



OUR IMPACT

What the people we befriend told us

This spring, **49 older people across Tower Hamlets** shared their experience of THFN's befriending service in our biggest survey yet. The message was loud and clear: befriending works.

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THFN saves lives.

Befriender, aged 75–84

And what do people value most? Not errands or appointments — the relationship itself. **Someone to talk to. Companionship and friendship.**

Families feel it too. One daughter and carer told us the weekly visit is “**a lifeline for Mum and for me**”. Thank you to everyone who took part.

100%

are satisfied with our service

49 out of 49 — and 86% are very satisfied.

47 of 48

say THFN has improved their quality of life

45 of 46

feel less lonely and isolated since joining us

WHAT BEFRIENDEES VALUE MOST

**Someone to talk to.
Companionship and
friendship.**

HAVE YOUR SAY · £20 VOUCHER PER MEETING

New ‘One Stop Shop’ at the Harford Centre — residents wanted

Tower Hamlets Council is opening a One Stop Shop at the Harford Centre from September, with free advice on council benefits and tax, housing and public health. A **Resident Engagement Panel** will shape the health offer — and local people are wanted to join it.

Men, younger people, disabled and LGBTQ+ residents are especially encouraged. To express interest, contact Ed Davie:
ed.davie@towerhamlets.gov.uk

Meets: every six weeks, for one year

Where: the Harford Centre, daytime

First meeting: 10am–midday, 6 August

Thank-you: £20 voucher per meeting



PHONE SCAMS DOING THE ROUNDS

“Sky” discount calls

A cold caller offers a 30% discount, then asks what you pay each month — to keep you talking until you give away personal details.

“HMRC” legal threats

A recorded call claims legal action and says ‘press 1 to speak to an adviser’. HMRC does not call people this way.

“Your bank” and a declined payment

The caller claims an unauthorised payment was declined and invites you to ‘press 1’. Hang up and ring your bank on a number you trust.

The golden rule

Never read out a one-time passcode to anyone on the phone, however convincing they sound. Your bank will never ask for it. One local man lost £225 this way.

Report a scam

Text ‘call’ to **7726** · reportfraud.police.uk · or call **101**. If money has been taken, ring your bank straight away.

Five ways to beat scam callers

- 1 Don't answer numbers you don't recognise — let them go to voicemail.
- 2 Never give personal or bank details to a cold caller — hang up and check yourself.
- 3 After a suspicious landline call, wait **10–15 minutes** — scammers can keep the line open.
- 4 Register free with the **Telephone Preference Service** so cold callers stand out.
- 5 If ‘your bank’ rings, hang up and dial **159** to reach its genuine line.

COUNCIL TENANTS

Help with April's rent increase

A new council **Hardship Fund** can credit six months' worth of April's rent increase (around £174) for tenants who pay their own rent and don't get Housing Benefit, Universal Credit or Pension Credit.

To apply: call the Housing Service Centre on **020 7364 5015**.

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Take a break: the Scam Watch word search

All ten words come from this page — across, down or diagonally.

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|-----------------------------------|------------------------------------|
| ☐ BANK | ☐ PENSION |
| ☐ DISCOUNT | ☐ REPORT |
| ☐ FRAUD | ☐ SCAMMER |
| ☐ GENUINE | ☐ TRUST |
| ☐ PASSCODE | ☐ VOICEMAIL |