

SUMMER 2021

MEMBERS' UPDATE



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Members' Update is produced by Age UK Sheffield for Sheffield 50+ members and Friends of Age UK Sheffield.



Hello, and welcome to the summer edition of this magazine.

I have recently been looking back at the work delivered by our charity in the year from April 2020 to March 2021. Some of the data tells a story about the year we have all experienced. Overall, we provided support to 3,876 older people in Sheffield, a 10% increase from the previous year. Within that, our face-to-face activities were obviously lower due to the Covid pandemic, but enquiries to our Information and Advice service increased by 50%, with over 2,250 needing support.

As always, benefits advice for people on low incomes was the most-needed service, as well as enquiries about community care and health conditions. If you need support from our free, independent Information and Advice Service, just call us on (0114) 250 2850. Elsewhere in this magazine, you will read about how this service just passed a major national inspection, with flying colours.

Coach House progress

Work started on our Hillsborough Park developments on 29th March and have been progressing well, with site preparation works well under way, the roof removals having been completed under the supervision of an ecologist, and pointing work totally transforming the brick work.

We are hoping to have the works completed by the end of 2021. You can read a recent article about the project in The Star by typing this link into your web browser: [tinyurl.com/4tc8fnny](https://www.thestar.co.uk/news/local-news/2021/05/20/age-uk-sheffield-coach-house-progress/)



Membership

I am aware that it hasn't been possible to fully enjoy the benefits of membership of Friends of Age UK Sheffield because it hasn't been possible to run any group activity. Therefore, for anyone who has paid their £12 for 2020/21, we will be giving you an extra 12 months free, to September 2022.

In the meantime, we will be reviewing the best way for us to provide this membership service, bearing in mind all the activities we plan to offer from our new Hillsborough facilities.

To enable us to provide you with timely updates on our future membership proposals, please could you let us know your email address if you have one – either email it to us (enquiries@ageuksheffield.org.uk) or phone us on 0114 250 2850 and we will update your record on our database.

Have a good summer.

Steve Chu

Chief Executive, Age UK Sheffield

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ageuk](https://facebook.com/ageuk)



@ageuksheffield

Our brilliant volunteers

National Volunteer Week is June 1st-7th. We'd like to join with many other organisations and voices in thanking each of our volunteers for the hours of hard work, good humour and dedication they provide week after week.

Since early 2020 telephone befriending has taken on a whole new meaning. 'It's been a total lifeline,' is something we've heard a lot! Volunteers have called clients weekly (sometimes more often) checking in as a friendly and caring voice. For those living alone, unable to leave their home and with no one else to speak to from one day to the next, these calls can be life changing and heart-warming.

There've been stories of cakes, presents, cards and even Christmas dinners delivered by our volunteers to the doorsteps of isolated clients.

'Just to know there's someone there makes all the difference,'

Roy age 85

Our Porter Valley In Touch service is coming on leaps and bounds. Over 25 volunteers have signed up to telephone, visit and work on a list of goals that our clients have set themselves, such as making their own breakfast or getting themselves to the local shop.

Bradway and Abbeydale charity shops have closed and opened a number of times over the past year, but hopefully we're now open for the long term! Our super-committed teams are: sorting,

serving, making them look absolutely gorgeous and bringing in much needed funds to our charity. Some shop volunteers have been shielding – don't worry, we know you want to return in time 😊.



It's been the year of Zoom and our Digital team have had their challenges! With drop-ins and home visits curtailed, our team have been restricted to phone support, with promises of eventual home visits. Having said that, there are some happy people now able to send emails, Zoom with family and friends AND watch Catch up! Which leads nicely on to the Wellbeing Centre and Dementia Café

volunteers who've coped with Zoom to support clients with memory loss. They've done an amazing job, helping to get people on line and keeping up activities and conversations which can be hard enough in real life. You all deserve medals!

'Each and every one of our wonderful and dedicated volunteers bring something unique to the Wellbeing Centre. Without them, we could not continue to create the special, happy space for our members which we are so proud of. We're continually grateful for their valuable time and contributions:



Pat's hand and back massages and her quick wit...Alan's calm and patient nature...Helen's dedication...they are all wonderful!

Charlotte WBC staff member

We look forward to our community activities returning and welcoming

back volunteers and participants there! And finally, our office has had limited numbers so we've not had our lovely volunteers helping on reception or with office duties but we can't wait for them to come back too!



Could you run or marshal with us in this year's Sheffield Half Marathon Sunday 26th September?

Email enquiries@ageuksheffield.org.uk or call **0114 250 2850**.

Top marks for charity advice service

Age UK Sheffield has been recognised as the place for older people to go for advice, after receiving a glowing inspection report from an independent quality assessor.

Age UK Sheffield's Advice Quality Standard accreditation has been renewed after a process that included the inspection of hundreds of documents and "mystery shopper" phone calls.

The charity's Information and Advice service, which is supported by Westfield Health, provides free, independent support for people aged 50 and over in Sheffield. During 2020/21, the service supported 2,256 people, with a wide range of issues, including advice on benefits income, community care and health conditions. Officers supported people to claim over £900,000 per year of additional benefit income that they were entitled to, but had not been claiming.

The inspection and report was commissioned by national charity, Age UK, who said: "It is clear there are many strengths identified in your service, and that the service is very well organised and managed. The assessor was particularly impressed by the organisation's commitment to a

customer centred approach, which was impressive and authentic."

One mystery shopper, who phoned anonymously to test the service, said: "An excellent service, an extremely helpful adviser, very knowledgeable with a wide range of options



for help. One of the best calls I have had.”

Another added: “I was given comprehensive information and made to feel that further calls would be welcomed.”

Age UK Sheffield Chief Executive, Steve Chu, said: “It is always pleasing to see such amazing feedback about the service we provide to older people in the city. Our staff work tirelessly throughout the year and this is deserved recognition for them.”

Anyone who needs support from Age UK Sheffield can call us during office hours on **(0114) 250 2850**, e-mail **enquiries@ageuksheffield.org.uk** or visit **www.ageuk.org.uk/sheffield**.



Membership offers

Similarly to the affect that Covid-19 and government restrictions have had on activities available across Sheffield, there are also a reduced number of membership offers available due to buildings and offices being closed at the moment.

Discounts from solicitors

Keebles – 15% off fees relating to Wills or lasting Power of Attorney. **0114 276 5555**.

Best Solicitors – 20% off all services. **0114 358 3134**.

Howells LLP – 15% off on Wills and Lasting Power of Attorney cases. **0114 249 6666**. (Dementia Friendly Trained).

Greensleeves Lawn Care

Get a free lawn consultation with Greensleeves Lawn Care, and get 20% discount on your first year.

To claim this offer, phone **(0114) 245 6539** or email: southsheffield@greensleeves-uk.com

Offer available within the following Sheffield post code areas: S7, S8, S9, S10, S11, S12, S13, S14, S17, S18.



Self-Guided Sheffield Heritage Walks

Explore Sheffield city centre with two self-guided heritage walks with a treasure hunt theme. Enter code **“Sheffield25”** at the checkout for a 25% discount. Simply visit **curiousabout.co.uk/Sheffield**.

EVENTS TIMETABLE

Information about accessing these activities can be found under the weekly table (page 9). All of these activities are free of charge and everybody is welcome to join them.

Mondays

Gentle Circuits

10am

Gentle Circuits Online Exercise Class. **A**

Sheffield Mencap and Gateway Coffee Morning

10am C

Walking Football

11am

Walking Football for Men & Women, Springs Leisure Centre. **A**

Memoir Writing

12-2pm

Memoir Writing delivered by Kathryn Reaney, a professional journalist. **H**

Cosy Creatives

2-3pm

Online Creative writing sessions **E**

Writer's Drop in

2-4pm

For writers who want

readers and readers who want to hear the new writing of other people. **H**

Tuesdays

Zumba Gold

10am

Online Exercise Class. **A**

Walking Football

2pm

Walking Football for Men & Women, St George's Park Thorncliffe. **A**

Singing Teapot Choir

10.30am

Fortnightly 2nd and last Tuesday of each month. **E**

Dore and Totley Rosemary Memory Café

3-4.30pm

Online chat, quizzes, live singers & more, for people living with Dementia & their carers. **D**

HiiT

5.45pm

HiiT online exercise class. **A**

Wednesdays

Strength and Balance

10am

Online exercise class (can be chair based). **A**

Carers Café

10am

1st and 3rd Wednesday of every month. **G**

Walking Football

11am

Walking Football for Men & Women, St George's Park Graves. **A**

Walking Football

8pm

Walking Football for Men & Women, Concord Sports Centre.

Provider A

Women's Walking Football

2pm

No experience necessary- for people who want some pointers at sending out news releases, running social media pages etc. **H**

Community Journalism

2pm

Walking Football, Goodwin Sports Centre. **A**

Thursdays

Gentle Circuits

10am

Online Exercise Class. **A**

Zumba

1.30pm

Zumba Chair Online Exercise Class. **A**

Short Stories

1.30pm

How to join the activities

To find out more information, access or book to join any of the sessions listed above, simply see who the session is provided by and then contact the relevant team via the details listed below:

Provider A: CWS: Community Wellness Service: Classes delivered by specialist instructors. To book your place and receive links and instructions to join please contact CWS on or call 0114 553 7807

Provider B: Table Tennis organised by Jan Clist. Contact to book your place on 07787 954 842/0114 418 6463

On the 2nd Thursday of every month – Listen or bring your own story to share. **G**

Table Tennis

3pm

Bradway Community Hall. **B**

Fridays

Mindfulness

10am

Mindfulness online. **A**

Carers' Café and Quiz

10am

2nd Friday of every month. **G**

Provider C: Note: takes place on 1st and 3rd Monday of each month – Delivered by SMG Contact carers outreach project workers: Katie 07447391437, or Ellie on 07735316347. Or, email: cope@mencap.org.uk

Please note: These sessions are for unpaid carers and the person they care for (created for adults with mild to moderate learning disabilities/autism).

Provider D: Delivered by Josee, provided by Age UK Sheffield PKW – Contact josee.rollet@ageuksheffield.org.uk or 07852291830 for details to book.

Connecting with Nature for Wellbeing

10.20am - 11.30am

Connecting with nature for wellbeing. Delivered by a horticulturist. **F**

Walking Football

11am

Walking Football for Men & Women, Davy McKee Sports Ground.

Provider A

Table Tennis

7pm

Bradway Community Hall. **B**

Provider E: Provided by Age UK Sheffield PKW – contact Joanna.woodward@ageuksheffield.org.uk for details to attend

Provider F: Delivered by Caroline Cook Horticulturist: email info@gardeningwithcaroline.co.uk or Telephone Age UK 0114 250 2850. Visit gardeningwithcaroline.co.uk

Provider G: SCC: Sheffield Carers Centre. Email Jan jan@sheffieldcarers.org.uk

Provider H: Kathryn Reaney Email reaneywrites@gmail.com or call 07854 751932



To hug or not to hug?

The Prime Minister has recently said that when we see our nearest and dearest again we may want to employ ‘cautious hugging’, but what is that? Dr Elizabeth Webb investigates.

Since 17 May, the coronavirus restrictions say we:

- Should stay 2 metres

away from people we don’t share a household with, or 1 metre plus with extra precautions where this isn’t possible

- are allowed to meet in groups of 6 — or 2 households inside, and in groups of up to 30 outside
- Can make the personal choice whether to socially distance when we meet up with friends and family.

The Prime Minister has also mentioned ‘cautious hugging’, but what does that mean?

While we should still socially distance from people who aren’t in the group we’re socialising with when out and about, for the first time in more than a year, hugs and other close contact with people from outside our households and support bubbles are allowed.

Although the situation with coronavirus in the UK is improving, with 2/3 of adults having had at least one vaccination and the numbers of people with coronavirus low, the risk has not disappeared. Because of this it's useful to think about the following questions when thinking about hugs...

1. Where are you hugging?

Outside hugs, or hugs in well-ventilated rooms, are safer than indoor hugs.

2. How are you hugging?

Short hugs, where you're not face-to-face with the person you're hugging are safer. That way, you can avoid breathing in each other's breath. If you want to be extra cautious, you and the person you're hugging could wear masks.

3. Who are you hugging?

If you're hugging someone who is particularly vulnerable to coronavirus – because of their age or other characteristics – you may want to be extra cautious, especially if you haven't both had both vaccine doses. If you or the person you want to hug have got any symptoms of coronavirus, or have been in contact with someone else who has, hugs are off the table and you should follow the rules about self-isolation.

4. Do you both want to hug?

We've missed out on a lot of hugs over the past year or so, and some of us will be keener to get back to hugging than others. If you feel nervous, uncomfortable or unsafe you shouldn't feel like you have to embrace people yet. And if you're happy with hugging it's important to be sure the person you want to hug is happy too.

And remember...

Hugs can be low risk, but risks are higher if we spend a long time indoors and close together. It's still a good idea to think about ventilation or meeting outdoors where possible.

If you have any worries or concerns about Covid -19, you are always welcome to call our information and advice line on **0114 250 2850**.

Call us between the hours of 9am - 4:30pm Monday - Friday.

Outside of these hours please leave a message and we will get back to you as soon as possible or Email: **enquiries@ageuksheffield.org.uk**

MEET THE TEAM

Paula Norris

Paula is one of our one to one practical support assistants who works for our At Home – practical support service.

How would you explain what you do to somebody new?

My role is so varied, but I basically help people with everyday things to help them through the day. This week, I have: Done shopping for two clients, I have done some gardening with two clients; both are very proud of their gardens and I find it a joy helping them keep up with the gardening so they can continue to enjoy their gardens. I've made lunches and called at the fish and chip shop, I've taken a lady out for a much needed walk around the block and helped her with her exercises. She doesn't

like doing her exercises so we do them together.

In the past I've: Ordered a new washing machine for a client (and been there for the delivery/ installation and arranged for the old one to be collected); I've had window blinds fitted; helped clients pack for holidays/hospital stays; put up and taken down Christmas trees; written letters to a client's family (as they dictated) and read back the return letters to them.

I do a whole range of things from changing light bulbs and posting letters to fixing draws



Paula Norris

to cleaning and cooking meals to singing and talking laughing and lots and lots of listening, my clients love to talk, and I love to listen.

Is there a specific day or situation that really stands out to you, where you have done something out of the ordinary to support a customer of our At Home Service?

I once sat with a client for three hours waiting for an ambulance after she had had a fall. She had already been waiting an hour when I got to her and was very grateful for

my company. We sat together, and I made sure she was safe, comfortable, and warm. She was also reassured that I was there to lock her house up and turn everything off for her when she left in the ambulance.

If there was one thing you wish more people understood the At Home Service, what would it be?

That we aren't a cleaning service, although we do household chores, we offer much more in the way of befriending and practical support in the home and community, we also visit people in residential care too.

What are you most looking forward to as lock down eases?

I'd like to see my clients get back into the swing of things and feel safe leaving the house as they did before. Some clients really struggled last year and are still feeling the



effects now. Most of my clients live alone and either don't have family or they live far away and so understandably they get lonely. A big part of my role is company, even though I do practical things.

What did you want to be when you were younger?

I wanted to be a vet

and a mum when I was younger. I have always had pets and now I rescue unwanted or homeless animals, I currently have two dogs, five cats, five chickens, two Guinea pigs and three ferrets and I am a proud mum of five great kids.

Age UK Sheffield Charity Shops

We opened our Abbeydale and Bradway Age UK Sheffield charity shops at the end of 2019 to great excitement. They've each done brilliantly and are quite different shops. Both run by staff and our absolutely essential volunteers!



The bijoux Abbeydale shop is on a busy section of Abbeydale Road. At 747 it's an easy number to remember! We have new stock every day and the window displays are bold and colourful. The tardis-like shop is beautifully laid out inside, it's incredible the amount of stock that staff and volunteers manage to exhibit.

We try our best to create as little waste as possible and to repurpose items no longer needed. One of our incredible volunteers took a box of old vinyl and gave it a new lease of life by turning it into bowls, bookends and even plant pots which we displayed around the shop!

Our Bradway shop at the top of Twentywell Lane is spacious and full of all kinds of gems and designer clothes. Kelli, the shop manager says, 'We maintain a high end look and feel. The shop is clean and tidy, everything is presented nicely and the staff are very friendly.'

'We sell everything from Games consoles to lamps, toasties to teas maids.

Designer items include: Mulberry handbags, quality outdoor gear such as North Face and regular Paul Smith outfits!'

'We do get lots of very generous donations – thank you so much! Some of the fine art items that come in are actually taken to the Auction house for evaluation and end up being auctioned!'





There's a curated corner for handmade arts and crafts from local makers such as: Cute Charms, Made by Marie, Badgers Woodland, Holly, Anne Cards, Silver Redesigned and Cosy Nose Candles Company. In Mid-November we will be expanding this section for the run up to Christmas, a really lovely and easy place to stock up on pressies!

Both shops are doing well and we have more good news; we'll be opening a third charity shop at 255 Fulwood Road, hopefully towards

the end of 2021. We'll be selling donated stock as usual on the ground floor and use the first floor as a new venture (yet to be revealed!) Kelli adds, 'I love being with the staff and volunteers. It's a nice environment to work in and great knowing we are doing good in the community, helping the over 50s and their carers.' If you live in the Broomhill area and would like to volunteer in our new charity shop please check the website for an application form or email enquiries@ageuksheffield.org.uk

Our customers have said:

"It's my favourite charity shop. The staff are friendly and helpful. The stock is always clean and well-presented"

and a recent Facebook comment said:

"People are so generous. It's absolutely heart-warming to see. And the shop is fantastic. So well-organised and friendly. It's like our own little boutique."



VOLUNTEER PROFILE

Stuart Barkworth

Stuart is one of our Digital Volunteers supporting our clients with technical challenges.

How long have you volunteered at Age UK Sheffield?

6 years. Initially I was doing a weekly drop-in at The Crucible. It was a sponsored project and we used to get a one hour-slot training people on a one-to-one basis.

How would you describe the role of a Digital Volunteer?

Helping people out with their requirements for iPads and laptops and phones. I run Drop-Ins in the City Centre. We have a general chat and I find out what their issues are. Occasionally there is a problem with the device itself that we need to fix. Generally it's giving advice about how to do stuff.

The most challenging aspect of the support is that people don't understand passwords and they can never remember them! I also make house visits helping people with their gadgets in their own homes.

What's your number 1 digital top tip?

Remember your passwords! But also be confident! A lot of people's issues are really just lack of confidence. They think they can mess things up but that's very unlikely.

What did you want to be when you were younger?

Blimey, I can hardly



Stuart Barkworth

remember. A scientist I suppose. Doing biological research.

What are your favourite hobbies and interests?

I can't play an instrument but I like listening to music. I like Bob Dylan. I saw him in Hyde Park in 2019 and he was amazing. I've seen Pink Floyd a few times including Sheffield City Hall in 1969. I've seen Roger Waters – he puts on a good show! David Byrne and Brian Eno are a couple of my favourites too! There used to be a 24-hour lecture at the University once a year and we ran a 24-hour



radio station. I always did a one hour slot playing my old vinyl.

Has the impact of the pandemic taught you anything?

It's taught me that I like being with people. You take it for granted and then you can't do it. I think the hygiene that we've had to do needs to carry on - sanitiser in supermarkets and shops. There's been hardly any cases of norovirus or flu over the last year! What was the hardest part for you about supporting people during lockdown?

Trying to give digital support over the phone and not being able to see what someone is doing on their own device. And in a lot of cases it has just not been possible to give people the support. That's changing now, hopefully.

What's your favourite about your volunteer role?

I like meeting people and helping them solve their problems. It lets people get on with their day and do the stuff they want to do. It's good.



Do you think you could benefit from some support or advice from one of our Digital Volunteers?

If so, please get in touch via enquiries@ageuksheffield.org.uk (write **"Digital Query"** in the subject line) or call **0114 250 2850**.





Woolly warriors needed in Sheffield for the innocent Big Knit

The innocent Big Knit campaign has returned and Age UK Sheffield is calling on the knitters and crocheters of Sheffield to get their knitting needles out to help raise urgent funds for older people most in need.

This is the 18th year that innocent has been running the Big Knit in partnership with Age UK and woolly warriors are needed again this year to craft some little hats to sit on innocent smoothie bottles. For each be-hatted smoothie sold, Age UK receives 25p, which will help the Charity make a big difference to the lives of older people.

With many of us spending lots of time at home at the moment it's a great opportunity for stitching superstars to get crafting, or for knitting newbies to grab some needles and give it a whirl. The pandemic has had a huge impact on older people over the past year so Age UK is in need of these little hats more than ever to help raise funds for its vital services.

The money raised from these little hats will make a big difference to the lives of older people in our area, many of whom have been badly affected by the pandemic.

Every hat knitted will help to fund our hugely important services, including our [information and advice service](#), our [dementia services](#) and our other [support services](#).

Katie Simpson, Head of Brand at innocent drinks, said: “We’re delighted to be working with Age UK on the Big Knit once again. After a hard year, we want to make this campaign as big as possible so we can help more older people than ever. We’re incredibly grateful to all the heroic volunteers helping us get there”

For more information on The Big Knit contact Age UK Sheffield on **0114 250**

2850 or visit www.ageuk.org.uk/bigknit.

Please send completed hats to Age UK Sheffield at Age UK Sheffield, First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG. If you need any help or advice about getting your hats to us, just [get in touch](#) and we will do what we can to help you!

There are six exciting new hat designs for this year, including a rainbow, rabbit, cupcake, pom pom, fox and bird. These knitting and crochet patterns are available to download, to find out more visit: www.ageuk.org.uk/bigknit or www.thebigknit.co.uk.



Carers survey

Do you help care for someone?

If you consider yourself to potentially be an unpaid carer, Sheffield Carers Centre are interested in hearing your insights to help shape support for carers in Sheffield.

If you’re able to, please share your feedback by accessing their online survey at www.smartsurvey.co.uk/s/S38R6X





Get involved in Hillsborough Heritage

If you have memories of being in the Hillsborough area, or are interested in the heritage of Hillsborough Park and its surroundings, you will be interested in our Summer Activity Programme.

The organisations commissioned to deliver these projects are:

RivelinCo Creative will deliver the “Our Hillsborough” community history project and will use Story Swap Cafes and community workshop sessions to record the history of the park. They’ll also deliver the “Meeting of Minds” project which will deliver two theatre performances in Hillsborough Park, which any park user can attend.

Ignite Imaginations will provide an education and learning project targeted at primary school children.

Eleven Design will draw on the other projects, and hold their own community workshops, to create a permanent timeline exhibition within the renovated Old Coach House Cafe.

Architect’s tours of the Coach House site will also be available.

Anyone interested in participating in these projects should contact Age UK Sheffield, supplying their name, address, phone number, and if possible an e-mail address.

If possible, e-mail these details to enquiries@ageuksheffield.org.uk.
Alternatively, call **(0114) 250 2850**.