

## TWO MORE SHOPS!

**We are excited to announce that we have opened two new charity furniture shops in the county – one in Oswestry and one in Wellington.**

Our hope is that these two shops will be as successful as our furniture shop in the Riverside Shopping Centre in Shrewsbury which celebrated its first anniversary in September. The shop in Wellington can be found at 1 Walker Street and opened on 4 October – see photo below. While in Oswestry, our new store is in Mosaic House, Smithfield Street which is opposite Red Square.

Ruth Brown, Head of Fundraising for Age UK STW, said: 'We are delighted that we now have three shops. They are providing vital income for the charity and are supporting us to provide our services which improve the quality of life for local older people. The shops are proving to be very popular. You can buy some excellent quality second hand furniture at great value. They are helping the environment as they are recycling and reusing perfectly good furniture and saving it from landfill. They are places where people can come in and find out more about the services that we offer to older people.'

**You can support our shops in three ways: Buy some furniture, donate unwanted furniture and/or volunteer to work in the shops or on the delivery vans.**

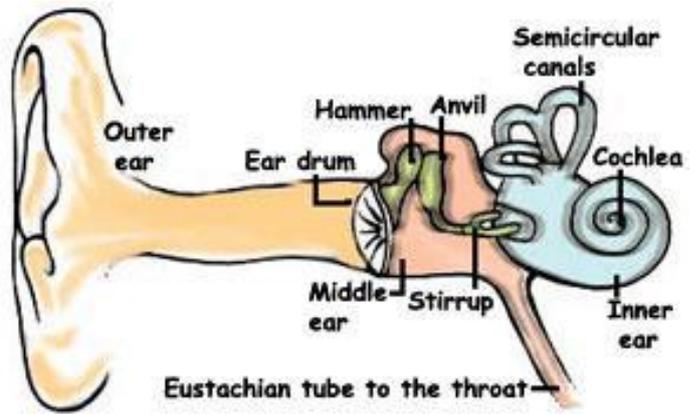


So far customers have been flocking to the stores to see what bargains they can pick up for their homes.

## Are you one of the One in Five?

As highlighted in their new One in Five campaign, Shropshire charity Signal aims to work with the relatively high proportion of people with hearing loss and tinnitus in Shropshire.

**That amounts to about 64,000 people.**



Those with hearing loss in Shropshire are often isolated with poor public transport links, struggling to communicate with family and friends. This isolation can put people at greater risk of depression or even dementia. Signal aims to reach out to the One in Five, by extending its Outreach and Befriending services.

Signal's base is The Hub, located in the Riverside Shopping Centre in Shrewsbury, near bus and railway stations. Trained volunteers provide a range of support, from carrying out hearing screenings and explaining how to access audiology services, to re-tubing hearing aids and demonstrating amplified telephones. Peer support services, lip reading and sign language courses are also held, breaking down communication barriers.

In the Telford area, Signal's Outreach Worker Joanne Rose holds a weekly drop-in clinic at Wellington Civic and Leisure Centre. She helps people come to terms with hearing loss, as well as supporting sign language users and those going through cochlear implant operations. There are monthly Tinnitus support sessions held in Wellington Library and quarterly meetings held by the Tinnitus Support Group in Princess Royal Hospital.

**For more information about the charity's One in Five campaign for Shropshire, contact Susan Barlow on (01743) 364644, SMS 07950 782819 email [susan@signal.org.uk](mailto:susan@signal.org.uk)**

## Are you holding an event over the Christmas period?

Christmas can be a particularly lonely time for older people who do not have family or friends around them at that time of year. We know that there are over 10,000 older people in Shropshire who feel profoundly lonely and that 11% of older people in the county are in contact with family, friends and neighbours less than once a month.



We want to be able to put older people in touch with events in their area that they can go along to on Christmas Day, or over the Christmas break. So if you are hosting a lunch for people on Christmas Day, or having a Christmas party or event over the holiday period, please let us know so that we can put older people who could benefit in touch with you.

**If you can help, or you want to find out more, please get in touch with us on 01743 233123 or email [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk) .**

## Special Cash prizes for our 100 Club in December!!

Join our new 100 Club today and be in with a chance  
to win a special cash prize in our December draw!



The 100 Club is a great way to support Age UK Shropshire Telford & Wrekin as well as having the opportunity to win cash prizes each month.

In December we are increasing the cash prizes you can win – first prize will be £75, second prize will be £40 and third prize will be £20.

It costs just £2.00 a month and joining is really simple: complete and sign a membership form and standing order mandate for £24.00 annually (that's just £2.00 a month to play) or pay by cheque or cash. This buys you one membership number (allocated by us) which enters you into the monthly cash prize draw for 12 months. All participants must be over 16 years old.

If you would like to join, simply go online to

[www.ageuk.org.uk/shropshireandtelford/how-you-can-help/join-our-100-club](http://www.ageuk.org.uk/shropshireandtelford/how-you-can-help/join-our-100-club) and download the forms for joining or call 01743 233123 and we can send them in the post to you together with more information about the 100 Club.

## Update on our Prevention Matters – Don't Cut It! Campaign

Since the last edition of Pass It On we have been campaigning, with other local Voluntary Sector organisations, to ensure that Shropshire Council does not go ahead with the proposed cuts of £2.1million for preventative work carried out by the voluntary sector. **Thanks to all of you who contacted Shropshire Council and responded to our questionnaire; we think that this really helped to get the message about the value of preventative services across!**

The good news is that Shropshire Council have now agreed not to go ahead with the proposed cuts in 2017 as planned, and have put this off for a year while they work on developing a preventative strategy. The voluntary sector hopes to be able to work with Shropshire Council on developing this strategy.



**We will continue to lobby the Council, and to put forward the interests of older people, and the value of preventative services delivered by the voluntary and community sector. We will also keep you informed about progress with this campaign.**



# STOP PRESS

## DATE OF NEXT PUBLIC MEETING

**THURSDAY 2 MARCH 2017 - UNIVERSITY OF SHREWSBURY - 10AM**

**THESE MEETINGS NEED TO BE BETTER SUPPORTED – PLEASE JOIN US AND ENCOURAGE OTHERS TO DO SO TOO!**

## **Healthwatch Shropshire Offers New Service to Support NHS Complaints**

**Healthwatch Shropshire has launched a free and independent advocacy service to support people with complaints about the NHS. This includes anyone who receives NHS services in Shropshire and Shropshire residents who receive NHS services outside the county.**

Jane Randall-Smith, Chief Officer Healthwatch Shropshire, said: 'If you are unhappy with the care and treatment that you, or someone else, is currently receiving or has received from the National Health Service we may be able to help you.'

'If you want to find out how to make an NHS complaint, we can give you enough information and advice so that you can pursue a complaint by yourself. However, if you would like help to make the complaint and get matters put right, we can offer you the support of an Independent Health Complaints Advocate who can support you through the process. The service is totally free and confidential.' she added.

Advocates will help to collect the relevant facts and issues to be highlighted as part of any complaint, provide support with writing letters to the appropriate people, and help to monitor the progress of a complaint with the organisation responsible.

Healthwatch Shropshire's Independent Health Complaints Advocacy Service works within the NHS complaints regulations and can help people to use the NHS complaints service.

**Anyone requiring information, advice, or an NHS Complaints Self Help Pack should call (01743) 237884, email [enquiries@healthwatchshropshire.co.uk](mailto:enquiries@healthwatchshropshire.co.uk) or visit [www.healthwatchshropshire.co.uk](http://www.healthwatchshropshire.co.uk)**

**Healthwatch Shropshire is the local independent champion for health and social care.**

# Is someone you know struggling to keep warm this winter?

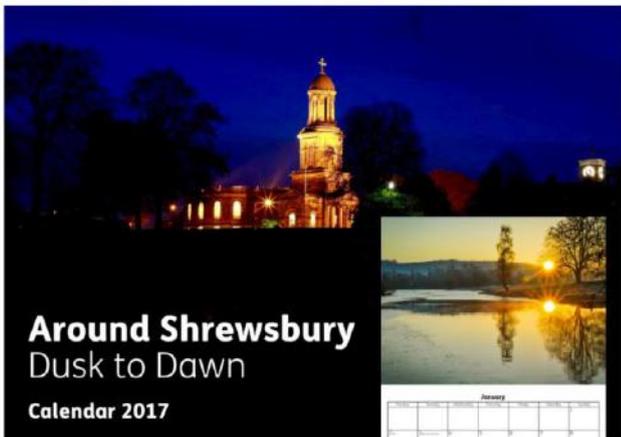
Being cold can be particularly dangerous for older people and we know that over 3 million older people in the UK were concerned about staying warm in their own home last winter. This can be a particularly dangerous time for some older people in Shropshire as Shropshire has one of the highest death rates in the country in colder weather - shockingly an average of 285 older people die each year in this county because of the cold. This is something Age UK Shropshire Telford & Wrekin would like to change.

*The importance of keeping warm cannot be overstated especially as we know that over a third of older people live in one room to reduce their heating bill. Most deaths are caused by illnesses such as heart attacks, strokes and breathing problems; keeping warm can help to keep these illnesses at bay. Living rooms need to be kept at 21°C, and bedrooms at 18°C, and windows should be kept firmly shut in colder weather.*

Age UK Shropshire Telford & Wrekin has developed a range of information and advice to highlight smart ways in which older people can keep warm and well this winter. So if you are an older person or you are worried about family members or friends, please contact us for advice and help. We can carry out a benefits check to make sure you are getting all the help you need to pay your bills; you may be able to get a free Home Energy Check which will offer support and advice on making your home as energy efficient as possible and help to reduce your energy bills; we may be able to help with a small grant to pay towards heating bills or repairs to heating systems and we can offer advice on keeping warm through our "Winter Wrapped Up" booklet with a free temperature gauge. Contact us on (01743) 233123 or email [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk).



## 2017 Calendar



**A beautiful calendar featuring stunning photographs taken around Shrewsbury at the beginning and end of the day**

With photos taken by a group of passionate local, amateur photographers, the calendar is being sold by the Age UK Shropshire Telford & Wrekin Shrewsbury Supporters Group

**Order yours today for just £8 or get two for £15**

Age UK Shropshire Telford & Wrekin is a local charity working with and for older people to improve the quality of later life



## Calendar 2017 order form

Please complete this order form in BLOCK CAPITALS and return it, together with payment, to: **Age UK Shropshire Telford & Wrekin, 3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR**

I would like to order: \_\_\_\_\_ copies of the calendar  
Price: £8 per calendar or £15 for two  
Postage & packaging: £1.50

Please add postage & packaging if you would like the calendars to be sent to you. If you are ordering through Age UK Shropshire Telford & Wrekin Day Centres, you can collect your order from the day centre and you do not need to pay for postage & packaging.

I enclose a cheque made payable to **Age UK Shrewsbury Supporters** for £ \_\_\_\_\_

Please do not send cash through the post.

### Contact details

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ Postcode: \_\_\_\_\_

For office use only:

Date order received	Date despatched	By	Receipt number



# The Big Knit 2016

**Raise money for Age UK Shropshire Telford & Wrekin by getting involved with Age UK and innocent's Big Knit campaign this year**

**Age UK STW has just a few months to reach our target of 2,500 hats. Knitters of all ages and abilities can get involved in this exciting campaign to make lots of tiny hats for the top of innocent smoothie bottles. For every be-hatted bottle sold, 25p will go straight to Age UK Shropshire Telford & Wrekin (Age UK STW). This will then allow the organisation to provide Surviving Winter grants to local older people who can't afford to keep warm during the winter.**

We know there are a lot of talented and creative knitters out there plus many knitting and craft groups in Shropshire who could get involved in this very worthwhile campaign. Not only will you be using your creative talents; you will be helping a local charity to keep older people in the county warm. You can get as creative as you like to knit your woolly hats; as long as it will fit on the top of an innocent bottle, anything goes! We suggest between 5-7cms in circumference and at least 3cms tall.

Knitters can download fun and inspiring beginner, intermediate and expert patterns to use as a guide from our website at: [www.ageuk.org.uk/shropshireandtelford/activities--events/](http://www.ageuk.org.uk/shropshireandtelford/activities--events/). If you would like us to post knitting patterns out to you, please call us on **01743 233123** or email [enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk) and let us know your name, address and which knitting patterns you require.

**Deadline for sending your hats is 15 January 2017. Send your hats and the amount you have knitted, along with your name and address to: Age UK STW, 3 Mardol Gardens, Shrewsbury SY1 1PR.**

**Please be assured your details will NOT be passed onto any third parties.**

## **Age UK Shropshire Telford & Wrekin**

**HEAD OFFICE: 3 Mardol Gardens, Shrewsbury SY1 1PR**

Reception Tel: (01743) 233123

Help at Home (Direct Line) Tel: (01743) 233788

Advocacy Service (Direct Line) Tel: (01743) 357748

### **Riverside Shopping Centre, Shrewsbury**

Reception Tel: (01743) 588500

Insurance Service (Direct Line) Tel: (01743) 290586

Volunteer Recruitment Tel: (01743) 588570

### **Charity Furniture Shops**

Shrewsbury Tel: (01743) 588870

Oswestry Tel: (01691) 238020

Wellington Tel: (01952) 872020

**NESIT Co-ordinator** Tel: (01630) 650850

**Home from Hospital, Ludlow** Tel: (01584) 878046

**Telford Office** Tel: (01952) 201803

Information Line Tel: (01952) 216018

Insurance Tel: (01952) 797411

### **VISIT OUR WEBSITE**

[www.ageukshropshireandtelford.org.uk](http://www.ageukshropshireandtelford.org.uk)

### **OR EMAIL US**

[enquiries@ageukstw.org.uk](mailto:enquiries@ageukstw.org.uk)

# Christmas cards 2016



1 Winter Friends



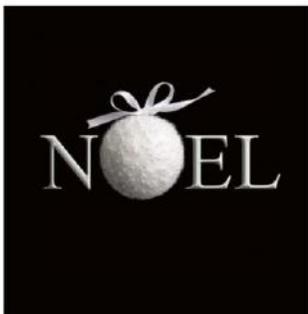
2 Winter Blue Tit



3 Christmas Owls



4 Cosy Owl



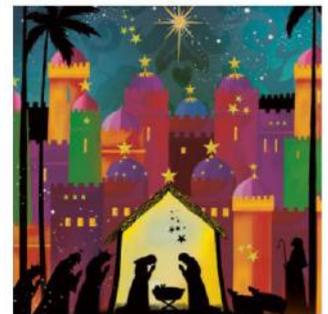
5 Noel



6 Polar Bears



7 Berry Wreath



8 A Child is Born



9 Christmas Decorations



10 Shrewsbury Rooftops

## Inside the card

### The wording on page 2 reads:

Age UK Shropshire Telford & Wrekin  
A local charity supporting older people  
for the last 65 years

### The wording on page 3 reads:

Season's Greetings

**Age UK Shropshire Telford & Wrekin** is a local charity working with and for older people to improve the quality of later life

[www.ageukshropshireandtelford.org.uk](http://www.ageukshropshireandtelford.org.uk)

Charity no. 1090445

## Christmas card order form 2016

Please complete this order form in BLOCK CAPITALS and return it, together with payment, to:  
**Age UK Shropshire Telford & Wrekin, 3 Mardol Gardens, Shrewsbury, Shropshire SY1 1PR**

Design	Name	Card size	Pack size	Price per pack	No. of packs	Total price
1	Winter Friends	120x120 mm	10	£3.25		
2	Winter Blue Tit	120x120 mm	10	£3.25		
3	Christmas Owls	120x120 mm	10	£3.25		
4	Cosy Owl	120x120 mm	10	£3.25		
5	Noel	120x120 mm	10	£3.25		
6	Polar Bears	150x150 mm	10	£3.95		
7	Berry Wreath	150x150 mm	10	£3.95		
8	A Child is Born	150x150 mm	10	£3.95		
9	Christmas Decorations	150x150 mm	10	£3.95		
10	Shrewsbury Rooftops	127x172 mm	10	£3.95		
<b>Subtotal</b>						£
<b>Postage &amp; packaging</b> Add £3.00 postage for all UK orders						£
<b>Donation</b>						£
<b>Total</b>						£

**Please note:** If you are ordering through Age UK Shropshire Telford & Wrekin Day Centres, you can collect your order from the day centre and you do not need to pay for any postage & packaging.

### Gift Aid Declaration (if adding a donation)

- I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years, to Age UK Shropshire Telford & Wrekin. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all of my donations in that tax year it is my responsibility to pay any difference. Age UK Shropshire Telford & Wrekin will claim 25p on every £1 donated.

### Contact details

Name: \_\_\_\_\_ Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_ Postcode: \_\_\_\_\_

### Payment

- I enclose a cheque made payable to Age UK Shropshire Telford & Wrekin for £ \_\_\_\_\_

### Keeping in touch

Age UK Shropshire Telford and Wrekin would like to contact you in the future to tell you about other services we provide, to keep you informed of what we are doing and ways in which you might like to support us.

Please tick if you are happy to receive this information by:

- post  by email  by telephone  by text message

We will never pass your personal details onto any third parties without your consent.

For office use only:

Date order received	Date despatched	By	Receipt number