nursery Nurse or Health Visitors and will be completed between 9 &amp; 11 months.</p> <p><b>Aimed at:</b> All children aged up to 1 year who reside in Redbridge  <b>Age range:</b> 9-11 months ideally before the child's 1<sup>st</sup> birthday</p>	<p><b>Healthy Child Clinics</b>  Families can attend these clinics to obtain support and advice about their children or themselves. Self-referral, Midwives, GPs and other services. Health Visitors, Community Staff Nurses and Nursery Nurses are present at these clinics for advice and support.</p> <p><b>The 5-19 Healthy Child Programme</b>  5+ Screening will take place at your child's school and includes height, weight, vision and hearing screening.  <b>Aimed at:</b> All children in Reception aged 4½ to 5 years.</p>

<p><b>Hearing screening</b> Children who have failed the hearing test or referred by school or parent/carer who are concerned with a child's hearing. This takes place at your child's school.</p> <p><b>Aimed at:</b> Any child aged 5 to 19 years who failed the 5+ Hearing screening or where a concern has been raised with a child's hearing.</p>	<p><b>Enuresis-Bedtime wetting (Tier 1 Service only)</b></p> <p><b>Support and referral to Enuresis clinic</b> <b>Age range:</b> 8+</p> <p><b>Referrals:</b> School Nurses can refer on to other services to support young people with their emotional health and wellbeing. To access the service families can contact the school or the service directly or request other agencies to contact the service directly.</p> <p><b>Where to go:</b> This service is offered mainly at schools and clinics.</p>
<p><b>National Child Measurement Programme (NCMP)</b> Height and weight measured at your child's school. If identified as requiring follow up, this will be carried out by the skill mix team predominantly by the Health Improvement Advisor.</p> <p><b>Aimed at:</b> Children in Reception (4 to 5 years) and Year 6 (10 to 11 years)</p>	<p><b>Care plans and protocols for children with medical needs</b></p> <p>Individual health care plan is devised with the school, parent and child supported by the School Nurse. This takes place at your child's school.</p> <p><b>Aimed at:</b> All children aged 5 to 19 years attending a Redbridge School</p>
<p><b>School Drop In sessions</b></p> <p>For children and young people</p> <p><b>Aimed at:</b> Offered to children aged 5 to 19 at all schools: weekly/bi monthly/half termly sessions</p>	<p><b>Advice and support</b></p> <p>Support on various health issues e.g. speech, development, nutrition etc.</p> <p><b>Aimed at:</b> All families that reside in Redbridge with children aged 0 to 19</p> <p><b>Duty Line</b></p> <p>Service runs from Monday to Friday - 9.15am to 1.15pm. Support with various issues e.g. Feeding, Sleep, Health and Development, minor illness, appointments and sign posting.</p> <p><b>Aimed at:</b> All families that reside in Redbridge <b>Age range:</b> 0 to 19 years</p>
<p><b>Contact details</b></p> <p><b>Telephone:</b> 0300 300 1579 (choose the correct option for your locality)</p> <p><b>E-mail:</b> <a href="mailto:nem-tr.0-19universalredbridge@nhs.net">nem-tr.0-19universalredbridge@nhs.net</a></p> <p><b>Website:</b> <a href="http://www.nelft.nhs.uk">www.nelft.nhs.uk</a> (see weblink for option numbers relating to your local health clinic)</p> <p><b>Where to go?</b> 0-19 health teams are based in health clinics around Redbridge. Please view the patient information on the web link provided.</p> <p><b>When is it on?</b> Monday to Friday from 9.00am to 5.00pm</p> <p><b>Referral details:</b> For referrals professional or self-referral can be made, to access the service. Please contact the service directly or request other agencies to contact the service.</p>	

# Children's centres

## What is the aim of the service?

Provide access to family support, early education, child and family health services and help with going back to or finding work. Additionally, support services relating to housing issues, domestic violence, drug and alcohol misuse are also available.

## Who is it aimed at?

All parents or carers in Redbridge with a child under 5 (or under 9 with a special educational need and disability).

## Contact details

- **Website:**  
<https://find.redbridge.gov.uk/kb5/redbridge/fsd/family.page?familychannel=2>
- **Phone number:** 0800 587 7500 or 020 8708 8920



# Health Improvement Team

## What is the aim of the service?

- Infant feeding advice from birth onwards – we take calls from new mums and provide home visits where required or direct mums to infant feeding cafes that are held daily in Redbridge for support. There is an infant feeding café in Redbridge most days of the week.
- Deliver breastfeeding antenatal workshops.
- Attend healthy child clinics to give advice around breastfeeding, intro to solids and healthy eating for older toddlers.
- Referrals from health visiting staff for general advice around feeding/eating.
- Deliver monthly healthy eating workshops for 1-4-year olds in children centres.
- 1-2-1 support for families and phone consultations.
- Fussy eating advice.
- Following the National Child Measurement Programme, we deliver a healthy lifestyle session to those children and their parents, who have been measured above a healthy weight in every primary school in Redbridge.
- Referrals from school nurses for general support around healthy eating/lifestyles and 1-2-1 appointments with families.
- Deliver holiday healthy lifestyle sessions for children aged 4-12-year olds.
- Requests from schools to deliver health promotions around healthy eating, to parents, i.e. attending coffee mornings, etc.
- Attending meetings for parents whose children are starting in Reception to promote healthy eating, lunchboxes, etc.
- Referrals accepted from GP's, parents, schools, children centres and partners.
- Underweight advice and support

## Who is the service for?

Families with children aged **0-19 years** who require support with breastfeeding/infant feeding, introducing solids, general healthy eating and healthy lifestyle advice, weight management. 1-2-1 appointments and phone consultations available too.

## Contact details

- **Website:** [www.nelft.nhs.uk/services-redbridge-0-19-health-improvement](http://www.nelft.nhs.uk/services-redbridge-0-19-health-improvement)
- **Email:** [nem-tr.0-19universalredbridge@nhs.net](mailto:nem-tr.0-19universalredbridge@nhs.net)
- **Phone number:** 0300 300 1579 (choose the correct option for your locality)
- **Locality:**
  - Loxford: The Loxford Practice, 417 Ilford Lane, IG1 2SN
  - Seven kings: 1 Salisbury Road, IG3 8BG
  - Fairlop: Health Heath Centre, Manford Way, Ilford, IG7 4DF
  - South Woodford: 114 High Road, E18 2QS

# Bacillus Calm  tte-Guerin (BCG) Vaccination in Redbridge: NELFT

## What is the aim of the service?

BCG vaccine for the prevention of Tuberculosis (TB) has been commissioned by NHS England (NHSE) to be delivered in community clinics throughout our four NELFT London Boroughs; Barking and Dagenham, Waltham Forest, Redbridge and Havering to children (infants) aged less than one year old. BCG is also available to the slightly wider age group for those at-risk children in the other 3 boroughs except for Redbridge.

<https://find.redbridge.gov.uk/kb5/redbridge/fsd/service.page?id=IJInAOIEpDQ>

For children residing in Redbridge, the team offers a universal BCG programme as it is within the high-risk population as determined by Public Health England.

## Who is aimed at?

Redbridge offer BCG vaccine to all infants (**aged 0 to 12 months**) who are permanent residents of Redbridge. A text message appointment will be offered by the Immunisation Team automatically for your baby to have the vaccine at a community clinic.

## Please ensure to take your baby to the clinic on your given appointment day, for your baby to have their BCG vaccine.

Please note the signs and symptoms of TB are included here for your awareness.

## What is TB?

Tuberculosis (TB) is a bacterial infection spread through inhaling tiny droplets from the coughs or sneezes of an infected person. It mainly affects the lungs, but it can affect any part of the body, including the tummy (abdomen) glands, bones and nervous system. TB is a serious condition, but it can be cured if its treated with the right antibiotics.

## Signs and Symptoms of TB are:

- a cough which lasts for three weeks or longer
- fever (a high temperature)
- night sweats
- weight loss
- no appetite
- tiredness

## Contact details

### For more information about TB, see links:

- The Truth About TB website: [www.thetruthabouttb.org](http://www.thetruthabouttb.org)
- NHS Choices: [www.nhs.uk/Conditions/Tuberculosis](http://www.nhs.uk/Conditions/Tuberculosis)

**Contact name:** Sarah Solomon-Ayeh, Paediatric BCG Immunisation Service lead

- **NELFT BCG team:** [-nem-tr.NELCSChildrensImmunisations@nhs.net](mailto:-nem-tr.NELCSChildrensImmunisations@nhs.net)
- **BCG Immunisation Venue:** Child and family Centre, 79 Axe St, Barking, IG11 7LZ
- **Phone number:** 0300 300 1694

# GP Primary Care Based Vaccinations



## What is the aim of the service?

**Please contact your GP for the following vaccinations and ensure that you and your child; get your eligible vaccines for protection from Vaccine Preventable Diseases (VPD).** Standard:

The World Health Organisation (WHO) and Public Health England (PHE) states that; Vaccination greatly reduces disease, disability, death and inequity worldwide, through herd protection:

[www.who.int/bulletin/volumes/86/2/07-040089/en](http://www.who.int/bulletin/volumes/86/2/07-040089/en)

For further information about vaccines: [www.nhs.uk/conditions/vaccinations/](http://www.nhs.uk/conditions/vaccinations/)

## Who is it aimed at?

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Pre-natal pertussis vaccine coverage for pregnant women (also available from your Maternity Unit)</li> <li>• Neonatal hepatitis B for those born to hep B positive mothers</li> <li>• Rotavirus coverage (1-year-old) – complete the two-dose course</li> <li>• Men B coverage (1-year-old)</li> <li>• DTaP- IPV-Hib / DTaP-IPV-Hib-HepB (1-year-old)</li> <li>• PCV (1-year-old)</li> <li>• DTaP-IPV-Hib / DTaP-IPV-Hib-HepB (2 years old)</li> <li>• Hib/Men C booster (2 years old)</li> <li>• PCV booster (2 years old)</li> <li>• MMR for one dose (2 years old)</li> <li>• Men B booster coverage (aged 2 years old)</li> <li>• Hib/Men C booster (5 years old)</li> <li>• MMR for one dose (5 years old)</li> <li>• DTaP-IPV-Hib / DTaP-IPV-Hib-HepB coverage (5 years old)</li> </ul> | <ul style="list-style-type: none"> <li>• DTaP/IPV booster vaccination coverage (5 years old)</li> <li>• PPV vaccination coverage (aged 65 and over)</li> <li>• Shingles vaccination coverage (routine cohort 70-year olds)</li> <li>• Shingles vaccination coverage (catch-up cohort 78-year olds)</li> <li>• Flu vaccination coverage (children pre-school aged 2 and 3 including those in risk groups)</li> <li>• Flu vaccination coverage (children school age – Reception to year 6 in at risk groups: GPs may vaccinate 'at risk' children only in this age group if the child has missed the vaccination at school)</li> <li>• Flu vaccination coverage (at risk individuals from age six months to under 65 years, including pregnant women)</li> <li>• Flu vaccination coverage (aged 65 and over)</li> </ul> |
|--|---|

## Contact details for any queries:

**Please contact your GP for any queries you may have about vaccines.**

## GP Primary Care Based Vaccination Venue:

**All GP Primary Care based vaccinations are given at your GP practice. Please contact your GP to book an appointment**

# School aged Immunisation Delivery Partner

## What is the aim of the service?

Aim to make a significant and valued contribution to the health and wellbeing of individuals and local communities by providing high quality, evidence-based treatment and advice to individuals in a variety of settings.

We are commissioned by the NHS to provide immunisation services to school aged pupils, to assist Public Health England when outbreaks of infectious disease occur. Our primary objective is to ensure that we always provide these safely, efficiently, and professionally.

## Who is the service for?

School aged children are entitled to the following immunisations:

### Secondary School Vaccinations:

- **DTP & Meningitis ACWY**  
Combined Tetanus, Diphtheria and Polio The teenage booster, also known as the 3-in-1 or the Td/IPV vaccine, is given as a single injection into the upper arm to boost your child's protection against three separate diseases: tetanus, diphtheria and polio. It tops up the effect of the earlier baby and pre-school vaccinations against these diseases. The Men ACWY vaccine protects against four different causes of meningitis and septicaemia – meningococcal (Men) A, C, W and Y diseases.
- **HPV**  
From September 2019, all 12 and 13-year olds in Year 8 will be offered on the NHS the human papillomavirus (HPV) vaccine. It helps protect against cancers caused by HPV. for more information please visit: [www.nhs.uk/conditions/vaccinations/hpv-human-papillomavirus-vaccine/](http://www.nhs.uk/conditions/vaccinations/hpv-human-papillomavirus-vaccine/)

### Primary School Vaccinations:

- **Nasal Flu**  
The flu vaccine for children is given as a single dose of nasal spray squirted up each nostril. Not only is it needle-free, the nasal spray works even better than the injected flu vaccine with fewer side effects. It's quick and painless and will mean your child is less likely to become ill if they come into contact with the flu virus.

### Contact details

- **Email:** [Redbridge@vaccinationuk.co.uk](mailto:Redbridge@vaccinationuk.co.uk)
- **Phone number:** 0203 432 1537
- **Social media:**
  - [https://twitter.com/Vaccination\\_UK](https://twitter.com/Vaccination_UK)
  - [www.facebook.com/Vaccination\\_UK-1515867895206260/](https://www.facebook.com/Vaccination_UK-1515867895206260/)

# Oral Health Promotion

## What is the aim of the service?

The Oral Health Promotion Service provides oral health education, advice, information and training, in various settings, to groups of all ages and abilities. Each member of our experienced Oral Health Promotion Team has an individual approach.

## Who is the service for?

The service can be accessed by early years and schools

## Contact details

- **Website:**  
[www.kentcht.nhs.uk/service/dental-services/oral-health-promotion/](http://www.kentcht.nhs.uk/service/dental-services/oral-health-promotion/)
- **Email:** [kcht.ekentohp@nhs.net](mailto:kcht.ekentohp@nhs.net)
- **Phone number:** 0300 790 0158
- **Address:** Hainault Health Centre, Manford Way, Ilford, Chigwell, IG7 4DF, **Opening hours:** Monday to Friday from 9.00-5.00pm



# Active Stars



## What is the aim of the service?

The aim of Active Stars is to educate families to increase physical activity levels and to learn to live a healthy life. The Sport and Health Team at Vision Redbridge Culture & Leisure (RCL) delivers a whole system approach (physical activity, nutrition and behaviour change) weight management programme for children.

## Who is it aimed at?

### ▪ Active Stars through schools.

Active Stars is a weight management programme for children 5-11 years old who are medically classified overweight or obese. It's a family programme and therefore the children and their parents must attend the course together on a weekly basis for six weeks. Questionnaire and measurements are taken at the start and the end of the programme and participants are followed up after 3 and 6 months to check their progress. This programme is delivered in schools across the borough of Redbridge with the highest obesity and inactivity levels.

### ▪ Active Stars within the community

Active Stars also has a community session once a quarter, or more if demand requires it, for those children who do not attend the schools on the Active Stars programme. The families will get an overview of nutrition, healthy lifestyles and physical activity in a morning or afternoon session, with the chance to ask questions and further their knowledge.

### ▪ Referral through schools, GPs or self-referral

When a child is measured above a healthy weight, they will receive information about the Active Stars programme along with the letter from the school nurse. If a child is very overweight, then it is very likely that they will be directly referred to us by the school nurse. You child can also be referred via the GP, self-referrals are also accepted.

## Contact details

- **Website:** <https://visionrcl.org.uk/sport-health-physical-fitness/health/health-initiatives/>
- **Email:** [activestars@visionrcl.org.uk](mailto:activestars@visionrcl.org.uk)
- **Phone number:** 020 8708 0952
- **Social media:**
  - [www.facebook.com/activeredbridge](https://www.facebook.com/activeredbridge)
  - <https://twitter.com/activeredbridge>

# Vision Redbridge Culture and Leisure (Vision RCL)

## **What is the aim of the service? Who is it aimed at?**

The Vision Redbridge Culture and Leisure Trust encompasses sports facilities, sport and health services, cultural facilities and services, parks and open spaces and halls for hire; offering a broad spectrum of leisure services to those that live in, work in or visit the London Borough of Redbridge.

Catering for all ages and all communities, the aim of Trust is to get as many people active as possible, whether that be through participation in sport and fitness, tending allotments, walking or more cultural activities such as live theatre and dance performances, visiting the Redbridge Museum, Valentines Mansion or the libraries. For further information please see our website <https://visionrcl.org.uk/>

Vision RCL Sport & Health Team provides a range of physical activity opportunities in a community setting, including:

- Family Fit and Fun activities, including antenatal and postnatal yoga.
- This Girl Can (women only) activities.
- Walking for Health, including inclusive walks for people with dementia, mental health illnesses, disabilities and cancer and stroke survivors.
- Inclusive activities, including adult multi-sport and wheelchair basketball.
- A range of outdoor activities within your local park. For more information on your local parks.

The Sport & Health Team also manages a weight management programme for adults, Exercise on Referral and for children and young people, Active Stars. For further information please see page **13 and 24** in this directory.

## **Contact details**

- **Website:** <https://visionrcl.org.uk/>
- **Email:** [active.redbridge@visionrcl.org.uk](mailto:active.redbridge@visionrcl.org.uk)
- **Phone number:** 020 8708 0952
- **Social media:**
  - [www.facebook.com/activeredbridge](https://www.facebook.com/activeredbridge)
  - <https://twitter.com/activeredbridge?lang=en>
- For more information on your local parks: <https://visionrcl.org.uk/parks-outdoor-spaces/>
- For more information on your local leisure centres please visit: <https://visionrcl.org.uk/sport-health-physical-fitness/>

## Physical Activity Recommendations:

<b>Children under the age of 5</b>	A minimum of 3 hours per day physically active and minimise time spent in sedentary behaviour for extended periods.
<b>Children and young people aged 5-18</b>	Aim for an average of at least 1 hour per day across the week in moderate to vigorous physical activity. Including at least 3 bouts of bone strengthening physical activity per week. Minimise time spent in sedentary behaviours.
<b>Adults (19-64)</b>	Aim to be active daily. Over a week, activity should add up to at least 150 minutes (2½ hours) of moderate intensity activity. Activity which improves muscle strength should be undertaken a minimum of twice a week. Time spent in sedentary behaviours for extended periods should be minimised.
<b>Disabled Adults</b>	Aim to be physically active every day. For substantial health gains aim for at least 150 minutes (2½ hours) of moderate intensity activity spread across the week. Activity which improves strength and balance should be undertaken a minimum of twice a week.
<b>Pregnant women</b>	Throughout pregnancy aim for at least 150 minutes (2½ hours) of moderate intensity activity across the week. Activity which improves muscle strength should be undertaken a minimum of twice a week. There is no evidence of harm to the baby due to being active, listen to your body and adapt. Don't bump the bump. If not previously active start gradually.
<b>Women after childbirth</b>	From birth to 12 months aim for at least 150 minutes (2½ hours) of moderate intensity activity every week. Start pelvic floor muscles as soon as possible and continue daily. Depending on your delivery listen to your body and start gently. Build back up to muscle strengthening activities twice a week.
<b>Older adults (65+)</b>	Some physical activity is better than none, and more physical activity provides greater health benefits. Over a week, activity should add up to at least 150 minutes (2½ hours) of moderate intensity activity. Activity which improves muscle strength and activity which improves balance and coordination should each be undertaken a minimum of twice a week. Time spent in sedentary behaviours for extended periods should be minimised.

## Vision RCL leisure facilities

<p><b>Ashton Playing Fields, Chigwell Road, Woodford Bridge, Essex, IG8 8AA</b></p> <p><b>020 8559 0486</b></p> <p><a href="https://visionrcl.org.uk/centre/ashton-playing-fields/">https://visionrcl.org.uk/centre/ashton-playing-fields/</a></p> <p>The facility offers:</p> <ul style="list-style-type: none"> <li>· Eight Lane Athletics Track</li> <li>· UKAA competition standard Athletics Field</li> <li>· Practice throwing area</li> <li>· 11 a side Astro turf pitch</li> <li>· Three senior grass pitches</li> <li>· Fitness Gym (13 station)</li> <li>· Indoor changing areas</li> <li>· Host to Ofsted registered nursery</li> <li>· Function Hall</li> <li>· Meeting Room</li> </ul>	<p><b>Cricklefields Athletics Ground, 468 High Road, Ilford, IG1 1UE</b></p> <p><b>0208 5502366</b></p> <p><a href="https://visionrcl.org.uk/centre/cricklefields-athletics-ground/">https://visionrcl.org.uk/centre/cricklefields-athletics-ground/</a></p> <p>The facility offers:</p> <ul style="list-style-type: none"> <li>· 6 Lane running track</li> <li>· Spectator stadium</li> <li>· 1 football pitch</li> <li>· Shot put area</li> <li>· Hammer throw and Discus cage</li> <li>· Javelin area</li> <li>· Triple &amp; Long jump pits, with run-up</li> </ul>
<p><b>Fullwell Cross Leisure Centre, High Street, Barkingside, Essex, IG6 2EA</b></p> <p><b>020 8550 2366</b></p> <p><a href="http://www.visionrcl.org.uk/centre/fullwell-cross-leisure-centre">www.visionrcl.org.uk/centre/fullwell-cross-leisure-centre</a></p> <p>The facility offers:</p> <ul style="list-style-type: none"> <li>· 25m swimming pool</li> <li>· Teaching pool</li> <li>· 65 station fitness suite</li> <li>· 2 x Dance studios</li> <li>· 10 station fitness suite</li> <li>· Spa including hydrotherapy pool, sauna, aroma room, steam room, foot spas, heated loungers</li> <li>· 2 x Spa treatment rooms</li> <li>· Meeting Room</li> <li>· Spectator gallery for swimming events</li> <li>· Exercise on Referral facility including Cardiac Rehab Phase 4</li> </ul>	<p><b>Fairlop Waters, Forest Road, Barkingside, Essex, IG6 3HN</b></p> <p><b>020 8500 9911</b></p> <p><a href="http://www.visionrcl.org.uk/centre/fairlop-waters-country-park">www.visionrcl.org.uk/centre/fairlop-waters-country-park</a></p> <p>The facility offers:</p> <ul style="list-style-type: none"> <li>· 18 hole and 9 hole Golf Course</li> <li>· 19 bay driving range</li> <li>· Function Suite and Balcony</li> <li>· Wedding and Civil Partnership Licence</li> <li>· Bar</li> <li>· Restaurant</li> <li>· Fishing Lake</li> <li>· Night Fishing Lake</li> <li>· Sailing and Windsurfing lake</li> <li>· Boat Park</li> <li>· Nature Reserve</li> <li>· Country Park</li> <li>· Rowing Club</li> </ul>
<p><b>Fairlop Outdoor Activity Centre, Forest Road, Barkingside, Essex, IG6 3HN</b></p> <p><b>020 8500 1468</b></p> <p><a href="http://www.visionrcl.org.uk/centre/fairlop-outdoor-activity-centre">www.visionrcl.org.uk/centre/fairlop-outdoor-activity-centre</a></p> <p>The facility offers:</p> <ul style="list-style-type: none"> <li>· Sailing, Canoeing, Kayaking, Power boating, Rowing boats, Dragon Boats, Bell boats, Bouldering, Lakes, Boulders, Orienteering Courses</li> <li>· Meeting Room/Classroom</li> <li>· Climbing Boulders</li> </ul>	<p><b>Loxford Leisure Centre, Loxford Lane, Ilford, IG1 2UT</b></p> <p><b>020 8478 5634</b></p> <p><a href="http://www.visionrcl.org.uk/centre/loxford-leisure-centre">www.visionrcl.org.uk/centre/loxford-leisure-centre</a></p> <p>This facility offers:</p> <ul style="list-style-type: none"> <li>· Swimming Pool</li> <li>· Sports Hall</li> <li>· MUGA</li> <li>· Astro pitch</li> <li>· Grass pitch</li> </ul>

**Mayfield Leisure Centre, Kinfauns Road, Goodmayes, IG3 9QN**

**020 3887 0982**

**[www.visionrcl.org.uk/centre/mayfield-leisure-centre](http://www.visionrcl.org.uk/centre/mayfield-leisure-centre)**

The facility offers:

- 6 lane 25m Pool
- 40 station fitness suite
- Dance Studio
- 4 Court Sports Hall
- Gymnasium
- All-Weather Pitch
- 2 x Multi Use Games Areas
- Exercise on Referral Scheme

**Owls Play Centre, Fairlop Waters, Forest Road, Barkingside, Essex, IG6 3HN**

**020 8500 9669**

**[www.visionrcl.org.uk/centre/owls-play-centre](http://www.visionrcl.org.uk/centre/owls-play-centre)**

The facility offers:

- Multi-tiered soft play centre for children aged 0 – 12 years
- Dedicated play zone for babies, toddler and junior
- Children's Party Rooms
- Commercial Kitchen
- Café seating area

**Redbridge Cycling Centre, Forest Road, Hainault, Essex, IG6 3HN**

**020 8500 9359**

**[www.visionrcl.org.uk/centre/redbridge-cycling-centre](http://www.visionrcl.org.uk/centre/redbridge-cycling-centre)**

The facility offers:

- Road Circuit
- Mountain Bike Circuit
- Club Room with café facilities
- Meeting / Conference rooms
- Purpose built changing areas

**South Woodford Gym & Library, 116 High Road, South Woodford, E18 2QS**

**020 8708 9067**

**[www.visionrcl.org.uk/centre/south-woodford-library-gym](http://www.visionrcl.org.uk/centre/south-woodford-library-gym)**

The facility offers:

- 40 station gym
- Studio



**Wanstead Leisure Centre, Redbridge Lane West, Wanstead, London, E11 2JZ**

**020 8989 1172**

**[www.visionrcl.org.uk/centre/wanstead-leisure-centre](http://www.visionrcl.org.uk/centre/wanstead-leisure-centre)**

The facility offers:

- 5 Badminton court sports hall
- 65 station fitness suite with express circuit and free weights area
- Exercise on Referral facility including Cardiac Rehab Phase 4
- 4 squash courts
- Gymnasium
- 2 Multi Use Games Areas
- Sport & Health Team offices



# Fit for Fun

## What is the aim of the service?

Bringing fitness classes to community groups in Redbridge, **Fit for Fun** is an exercise programme which delivers 20 weeks of **FREE** physical activities sessions to Voluntary, community and groups.

Our aim is to work with a collective group of people (rather than individuals) targeting those who would not normally engage in any type of physical activity or sport to achieve long-term increases in levels of physical activity in the population across the borough.

The focus is on engaging with inactive communities in an activity of their choice which is easily accessible to them.

Groups choose their own activity, the venues and the times of the sessions and we will match them with a vetted and qualified instructor who will come out to the group to deliver the sessions. Chair based exercise, Yoga, Boxercise, Zumba, golf, Exercise & Fitness, table tennis, street dance, keep fit, Pilates, Line Dancing, Resistance Sliding and Basketball are just some of the ways groups have chosen to get '**Fit for Fun**'.

## Who is it aimed at?

The service is for any **existing groups** or **newly formed groups of likeminded individuals** who want to exercise together in a place where they feel comfortable and safe. Groups can undertake exercise in their own community venue or we support them to source an appropriate place suited to their needs.

Residents can access the service by forming groups of ten or more people of school age or above. It is for people who live or work in Redbridge and the activity has to take place in Redbridge. For an application pack please see below.

## Contact details

- **Website:** [www.redbridgecvs.net](http://www.redbridgecvs.net)
- **Email:** [tracy@redbridgecvs.net](mailto:tracy@redbridgecvs.net)
- **Phone number:** 020 3874 4134 or 07494 900 037
- **Main phone number:** 020 8553 1004
- **Social media:**
  - <https://twitter.com/redbridgecvs>
  - [www.facebook.com/redbridgecommunity/](https://www.facebook.com/redbridgecommunity/)
- **Address:** 103 Cranbrook Road Ilford IG1 4PU,  
**Opening hours:** Monday to Friday from 9.00am-5.00pm



## Fusion

### What is the aim of the service?

Fusion is a free, friendly and confidential young people's drug and alcohol service delivered by WDP.

### Who is it aimed at?

We work with young people under the age of 18 who live in Redbridge or attend schools and colleges in the borough.

We are flexible and can meet at a location accessible to our service users, such as schools, youth clubs or other local venues.

### Services available include:

- Assessment
- Keyworking
- Trauma counselling
- Motivational and engagement work
- Group work
- Drug and alcohol education and awareness
- Support and information for families and carers

### Contact details

- **Website:** [www.wdpyoungpeople.org.uk](http://www.wdpyoungpeople.org.uk)
- **Email:** [info.fusion@wdp.org.uk](mailto:info.fusion@wdp.org.uk)
- **Phone number:** 020 8708 7801
- **Social Media:**  
[https://twitter.com/wdp\\_charity](https://twitter.com/wdp_charity)
- **Address:** Fusion, Station Centre, Station Road, Barkingside, IG6 1NB, **Opening hours:** Monday-Friday from 9.00am-5.00pm

## BeWize Young People Service

Bewize is a service in Redbridge which supports access to sexual health services for young people aged 15 to 24. We ensure that young people are able to access the services relevant to their needs, free from stigma and embarrassment. We aim to empower young people to make good and informed decisions relating to their sexual health. We lead on the following provision:



- Access to free Chlamydia and Gonorrhoea testing at selected outlets
- Support young people with access to free treatment
- Manage the c-card scheme and condom distribution in Redbridge
- Ensuring young people can access free condoms
- We provide resources, information and advice on sexual health
- We provide training to professionals working with young people on local services including how to promote/discuss Chlamydia screening and condom distribution.
- Undertake outreach and community engagement to raise awareness of services available

### Contact details

- **Website:** [www.wdpyoungpeople.org.uk](http://www.wdpyoungpeople.org.uk)
- **Email:** [info.bewize@wdp.org.uk](mailto:info.bewize@wdp.org.uk)
- **Phone number:** 0300 303 4551
- **Address:** Station Centre, Station Road, Barkingside, IG61NB, **Opening hours:** Monday to Friday 9.00 am to 5.00 pm

# Families Information Direct (FiND)

## What is the aim of the service?

Families information direct is one stop information service for parents, carers, children, young people and people who work with families in Redbridge. FiND gives information and advice on issues that impact on family's life.

## Who is the service for?

Anyone with a query or concern or looking for information for children and young people aged 0 to 19 (or 25 for a young person with a (SEN) Special Educational Needs or disability) please contact FiND or visit the online Family services directory.

## Contact details

- **Website:** <https://find.redbridge.gov.uk/>
- **Email:** [find@redbridge.gov.uk](mailto:find@redbridge.gov.uk)
- **Phone number:** 0800 587 7500 or 020 8708 8920\*
- **Address (for correspondence):** Families Information Direct (FiND), Gearies Children's Centre, Waremead Road, Gants Hill, Ilford, IG2 6TF,  
**Opening times:** Monday to Friday from 9.30am to 12.30pm and 2.00pm to 4.30pm



### Social prescribing

#### What is the aim of the service?

The Redbridge Social Prescribing Service is a means of enabling GPs to refer patients for support to find extra services in the community. This is to help patients make positive change to improve their health and wellbeing. The service is a joint initiative by RedbridgeCVS, Redbridge Council and Redbridge Clinical Commissioning Group.

#### How does it work?

GPs refer patients to RedbridgeCVS, where staff assign them to a "Health and Wellbeing Buddy" who supports and guides them in accessing a range of non-medical, community-based services, groups and social activities with the aim of reducing social isolation, improving mental health and promoting healthy lifestyles. The Health and Wellbeing Buddies are employed and trained by RedbridgeCVS.

#### Who is it aimed at?

The service is available to patients over 18 years of age and registered with a GP in Fairlop who are:

- Feeling lonely
- Feeling low, sad or anxious
- Diagnosed with type 2 diabetes

We are not able to take self-referrals – the referral has to be made by a GP in Fairlop.

#### Contact details

For more details about this project, please contact our Social Prescribing, Health and Wellbeing Coordinator, Shahida Begum, via email at [shahida@redbridgecvs.net](mailto:shahida@redbridgecvs.net)



# Good Thinking

## What is the aim of the service?

Good Thinking was launched in November 2017 and is designed to support Londoners who are looking for personalised new ways to improve how they feel every day. The app uses three-question wellbeing check-ups, or self-assessments, to find the latest on and offline products that support and boost good mental health.

## Who is it aimed at?

From the basics of reading tips from other users on getting a better night's sleep, right through to completing a clinically approved self-assessment, Good Thinking has something to support users no matter what their circumstances may be. Finding resources is simple – just browse topics on the homepage to find useful apps, websites and services that could help you feel better. Resources can be sorted by relevance and popularity, and personalised to suit your individual needs.

The following are the top 10 resources Good Thinking users visit:

### 1 Sleepio\*

Online programme that teaches proven techniques to fall asleep faster, stay through and wake up feeling refreshed.



### 2 Be Mindful\*

Online mindfulness course to develop lifelong skills to help manage difficult emotions and better cope with life's stresses.



### 3 NHS Sleep and tiredness advice

Comprehensive health information and advice using videos, articles and other resources.



### 4 Anxiety UK

Support service for people living with anxiety; it provides information and support via an extensive range of services, including 1:1 therapy.



### 5 The Campaign Against Living Miserably

Free helpline and web chat support service for men feeling down or depressed for any reason.



### 6 Rethink

Charity providing expert, accredited advice and information to anyone experiencing a mental health problem.



### 7 Mental Health Foundation

Website with useful tools and resources for all things related to mental health and wellbeing.



### 8 The Mix

Online support service providing free, confidential support and counselling for young people under 25.



### 9 Living Life to the Full

Free online courses based on the principles of cognitive behaviour therapy to learn skills for coping with stress.



### 10 SAM

Mobile phone app designed to help manage anxiety by building a personalised anxiety management toolkit.



## Contact details

- **Website:** [www.good-thinking.uk](http://www.good-thinking.uk)
- **Email:** [info@good-thinking.uk](mailto:info@good-thinking.uk)

# NHS Health Checks

## What is the aim of the service? Who is it aimed at?

Every Redbridge resident 40-74-year-old have a right to a NHS Health Check once every five years from their GP Practice. The **NHS Health Check** is a **health check-up** designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As residents get older, there is a higher risk of developing one of these conditions.

Once a resident has had a check, your GP Practice may detect high blood pressure, Diabetes, heart conditions, high cholesterol, and give you a cardiovascular risk score which can allow resident make changes that suit them to live a healthier life.

Our local clinicians and other health professionals respond to residents evolving needs by tailoring and targeting the NHS Health Check. Following every check, there is support residents can access to enable every 40-74-year-old stay well locally such as the:

- Physical activity service
- Substance misuse (including alcohol) service
- Stop smoking service



## Aged 40-74? Find out about our FREE NHS Health Check in this Practice

Though you might be feeling great, if you're over forty you may be at risk of heart disease, stroke, kidney disease, diabetes or dementia.

A FREE NHS Health Check can help you reduce these risks and make sure that you stay healthy

## Contact details

### Website:

[www.nhs.uk/conditions/nhs-health-check/](http://www.nhs.uk/conditions/nhs-health-check/)

Contact your local GP Practice

### Social media:

<https://twitter.com/checknhs>

Opening hours for this service is as stipulated by your GP

# Exercise on Referral scheme

## What is the aim of the service?

Exercise on Referral is where doctors or other health professionals can refer individuals who they feel would benefit from physical activity and help them address their medical conditions.

## Who is it aimed at?

The Exercise on Referral Scheme is for Redbridge residents who are **16+**, not active and would like to increase their physical activity levels. The scheme is designed so that qualified instructors can help people with medical conditions achieve their targets.

## Common conditions for referral

- Diabetes
- Obesity
- Asthma
- Hypertension
- Depression/Stress/Anxiety
- Bone/Joint/Muscular Conditions
- CHD Risk Factors

## What are the benefits of the scheme?

Regular physical activity will help:

- Reduce the risk of coronary heart disease
- Assist with weight loss
- Reduce stress and anxiety
- Control blood sugar levels
- Improve mobility and posture
- Strengthen muscles
- Socialise and have fun
- Improve quality of life and overall health

## Contact details

- **Address:** Wanstead Leisure Centre, Redbridge Lane West, Wanstead, London, E11 2JZ
- **Phone number:** 0208 550 6645
- **Email:** [ssmith@vision-rcl.org.uk](mailto:ssmith@vision-rcl.org.uk)

## What activities are available?

At the moment, individuals will be able to participate in:

**Chair based classes:** This is a low intense circuit class with chair based options for each exercise. Great for people with mobility problems.

**Gym Circuit Classes:** Our instructors will deliver circuit classes in the gym that will work all areas of the body and give you that little bit of variety.

**Studio Classes:** These classes will be a mixture of aerobic and circuit based sessions and will give individuals the chance to exercise outside of the gym. All of the classes will be taught by one of our qualified instructors who are there to assess and monitor your progress, help you exercise safely and with confidence, motivate and encourage you and answer all of your questions.

## How to register?

If you are interested in joining the Redbridge Exercise on Referral Scheme then please speak to your doctor or practice nurse as they have to refer you. If your doctor is not registered with the scheme then please contact the **Exercise on Referral Scheme Manager, Steve Smith** on **020 8550 6645** or by email see below the page.

Once the doctor has sent the referral form, the referral manager will contact you to book an appointment.

# Stop Smoking Service

## What is the aim of the service?

You are four times more likely to quit smoking with help than if you try and give it up all on your own. There is support locally in Redbridge to help you stop smoking. The various options that you can find the service that is right for you.

They can also provide information on different methods to quit smoking such as electronic cigarettes, carbon monoxide readings, literature and advice.



## Redbridge Stop Smoking Service

- Service is delivered by Everyone Health Ltd
- Behavioural support (1:1 or Group) and pharmacotherapy
- Clients can choose to receive one-to-one or group support by Everyone Health's Specialist Practitioners across community locations in the borough. Alternatively, support can be provided through participating pharmacies across Redbridge. Telephone and virtual support is also available as part of the service.



## Stop Smoking London

- Residents can access free specialist, personalised support from trained health advisers over the phone to help them quit smoking. Helpline number: 0300 123 1044. More info at: <https://london.stopsmokingportal.com/>



## Contact details

- **Website:** [www.everyonehealth.co.uk/redbridge-council/](http://www.everyonehealth.co.uk/redbridge-council/)
- **Email:** [Redbridge@everyonehealth.co.uk](mailto:Redbridge@everyonehealth.co.uk)
- **Phone number:** 0333 005 0095
- **Social media:**
  - [www.facebook.com/RedbridgeLive](https://www.facebook.com/RedbridgeLive)
  - <https://twitter.com/RedbridgeLive>

There are one-to-one and group sessions being delivered all across Redbridge. For more information on locations and opening hours, call the service number or go to: <https://mylife.redbridge.gov.uk/stop-smoking>

## Integrated HIV and Prevention and Support Service


### What does the service offer?

- HIV testing and sexual health screening
- HIV training and capacity building for professionals
- Health and Wellbeing workshops, activities and service
- One-to-one Counselling
- Peer-led Support Groups
- Information and Advice
- HIV awareness sessions in the community

### Contact details

- **Website:** [www.positiveeast.org.uk](http://www.positiveeast.org.uk)
- **Email:** [talktome@positiveeast.org.uk](mailto:talktome@positiveeast.org.uk)
- **Phone number:**  
020 8553 1004 (Redbridge CVS) or  
020 7791 2855(Positive East)
- **Address:** 103 Cranbrook Road, Ilford, IG1 4PU  
/159 Mile End Road, London E1 4AQ, **Opening hours:** Monday to Friday from 9.00 am to 5.00 pm



Barking, Havering and Redbridge   
University Hospitals  
NHS Trust

## Integrated Sexual Health Service

### What is the aim of the service?

We provide free and confidential sexual health and contraceptive services for anyone over 13. You don't need to be referred by your GP.

### Who is the service for?

- Contraception - available for residents of Havering, Barking and Dagenham and Redbridge and any other London borough. We also provide emergency contraception needs.
- Quick-check sexual health testing
- Treatment for sexually transmitted infections (STIs)
- Information and advice about pregnancy, contraception and HIV
- Counselling
- If you are a resident of Barking and Dagenham, Havering or Redbridge you can access online sexual health services at [www.bhr.shl.uk](http://www.bhr.shl.uk) This is suitable if you are 16 and over have no symptoms.

### Contact details

- **Website:** [www.bhrhospitals.nhs.uk/sexual-health](http://www.bhrhospitals.nhs.uk/sexual-health)
- **Phone number:** 020 8924 6674
- **Address:**
  - Hainault Health Centre, Manford Way, Chigwell, IG7 4DF
  - Loxford Polyclinic, 417 Ilford Lane, Ilford, IG1 2SN
  - Outpatients East, Barking Hospital, Upney Lane, Barking, IG11 9LX
  - Queen's Hospital, Ground Floor, Rom Valley Way, Romford, RM7 0AG
- **Opening hours:** Monday to Friday from 8.00am to 4.00pm.

## R3

### What is the aim of the service? Who is it aimed at?

R3 is a fully integrated, recovery-focused service delivered by Westminster Drug Project (WDP). We offer confidential support and treatment for individuals and their families affected by drug and alcohol problems. The service is free and open to all Redbridge residents aged 18 or over, as well as their families and carers.

#### What we offer:

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Information, advice, support and assessment</li> <li>• One-to-one key working</li> <li>• Group work and day programme</li> <li>• Needle exchange and harm reduction services</li> <li>• Substitute prescribing</li> <li>• A health and wellbeing service for people who use substances at lower levels, including alcohol, club drugs, cannabis and cocaine</li> </ul> | <ul style="list-style-type: none"> <li>• Specialist services for alcohol and cocaine users</li> <li>• Access to in-patient detox and residential rehab</li> <li>• Health assessments and blood-borne virus screening &amp; vaccination</li> <li>• Counselling</li> <li>• Access to Work Redbridge</li> <li>• Family and carers' support and advice</li> <li>• Support for individuals in the criminal justice system</li> <li>• Self-help and mutual aid groups</li> </ul> |
|---|--|

#### Contact details

- **Address:** 3rd Floor, Ilford Chambers, 11 Chapel Road, Ilford IG1 2DR,  
**Office opening hours:** Monday to Friday from 9.00am-5.00pm.  
 Evening clinic on Tuesdays between 5-7:30pm
- **Phone number:** 0300 303 4612
- **Email:** [info.R3@wdp.org.uk](mailto:info.R3@wdp.org.uk)
- **Social Media:**
  - [www.wdp.org.uk](http://www.wdp.org.uk)
  - [https://twitter.com/wdp\\_charity](https://twitter.com/wdp_charity)

## Redbridge Outreach Service

### What is the aim of the service?

Redbridge Outreach Service has an assertive and persistent approach to engaging and maintaining contact with individual members of the street drinking population in the borough.

It assists those identified as vulnerable street drinkers into treatment, social care and housing services as well as helping to reconnect those with no connection to the borough back to their 'home' area. In addition, it also has a street-based floating support service which will provide one-to-one ongoing support to individuals who are at risk or experiencing homelessness.



#### Contact details

- **Address:** 3rd Floor, Ilford Chambers, 11 Chapel Road, Ilford IG1 2DR,  
**Office opening hours:** Monday to Friday from 9.00am-5.00pm
- **Telephone:** 0300 303 4614
- **Email:** [redbridge.outreach@wdp.org.uk](mailto:redbridge.outreach@wdp.org.uk)
- **Social Media:**
  - [www.wdp.org.uk](http://www.wdp.org.uk)
  - [https://twitter.com/wdp\\_charity?lang=en](https://twitter.com/wdp_charity?lang=en)

## Tuberculosis (TB) awareness project

### What is TB?

**Tuberculosis (TB) is a bacterial infection spread through inhaling tiny droplets from the coughs or sneezes of an infected person.** It mainly affects the lungs, but it can affect any part of the body, including the tummy (abdomen) glands, bones and nervous system. TB is a serious condition, but it can be cured if its treated with the right antibiotics.

### Signs or symptoms:

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>▪ Persistent cough that last more than three weeks and usually brings up phlegm, which may be bloody</li> <li>▪ Weight loss</li> <li>▪ Night sweats</li> <li>▪ High temperature (fever)</li> </ul> | <ul style="list-style-type: none"> <li>▪ Tiredness and fatigue</li> <li>▪ Loss of appetite</li> <li>▪ Swelling in the neck</li> </ul> |
|---|---|

**Please contact your GP if you have a cough that lasts more than three weeks or you cough up blood.**

### What is the aim of the service?

The TB Awareness Project is a health promotion initiative run by RedbridgeCVS, working in partnership with local voluntary and statutory sector organisations. The initiative was set up to reduce the rate of TB infection in Redbridge as this borough has one of the highest TB rates in the UK.

The project aims to raise awareness about TB amongst communities and social groups who are at high risk. We train and employ local residents as Health and Wellbeing Buddies to deliver awareness raising sessions at local community, faith and educational groups.

The project works to dispel the myths and stigma surrounding TB, raise awareness of the symptoms of TB, make people aware of when, where and how to get testing and treatment and make people aware of how to prevent TB. We offer awareness raising sessions that are free, interactive and can be delivered in a variety of community languages.

### Who is it aimed at?

This service is available to all local residents and community, faith and educational groups. We particularly welcome working with those who are from recently arrived communities, those with reduced immunity, homeless people, BME communities particularly Black African and South Asian, and people dependent on drugs and alcohol.

### Join our team of paid Health and Wellbeing Buddies

From time to time we recruit more local people to join our team of Health Buddies to go out into their communities and raise awareness of TB. The work is flexible to fit in with your commitments and you will receive full training as part of your employment as a casual worker. We would be particularly happy to hear from people whose background is not represented in our Health Buddy Team such as the Somali community and younger men as well as people who have recovered from TB.

### How can residents access the service?

If you would like us to do a TB health awareness session for your community group, place of faith, service or group of friends, or would like to find out about becoming a Health Buddy, please contact Afsia Khanom, Health and Wellbeing Project Coordinator, on 07494 898 892 or at [afsia@redbridgecvs.net](mailto:afsia@redbridgecvs.net).

### Contact details

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>▪ <b>Website:</b> <a href="http://www.redbridgecvs.net">www.redbridgecvs.net</a></li> <li>▪ <b>Email:</b> <a href="mailto:info@redbridgecvs.net">info@redbridgecvs.net</a></li> <li>▪ <b>Phone number:</b> 020 8553 1004</li> </ul> | <ul style="list-style-type: none"> <li>▪ <b>Social media:</b></li> <li>▪ <a href="https://twitter.com/redbridgecvs">https://twitter.com/redbridgecvs</a></li> <li>▪ <a href="https://www.facebook.com/redbridgecommunity">www.facebook.com/redbridgecommunity</a></li> <li>▪ <b>Address:</b> RedbridgeCVS, first floor, 103 Cranbrook Road, Ilford, IG1 4PU, <b>Opening hours:</b> Monday to Friday from 9.00am to 5.00pm</li> </ul> |
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# Finding Focus

## What is the aim of the service?

Finding Focus is a service which provides **employment support**. The aim of the Finding Focus project is to actively engage with a target audience of individuals presenting with substance misuse and/or mental health difficulties. It provides a range of bespoke specifically tailored careers information, advice & guidance, confidence building and motivational support. The ultimate objective is facilitating the transition from being distant from the labour market to moving closer to the labour market.

This service works with individuals to support with confidence building, identification of clear career paths, introspective practice identifying strengths & competencies, CV development, interview preparation, targeted job search and signposting to thematic training opportunities.

Finding Focus aims to increase the number of individuals presenting with substance misuse and/or mental health difficulties being more 'job ready' and equipped to return to the labour market.

## Who is the service for?

The Finding Focus service is for Redbridge residents presenting with substance misuse and/or mental health difficulties, who are seeking employability support to meet a range of needs they may have i.e. lack of confidence, inability to navigate the labour market and identify suitable work or training opportunities.

To receive support, clients **MUST** be aged 16 years+ and live within the London Borough of Redbridge. Clients may be eligible for additional support if they are claiming Out of Work benefits such as JSA, IS, UC, ESA, and:

- Receiving housing benefit
- Are affected by changes in benefits such as Universal Credit
- In financial debt or rent arrears
- Have a disability or long-term condition, including mental health and learning disability
- Facing difficulties with accommodation including living in temporary accommodation OR at risk of homelessness OR experiencing homelessness (rough sleeping / sofa surfing / hostel)
- Have a substance misuse issue (alcohol and / or drugs)
- Are a care leaver
- Are a parent with personal or family issues looking to return to work

## How can residents access the service?

By referral from partner agencies, Work Redbridge website registration or self-referral

### Contact details

- **Website:** [www.redbridge.gov.uk/workredbridge](http://www.redbridge.gov.uk/workredbridge)
- **Email:** [Jenavi.omoma@redbridge.gov.uk](mailto:Jenavi.omoma@redbridge.gov.uk) and [workredbridge@redbridge.gov.uk](mailto:workredbridge@redbridge.gov.uk)
- **Phone number:** 0208 708 2298 or 07741 331 215
- **Social media:** [www.facebook.com/redbridgelive](https://www.facebook.com/redbridgelive)
- **Address:** Hub Central, 2<sup>nd</sup> Floor; Redbridge Library,  
**Opening hours:** 9.30am to 5.00pm

# Redbridge Violence Against Women and Girls (VAWG) Service

## What is the aim of the service?

Aim of the service is to support those who are or who have experienced domestic abuse or any other form of VAWG such as:

- Sexual violence
- Trafficking or exploitation
- Honour based violence
- FGM
- Stalking or Harassment
- Threatening behaviour
- violence or abuse (psychological, physical, sexual, financial or emotional) that takes place in intimate or family-type relationships

## Who is the service for?

VAWG is a specialist service for anyone living in Redbridge who is over 13 and experienced, or is at risk of, gender-based violence. Domestic abuse could happen across all ages, social class, race, gender, sexualities and disability. Women are more likely to be victims of domestic violence but men can be victims too.

If any of the following are happening to you, you could be at risk of serious harm we strongly encourage you to seek support and protection from the Police or another domestic violence service:

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• violence is getting worse or you have been seriously hurt</li><li>• you have been threatened</li><li>• you have recently separated, or told your partner you are going to leave</li><li>• the perpetrator has access to weapons</li><li>• the perpetrator has raped or sexually assaulted you</li><li>• the perpetrator is harassing or stalking you after you have left</li><li>• the perpetrator is extremely jealous, possessive and controlling</li></ul> | <ul style="list-style-type: none"><li>• you are pregnant or have recently given birth</li><li>• you are socially or culturally isolated by the perpetrator</li><li>• there is extended family involvement and collusion with the abuse</li><li>• the perpetrator is misusing drugs or alcohol</li><li>• the perpetrator is abusive, aggressive or threatening towards your children</li><li>• the perpetrator has a history of ignoring or breaking injunctions or other court orders.</li></ul> |
|---|--|

## If you are in a violent relationship, what can you do?

- recognise that what is happening to you is domestic violence, and that it is unacceptable
- accept that you are not to blame
- contact the Police or one of the specialist domestic violence services

If you hear domestic violence taking place next door, you should report it to the Police immediately. There are many signs of domestic violence including: verbal abuse, pressure tactics, disrespect, breaking trust, isolation, harassment, threats, sexual violence and physical violence. The abuser will often deny the abuse is happening.

## Specialist national helplines

### Support for all victims

#### Victim Support

**Telephone:** 0808 16 89 111 (national support)

**Website:** [www.victimsupport.org.uk/](http://www.victimsupport.org.uk/)

#### National Centre for Domestic Violence

**Telephone:** 08448 044 999 or 08009 70 20 70 (support and advice including help is provided)

For minicom and typetalk call 18001 08009 70 20 70, Text 60777

**Website:** [www.ncdv.org.uk/](http://www.ncdv.org.uk/)

#### Support for children and young people

Even if the violence at home isn't aimed at you, it doesn't mean you don't get hurt too.

To talk to someone call Childline on 0800 1111

**Website:** [www.childline.org.uk/](http://www.childline.org.uk/)

### Support for Women

#### Refuge

**Telephone:** 0808 2000 247 (24 hour national domestic violence helpline, run in partnership between Women's Aid and Refuge)

**Website:** [www.refuge.org.uk/](http://www.refuge.org.uk/)

#### Woman's Trust

Free counselling support for women affected by domestic violence

**Telephone:** 0207 034 0303

**Website:** <http://womanstrust.org.uk/>

### Support for male victims

#### Men's advice helpline

Help and advice for men suffering domestic violence.

**Telephone:** 0808 801 0327 (freephone)

**Website:** [www.mensadvice.org.uk/](http://www.mensadvice.org.uk/)

## Contact details

- **Website:** [www.redbridge.gov.uk/crime-and-public-safety/domestic-violence/](http://www.redbridge.gov.uk/crime-and-public-safety/domestic-violence/)
- **Phone number:** 0800 169 7759 (for free confidential advice)
- **Email:** [redbridgevawg@refuge.org.uk](mailto:redbridgevawg@refuge.org.uk)

## Support for victims from minority groups

### Women from other countries

#### Karma Nirvana

Help and support for victims of honour-based violence and forced marriage

**Telephone:** 0800 5999 247 (24 hours).

**Website:** <https://karmanirvana.org.uk/>

#### Foreign and Commonwealth Office Advice

For women in fear of forced marriage

**Telephone:** 0207 008 0151 (or 0044 207 008 0151 from overseas)

**Website:** [www.gov.uk/stop-forced-marriage](http://www.gov.uk/stop-forced-marriage)

#### Ashiana

Advice and support for Asian, Turkish/Kurdish and Iranian women.

**Telephone:** 0208 539 9656

**Website:** [www.ashiana.org.uk/](http://www.ashiana.org.uk/)

#### Aanchal Women's Aid

Provides specialist advice and support in seven Asian languages, Lithuanian, Polish and Russian to women suffering domestic abuse, 24hr helpline 0845 451 2547.

**Website:** <http://aanchal.org.uk/>

#### Jewish Women's Aid (JWA)

Advice and support for Jewish women and children for domestic abuse and sexual violence, which includes practical and emotional support, counselling, children's therapy and support groups.

**Telephone:** domestic helpline: 0808 801 0500

and Sexual violence support line: 0808 801 0656

**Website:** [www.jwa.org.uk/](http://www.jwa.org.uk/)

## Support for lesbian, gay, bi-sexual and trans (LGBT) victims

#### Broken Rainbow

Specialised support for lesbian, gay, bisexual and transgender victims of domestic violence.

**Telephone:** 08452 60 44 60 (Monday from 2pm to 8pm, Wednesday from 10am to 1pm, Thursday from 2pm to 8pm)

**Website:** [www.galop.org.uk/domesticabuse/](http://www.galop.org.uk/domesticabuse/)

#### London Lesbian and Gay Switchboard

Information for lesbians, gays and bisexuals on legal services, support services and counselling.

**Minicom:** 0207 837 7324.

## What is the aim of the service? Who is aimed at?

One Place East is a single access point for people from all disability groups, people with mental health needs, older people and people with long term health conditions.

To 'go for' place for:

- Advocacy
- Befriending
- Information and advice
- Peer support
- Quality checking
- Training
- Voice and influence

## Contact details

- **Website:** [www.oneplaceeast.org](http://www.oneplaceeast.org)
- **Email:** [info@oneplaceeast.org](mailto:info@oneplaceeast.org)
- **Phone number:** 02089252435
- **Social media:**
  - <https://business.facebook.com/oneplaceeast/>
  - <https://twitter.com/oneplaceeast?lang=en>
  - <https://instagram.com/oneplaceeast?igshid=17kfa732xg6p>
- **Address:** 98-100 Ilford Lane, Ilford, IG1 2LD,  
**Opening hours:** Monday to Friday from 9.30am to 4.00 pm



# Cervical Screening (Cancer Prevention)

## What is cervical screening?

Cervical screening is **NOT** a test for diagnosing cervical cancer. It is a test to check the health of the cervix, which is the lower part of the womb (often called the neck of the womb). For many women the test results show that everything is fine, but for 1 in 20 women, the test shows changes in the cells that can be caused by many things.

## Why should I care about screening?

Cervical cancer is largely preventable through cervical screening and the HPV vaccination programme. Recent figures suggest that 1 in 5 women in the UK fail to attend screening and we know that not going for cervical screening is one of the biggest risk factors for developing cervical cancer. We also know from research that up to 4,500 lives will be saved each year in England by cervical screening.

## Signs and symptoms:

The symptoms of cervical cancer are not always obvious, and it may cause any at all until its reached an advanced stage. This is the reason why it's very important to you attend all your cervical screening appointments.

In most cases, abnormal vaginal bleeding is the first noticeable symptom of cervical cancer. This bleeding includes:

- During or after sex
- Between your periods
- After you been through the menopause

Other symptoms may include pain and discomfort during sex, unusual or unpleasant vaginal discharge and pain in your lower back or pelvis.

Advanced cervical cancer, if cancer spreads out of your cervix and surrounding tissues and organs this can a range of other symptoms that include:

- pain in your lower back or pelvis
- sever pain in your side or back caused by your kidneys
- constipation
- peeing or pooing more often than normal
- losing control of your bladder (urinary incontinence) or losing control of your bowels (bowels incontinence)
- blood in your pee
- swelling of one or both legs
- severe vaginal bleeding

## What are the risk factors?

Some women with cervical cancer may develop complications. These can arise as a direct result of the cancer or as a side effect of treatments like radiotherapy, chemotherapy and surgery. Complications associated with cervical cancer can range from the relatively minor, like some bleeding from the vagina or having to pee frequently, to life threatening, such as severe bleeding or kidney failure.

## Who is it aimed at?

**FREE** test is offered to all women aged between **25 and 64**. However, cervical cancer is more common if you:

- Smoke
- First had sex at an early age
- Have had several sexual partners or have had a sexual partner who has had several other partners
- Take immunosuppressant drugs (for example, after an organ transplant)
- If you have passed the menopause, you still need to be tested to check that your cervix is healthy
- Ask your doctor for advice if you:
- Have had a hysterectomy; are over 65
- Have never had sex with a man or woman
- You are not sure whether you still need to be tested

Women aged **25 to 49** are offered screening every **3 years** and those aged **50 to 64** are offered screening every **5 years**.

### What's unique about the local service?

The local service is committed to addressing barriers women might have on preventing cervical cancer including screening, while improving knowledge and understanding of cervical cancer.

### How to prevent cervical cancer?

**Age from 16 years** and above and encourage boys and girls aged **12–13 years** to receive immunisation with the human papillomavirus (HPV) vaccine as part of our local Childhood Immunisation Programme. 2 doses of HPV vaccine is given to both boys and girls.

[www.nhs.uk/conditions/vaccinations/hpv-human-papillomavirus-vaccine/](http://www.nhs.uk/conditions/vaccinations/hpv-human-papillomavirus-vaccine/)

Providing information to women about practising safer sex and the use of condoms.

### Where to get screened?

A doctor or nurse in your local GP practice will carry out your test. He or She will consider your preference and situation in delivering a tailored service for each woman.

Around 98 in 100 people tested will receive a normal result, out of those 98 people 4 will initially have unclear results or inadequate sample this could happen due to multiple reasons. In all these cases the hospital may ask for another test which is usually after 3 months or in some cases a biopsy may be required.

If you have any questions about the service:

- Ask your doctor
- Contact your local health clinic
- Visit the national cancer screening website:

[www.cancerscreening.nhs.uk](http://www.cancerscreening.nhs.uk)



# Outer North East London Breast Screening Service

## What is the aim of the service?

About 1 in 8 women in the UK are diagnosed with breast cancer during their lifetime, if it's detected early, treatment is more successful and there is a good chance of recovery. Breast cancer is the most common type of cancer among women usually who are over **50 years** of age and have reached menopause. However, it is possible for women of any age to be affected.

## Who is this service for?

Eligible women, who are registered with a GP, aged from **50** to their **71st** birthday, receive an invitation letter and leaflet explaining:

- **What happens at a screening appointment** (This involves taking x-rays of the breast called a mammogram which could spot cancers that are too small to see or feel)
- **The Benefits and risks of Breast Screening**

## Normal intervals

You'll first be invited for screening within **3 years** of your **50th** birthday, However there is currently a trial to examine the effectiveness of offering some women one extra screen between the ages of **47** and **49** and one between the ages of **71** and **73**, this is part of a study looking at whether to extend the breast screening age range.

## Limiting your risk - you can reduce the risk of breast cancer by:

- Maintaining a healthy weight
- Limiting alcohol intake
- Staying physically active
- Not smoking

## Contact details

- **Website:** [www.london-breastscreening.org.uk](http://www.london-breastscreening.org.uk)
- **Email:** [INL.onelbreastscreening@nhs.net](mailto:INL.onelbreastscreening@nhs.net)
- **Phone number:** 0170 895 7221 (office)
- **Phone number:** 020 3758 2024 (Appointments)
- **Address:** InHealth Community Clinic, Lambourne House, 7 Western Road, Romford RM1 3LD, **Opening Hours:** Monday to Friday from 8.30am – 5.00pm

## Symptoms – Be Breast Aware:

A change in size or shape

- A lump or thickening
- Puckering or skin dimpling
- Nipple becoming drawn or changing direction
- Bleeding or discharge from the nipple
- Rash on or around the nipple
- Sudden roughness of the skin
- Swelling under the armpit or around the collar bone
- Constant pain in one part of your breast or in your
- Constant pain in one part of your breast or in your armpit
- Swelling under the armpit or around the collar bone
- Constant pain in one part of your breast or in your armpit

Screening tests are not 100% accurate, you can be told that you have a problem when you don't this is called a "false positive" and may lead to unnecessary further tests or treatments. On the other hand, screening test could also miss a problem which is called "false negative" and lead to people ignoring symptoms in future.

# Bowel Cancer Screening

## What is the aim of the service?

Bowel cancer is a general term for cancer that begins the large bowel. Depending on where the cancer starts, bowel cancer is sometimes called colon or rectal cancer. Bowel cancer is one of the most common types of cancer diagnosed in the UK. Most people diagnosed with it are over the age of **60**.

## Who is it aimed at?

NHS Bowel cancer screening is only offered to people aged 55 or over, as this is when you are more likely to get bowel cancer:

- If you're 55, you will be automatically be invited for a one-off bowel scope screening test, if its available in your area.
- If you're 60 to 74, you will be automatically be invited to do home testing kit every 2 years
- If you're 75 or over, you can ask for a home testing kit every 2 year by calling the free bowel cancer screening helpline on 0800 707 6060

If you're too young for screening but worried about a family history of bowel cancer, speak to your GP for advice.

## Three main symptoms of bowel cancer are:

- Persistent blood in the stools – that occurs for no obvious reason or is associated with a change in bowel habit
- A persistent change in your bowel habit – which usually means going more often with looser stools
- Persistent lower abdominal (tummy) paid, bloating or discomfort – that's always caused by eating and may be associated with loss of appetite or significant unintentional weight loss.

## Cause of bowel cancer

It's not know exactly what causes bowel cancer, but there are a number of things that can increase your risk. These include:

- **age** – almost 9 in 10 cases of bowel cancer occur in people aged 60 or over
- **diet** – a diet high in red or processed meats and low in fibre can increase your risk
- **weight** – bowel cancer is more common in people who are overweight or obese
- **exercise** – being inactive increases your risk of getting bowel cancer
- **alcohol** – drinking alcohol might increase your risk of getting bowel cancer
- **smoking**– smoking may increase your chances of getting bowel cancer
- **family history** – having a close relative (mother or father, brother or sister) who developed bowel cancer under the age of 50 puts you at a greater lifetime risk of developing the condition; screening is offered to people in this situation, and you should discuss this with your GP.

## When to seek medical advice

If you have one or more of the **symptoms** of bowel cancer and they have persisted for more than four weeks, see your GP. Your doctor may decide to:

- Carry out a simple examination of your tummy and bottom to make sure you have no lumps
- Arrange for a simple blood test to check for iron deficiency anaemia this can indicate whether there's any bleeding from your bowel that you haven't been aware of
- Arrange for you to have a simple test in hospital to make sure there's no serious cause of your symptoms
- Make sure you see your doctor if your symptoms persist or keep coming back after stopping treatment, regardless of their severity of your age. You'll probably be referred to hospital.

About 98 in 100 people get a normal result, Cancer screening can miss a number of cancers and provide false assurance, no cancer screening test is 100% accurate.

**For more information, please see the following website:** [www.nhs.uk/conditions/bowel-cancer/](http://www.nhs.uk/conditions/bowel-cancer/)

# Redbridge Community Lunch Clubs

### What is the aim of the service? Who is it aimed at?

There are Community Lunch Clubs in the borough for Redbridge residents over 65, which provide the opportunity to meet up socially and make new friends in a warm, welcoming environment and enjoy a nutritious 2-course meal, the cost is £3.95, which can be paid at the Lunch Club. All dietary and cultural requirements can be catered for. There is also a range of fun activities to meet your interests and community information available to enhance wellbeing and support.

### Locations:

<b>The Living Well Resource Centre</b> 372 Chadwell Heath Lane, Chadwell Heath, RM6 4YG <b>Monday &amp; Thursday from 10.00am to 2.00pm</b>	<b>St Johns Church Hall</b> St Johns Road, IG2 7BB <b>Tuesday from 10.00am to 2.00pm</b>
<b>Goodmayes Community Centre (in partnership with GRASS-Goodmayes Residents Association)</b> 616c Green Lane, IG3 9SE <b>Tuesday &amp; Friday 12.15pm to 2.30pm</b>	<b>Link Up for Lunch</b> Link Place, Bramston Close, Hainault, IG6 3DU <b>Friday 12.30pm to 3.00pm</b>

### Contact details

If you would like more information or to book a visit or even volunteer to help at Lunch Clubs, call the following number.

**Phone number:** 0208 501 2220

# Elderberries

### What is the aim of the service?

Elderberries provides day opportunities to living with Dementia. Elderberries provides stimulation or social interaction or outings for people living with dementia and respite for carers. Weekly activities are designed to provide stimulation or social interaction or person centred holistic approach.

### Who is the service for?

Elderberries also provide personal care and liaises with other agencies to ensure appropriate care is provided. Geographical area covered London Borough of Redbridge. Elderberries is also responsible for carrying out Safeguarding enquiries regarding service user or carers who might be at risk of abuse or harm. Elderberries is accessible through an assessment of need against the Care Act.

### Contact details

- **Website:** <https://mylife.redbridge.gov.uk/day-centres-and-lunch-clubs>
- **Phone number:** 0208 504 2771
- **Address:** Broadmead Road, Woodford Green, IG8 0AD, **Opening hours:** Monday to Friday from 9.00am to 4.00pm.

# London Borough of Redbridge Smarter Travel and Road Safety Team

### What is the aim of the service?

Our team aim to improve the health of those living, working and studying in Redbridge by increasing activity levels and improving air quality through promoting walking, cycling, and use of public transport. We offer support for schools and the Redbridge community to encourage a move away from short private car trips made in the Borough to active and sustainable travel modes.



### Free courses and activities

A range of free cycle training initiatives are available to anyone who lives, studies or works in the borough. These are offered on a 1 to 1 basis, as a family, or as part of a group.

### Bikeability Cycle Training in School:

All borough schools are offered a wide range of free cycle training opportunities for their students, including balance bike, learn to ride, and bikeability Level 1, Level 2, and Level 3 training. This is supported through our Travel Planning process, and TfL STARS accreditation scheme.

### Cycle Skills for all:

Cycle skills training is delivered by our cycle training provider 'Cycle Confident' and takes place at one of our cycle training hubs located at Valentines Park, Fairlop Waters, and Ray Lodge Park; or can be arranged to start from your home or place of work.

- **Adults**

Cycle training is available for adults of any ability. Professional instructors are able to work with complete beginners through to regular commuters. If you are new or returning to cycling then a learn to ride or refresher level 1 skills course would be suitable. If you are able to ride and want to build confidence on local roads then sign up for a Level 2 course. Ride regularly and looking to commute further afield using busier roads and junctions then book a level 3 session.

- **Children**

Training is available to children of any cycling ability, from novice to accomplished rider. *(lower age restrictions can apply so please check)*

- **Community groups**

If you are a community group, youth club, or holiday scheme that would like to arrange a cycle training session please contact us to discuss your needs.

### Social rides:

We occasionally offer social rides so individuals can get out on their bikes and meet other people in the borough.

### Dr Bike:

Dr bike sessions are available at Wanstead Farmers Markets, check the boroughs cycling page for details. To find out more about travelling actively and sustainably, Dr bikes, social rides and booking training please visit:

[www.redbridge.gov.uk/cycling](http://www.redbridge.gov.uk/cycling)

### Contact details

**Website:** [www.redbridge.gov.uk/cycling](http://www.redbridge.gov.uk/cycling) **Email:** [smarter.travel@redbridge.gov.uk](mailto:smarter.travel@redbridge.gov.uk)

# Job Centre Plus



## What is the aim of the service?

Get support from Job Centre Plus to help you prepare for, find and stay in work, including:

- training, guidance and work placement programmes
- work experience, volunteering and job training schemes
- help with starting your own business
- help combining work with looking after children or caring responsibilities
- extra help for specific problems

You may also be able to keep getting some benefits once you start working.

Speak to your local Job Centre Plus if you're disabled or have a long-term health condition.

They can help you find a job or gain new skills and tell you about specific programmes to help you back into work.

## Contact details

- **Website:** [www.gov.uk](http://www.gov.uk)
- **Telephone** (Universal Credit): 0800 328 5644
- **Social media:**  
<https://twitter.com/jcpineastlondon>
- **Address:** Redbridge Job Centre Plus, Dunne House, 564-570 High Road, Ilford, IG3 8EJ,  
**Opening hours:**
  - Monday & Tuesday (9am to 5pm)
  - Wednesday (10am to 5pm)
  - Thursday & Friday (9am to 5pm)
- **Email:**  
[redbridge.customerfeedback@dwp.gov.uk](mailto:redbridge.customerfeedback@dwp.gov.uk)
- **Telephone** (All other benefits): 0800 1690 190





# Redbridge Citizen Advice Bureau

## What is the aim of the service?

We offer free, confidential and impartial advice online, by phone and in person (by appointment). If you need help, you may find information online, using the range of resources available on the Citizens Advice website. If you require additional assistance, please call our advice lines between 10.00am to 1.00pm or 2.00pm to 4.00pm on Tuesdays.

## Who is the service for?

We will endeavor to meet your needs by providing telephone advice. In some cases, an appointment with our advice volunteers and staff may be appropriate. If necessary, an appointment will be made when you phone and you will be seen at our offices on the first floor of Redbridge Central Library (Clements Road, Ilford, IG1 1EA).

## Contact details

- **Phone number:** 0208 514 1878 (advice line)
- **Website:** [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- **Address:** Central Library, Clements Road, Ilford, Essex, IG1 1EA (Our office is wheelchair accessible) **Opening hours:** Advice lines are open on Tuesdays - 10.00am to 1.00pm and 2.00pm to 4.00pm



# Restart a Heart (Defibrillators)



## What is the aim of the service?

We have joined forces with the London Hearts campaign to install 30 public access defibrillators in local communities across the borough. The new life-saving equipment will be in easily accessible public places, to give immediate help to those who collapse from severe heart problems. The defibrillators will be available at all times and kept inside distinctive, yellow cabinets.

## What is a defibrillator?

A Defibrillator is a device that works by giving a high energy electric shock to the heart through the chest wall in someone in cardiac arrest. The high energy shock called defibrillation works by restoring the heart to a normal rhythm.

Defibrillators are designed to be used by people with little or no training, guiding the operator through the process by verbal instructions and visual prompts. They are safe and will not allow a shock to be given unless the heart's rhythm requires it, and can be used on adults and children (over 12 months of age).

## What's the difference between a cardiac arrest and a heart attack?

People often think that a cardiac arrest and a heart attack is the same thing, but this is not the case. Someone with a heart attack will likely experience chest pain but still be conscious and breathing. Someone experiencing a cardiac arrest will be unconscious and not breathing. A person having a heart attack has a high risk of experiencing a cardiac arrest.

Both a heart attack and a cardiac arrest are life-threatening medical emergencies and you should call 999 immediately.

In the event that you witness a person in cardiac arrest you should start Cardiopulmonary Resuscitation (CPR) and on calling 999, ambulance operators will direct you to the nearest defibrillator and provide you with a code, to unlock the cabinet so you can access them quickly.

## Contact details

- **Website:** [www.redbridge.gov.uk/health-and-wellbeing/restart-a-heart/](http://www.redbridge.gov.uk/health-and-wellbeing/restart-a-heart/)
- **Social media:** <https://twitter.com/RedbridgeLive>
- **Address:** 255-259 High Road, Ilford, IG1 1NY,  
**Opening hours:** Monday to Friday from 9.00am to 4.00pm

For general enquiries or additions please inform:

Aisha Baig

0208 708 5753

Email: [Aisha.Baig@redbridge.gov.uk](mailto:Aisha.Baig@redbridge.gov.uk)

In writing: London Borough of Redbridge, Public Health Team, 5<sup>th</sup> Floor  
Front, Lynton House, 255-259 High Road, Ilford, IG1 1NN

