

You Said, We Did

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Could there be more yoga, pilates, chair-based exercise or Zumba classes as these are sometimes over-subscribed	<ul style="list-style-type: none"> • NEW 9 new exercise classes at the Exchange Hub, North Westminster (including yoga, pilates, chair exercise, Zumba) • NEW Zumba class online Monday 10am-11am
Could there be more art classes as these are sometimes over-subscribed	<ul style="list-style-type: none"> • NEW Watercolours for beginners class Thursday 10.30am-11.30am in The Exchange Hub, North Westminster
Could there be more language classes (including online Spanish)	<ul style="list-style-type: none"> • For September term, NEW intermediate Spanish conversation online • For September term, we are seeking new language tutors in French, Italian, Spanish and German. If you are or know any language teachers who might be interested in joining us, please contact mail@openage.org.uk
Could there be more trips	<ul style="list-style-type: none"> • Plan in progress: we are applying for funding to increase the numbers of trips Open Age offers.
Would it be possible to include the following new classes/activities in the programme: ballroom dancing, line dancing, group walks, CV writing, walking netball and cricket, cooking, sewing	<ul style="list-style-type: none"> • NEW Fashion accessories for beginners course starting next term (September 2025) • Group walks will be taking place over the summer (July/August) - details to follow in the weekly newsletter • CV writing support as well as a range of pre-employment advice is available through one of our charity partners Nova www.novanew.org.uk/roots-community-support/iag • For September term, we are seeking new tutors in ballroom dancing, other dance styles including line dancing, cooking and sewing. If you are or know any tutors who might be interested in joining us, please contact mail@openage.org.uk
There is a need to raise awareness of Open Age and its classes as friends and family do not know about Open Age.	<ul style="list-style-type: none"> • NEW We are launching a 'Bring a Friend' week in July. Invite your friends or family to try out some of Open Age's classes. More information to follow soon in the weekly newsletter. • Open Age is currently developing some new awareness raising materials. We will be asking for your support to distribute these across our community over the

	<p>summer ready for the new term in September. More information on how to get involved to follow in the weekly newsletter.</p>
<p>You are concerned about the increased cost of living with relation to utilities bills, food costs and the ability to care for your health and wellbeing</p>	<ul style="list-style-type: none"> • Open Age is committed to providing high-quality low-cost activities with most classes staying at £1 per hour • Warm communal spaces are available during term times from 10am-4pm at Open Age Avenues centre (North Westminster) and New Horizons centre (South Kensington/Chelsea) • NEW The Exchange Hub (North Kensington) will be offering lunch on Monday and Friday at 1pm and dinner on Wednesday evening at 6pm. Meals are free of charge with contributions welcome.
<p>You wanted to know how you could volunteer for Open Age.</p>	<ul style="list-style-type: none"> • WANTED Open Age is looking for Be Active volunteers. Volunteers support an individual with their rehabilitation exercises at home and in the community, building the individual's independence and connection to their community. For more information and to apply please visit www.openage.org.uk/be-active-programme or ask to speak to Lavender Madiwa at the Second Half Centre. • WANTED Open Age is looking for volunteer fundraisers to organise fundraising events in Open Age's centres and in our communities. We are currently hiring a new fundraiser manager who will support these activities. Further information on how to get involved will follow shortly in the weekly newsletter. • WANTED Open Age is seeking volunteers to compile promotional materials and to distribute these materials in the community e.g. GP surgeries, Outpatient departments and Libraries. More information on how to get involved to follow in the weekly newsletter.
<p>Emails or complaints had not been consistently acknowledged</p>	<ul style="list-style-type: none"> • Open Age welcomes all comments and suggestions for improving our organisation and we endeavour to respond to these promptly. • If members wish to make a complaint, wherever possible, these should be discussed with staff on an informal basis who will try to resolve the issue. If this is not possible, they will inform their manager who will respond to you. The full version of Open Age's complaints policy is available on our website www.openage.org.uk

	<ul style="list-style-type: none"> On occasion, Open Age's emails accidentally go into your Junk Email folder, so it is worth checking there if you do not hear back from us. If in doubt, please call us on: 0204 516 9978 and we'd be pleased to help.
Some of you asked about Open Age's funding challenges and suggested ways for Open Age to fundraise to support its services.	<ul style="list-style-type: none"> Open Age is a charity and relies upon the generous donations of members, the local community and trusts and foundations to offer its broad range of classes and activities. Open Age is recruiting a new community fundraiser to support community fundraising through our centres, local community and events from collections to dinners. WANTED Open Age is looking for volunteer fundraisers to work with our new fundraiser. Further information on how to get involved will follow shortly in the weekly newsletter.
You greatly appreciate the digital drop-in sessions. When are these and is it possible to deliver more?	<ul style="list-style-type: none"> Open Age currently offers digital drop-in sessions at 3 of its 4 centres. New Horizons and Second Half Centre sessions are bookable by phoning into the specific centre. New Horizons: Thursday 12pm-2pm Second Half Centre: Tuesday 12.15pm-1.15pm (RBKC and Westminster residents only) Thursday 3pm-5pm St Margaret's: Thursday 10am-2pm: drop in anytime We are seeking funding to expand our provision of digital drop-in sessions.
The Tuesday newsletter can be hard to read as the font is too small and it does not always use high contrast colour combinations. Could we recognise major faith celebrations within the newsletter?	<ul style="list-style-type: none"> The Tuesday newsletters now use larger font sizes and high contrast colours for all Open Age content. We are looking at where we can improve further including making the newsletter more easily readable on mobile phones Thanks to member suggestions, Open Age will recognise all major faith celebrations in its weekly newsletter
You are not always sure how to book classes and trips across the four different centres and other community venues as the process varies	<ul style="list-style-type: none"> We recognise that the booking process is not the same across all centres, venues and trips and that this can be frustrating. We are currently working on a solution. The differences have come about due to the breadth of Open Age's offering across different venues and providers. We will use the weekly newsletter and

	<p>centre noticeboards to update you on changes to simplify and clarify booking processes.</p>
<p>You'd like to help Open Age save money by opting out of physical mail and moving to email communications.</p>	<ul style="list-style-type: none"> • Members can opt to move to email communications with Open Age (and opt out of physical mail) at any time. You can update your preferences by either joining our online platform and updating your own details, emailing us at membership@openage.org.uk or asking a member of staff. If you would like to join our online platform, which will also allow you to access a wide range of online classes, please email us at membership@openage.org.uk • We are actively working to reduce our printing costs by using competitively priced suppliers. To further reduce our postage costs, please pick up our termly programme guides from our centres or use our online schedule.
<p>Open Age is proud to be a warm, inclusive community. You mentioned a few occasions when individual members had not behaved in this way.</p>	<ul style="list-style-type: none"> • Open Age has a member code of conduct displayed on all Open Age centre noticeboards and on its website which we politely ask all members to adhere to Open Age Member Code of Conduct.pdf • New members will receive the code of conduct as part of their welcome pack and it will be reshared as part of the next member mailing.
<p>You mentioned members booking spaces in classes and on trips and not attending without cancelling their place, preventing others from being able to attend.</p>	<ul style="list-style-type: none"> • Our staff team is working on a solution to this challenge. Updates will be shared in the weekly newsletter.
<p>You miss the Café in New Horizons. Are there any plans to reopen it?</p>	<ul style="list-style-type: none"> • We would love to reopen the café and have met with 3 potential providers within the last 6 months. Unfortunately, two have withdrawn due to profitability challenges. We are still communicating with the third provider on feasibility of the partnership. • NEW The Exchange Hub (North Kensington) now offers lunch on Monday and Friday at 1pm and dinner on Wednesday evening at 6pm (free with contribution welcome)