

A Word from the Chief Executive

“Well, all of a sudden Christmas is just around the corner. It happens to me like this every year and after all the Christmases I have seen you would think that, as it happens on the same date each year, I would be prepared, but oh no! It has crept up on me once again and, to be honest, it seems that each year it arrives a little quicker. Could that be my age? We have just been through a cold snap and if the weather forecasters are to be believed we could be in for another one over the holidays. If this materialises then do please keep an eye on your loved ones, friends and neighbours who may be more vulnerable to the cold and make sure that they wrap up warm and have plenty of hot drinks – good advice for us all to follow.



Sadly, as we head into the festive period this year, we are mourning the sudden and entirely unexpected passing of our much-loved colleague and friend Jeanette MacMurray, who sadly passed away on 16 November. We are all still in shock and missing her very much for her personality, her kindness and her great sense of humour, even more than for the critically important role she played in our Charity’s senior leadership team. Jeanette was the longest serving member of staff starting back in April 2009 when we were still called Age Concern and based at Ashburner Street. She was a qualified and highly experienced Chartered Accountant but no job was ever too big or too small for Jeanette and she did everything with good grace. She told me that some of her first allocated duties at Ashburner Street were to go down into the cellar each morning at 7.30am with a torch to light the old temperamental boiler and then to fetch my predecessor’s tea and toast. She ran our finance function single-handedly and extremely efficiently and effectively.



Jeanette loved her spreadsheets, but she loved people more. She seemed to know half of Bolton and had time for everyone. It would often take her 40 minutes to reach her desk as she stopped to talk to volunteers and colleagues on her way in, checking in to see how they each were. We worked together for ten years and I am very proud to call her my dear friend as well as a respected colleague. Jeanette was highly intelligent, resourceful and capable, with a heart of gold. She was one of the most generous and emotionally intelligent people you could ever wish to meet and was the life and soul of our office at The Square. A significant contingent of Age UK Bolton staff attended her funeral to pay our respects and mark her legacy.

Our thoughts are with her family. Niall Bradley, Strength and Balance Service Manager, will be competing in Iron Man this summer to raise funds for Age UK Bolton in Jeanette’s memory. She was always very excited when donations came in to support our work, so this seems a really fitting tribute to her.

Elsewhere, I am proud to say that we have once again achieved the now newly branded Bolton Volunteer Charter. This is a lovely testament to the wonderful relationship we have with each and every one of you.

One of the highlights of my year is our Volunteer Awards at the AGM which, this year, took place on 30 November. It is wonderful to catch up with so many of you that I perhaps only see once a year at this event and to all celebrate together and you can read more about the event on page 6.

Last but not least, may I take this opportunity to thank you for everything you do throughout the year and to wish you a very Merry Christmas, an enjoyable New Year and peace, health and happiness for 2024 from myself and everyone at Age UK Bolton.”

Suzanne

A message from the Volunteer Co-ordinator



Hello! As we head into the Christmas and New Year period I would like to wish you all a very merry Christmas and a happy new year! We are hot off the heels of this year's AGM event, where it was wonderful to see many familiar faces and to see some of our volunteers receiving their long service and special recognition awards! It is always wonderful to be able to say thank you to you.

We will be starting the new year with a recruitment drive for volunteers, including Befrienders and some exciting new roles. We also have a host of volunteering training and information sessions scheduled at our Ageing Well Centre, so please do keep your eyes peeled.

Thank you again for all your support this year and I look forward to working with each and every one of you in 2024!

Tara Barker

Volunteer Charter Success from Bolton CVS



Age UK Bolton has always been a proud champion for its volunteers and the amazing work they do to support the work the Charity does for, and on behalf of, older people in Bolton. The Charity has always benefited from the generous work of volunteers since it started life over 70 years ago as the Bolton Older People's Welfare Committee, That has continued with the latest annual report boasting 235 active volunteers filling 266 volunteering roles across the charitable work that Age UK Bolton is involved with across the borough.

Of course, the commitment shown by the volunteers to the Charity is not a one-way street and Age UK Bolton has been recognised by Bolton Community and Voluntary Services, known more widely as Bolton CVS, through its Volunteer Charter.

The Volunteer Charter is a set of principles designed to help groups demonstrate their commitment to volunteers and to support quality volunteering experiences. It is issued by Bolton CVS, who developed the programme, with support from many other voluntary and community organisations, including Bolton Council, Bolton University, Bolton NHS Foundation and Greater Manchester Mental Health, among others.

To achieve the charter, an organisation must demonstrate commitment to volunteers that saw them welcomed into the organisation, treated with respect, valued and that the physical and mental wellbeing of the volunteers was treated with the utmost importance.

Age UK Bolton's application to achieve the Volunteer Charter was headed by Volunteer Coordinator Tara Barker, who was presented with the Charter by Karen Arkwright, the VSCE Development officer at Bolton CVS, Karen said "Age UK Bolton are a great example of how to manage and engage with volunteers. They have a great volunteers area on their website, a Volunteer Handbook and access to relevant policies. Potential volunteers can see they are going to be supported, even before they begin."

Age UK Bolton's Tara Barker added, "We are immensely proud of our volunteers and the relationship we have with them at Age UK Bolton. We do everything we can to ensure that our volunteers feel valued and supported, holding regular training sessions as well as events to celebrate their efforts and commitments to our Charity and its work with older people in Bolton.

To be recognised by Bolton CVS through the Volunteer Charter is something we feel privileged by and will continue to work hard to support and celebrate our wonderful volunteers."

We want your opinions on local transport

We are looking for opinions on transport options for older people in the Bolton area. As such, we have launched our Local Transport Survey, which can be filled in both online or via a paper copy.



The Survey is specifically aimed at those over 50 and if you are in that bracket then we would love to hear from you about your opinions on the quality and convenience of local transport options in the area. To fill in the survey online, visit the Age UK Bolton home page or, to get a paper copy, visit The Square in Bolton town centre, The Ageing Well Centre in Farnworth or call Tara on 01204 382411.

Discounts for Volunteers!

As a volunteer with Age UK Bolton, you are eligible to sign up for the charity worker discounts website. The site contains discounts and offers from many brands and organisations specifically for people who work for, or volunteer with, charities. Sign up at www.charityworkerdiscounts.com



Digital Befriending gets airtime before launch



Age UK Bolton are launching a new initiative to help older people stay connected to what is important to them via the use of smart phones, tablets and laptops with the new Digital Befriending service.

To promote the service, Volunteer Coordinator Tara Barker found herself on a local media tour, appearing on That's Manchester TV, BBC Radio Manchester and on Bolton FM's Community Corner to promote the service and the need for volunteers for the launch of the service.

The service is based on the Befriending service, one of the key services provided by the Charity for isolated older people in the local area, which has had a hugely positive impact on those who have accessed the service.

Digital Befriending will also be looking to provide contact and companionship for lonely older people in Bolton. It will also aim to help people get online and become better at using their personal devices allowing them to socialise digitally and access many services that are fast becoming more and more digitally based.

"More and more we are seeing services essential to every day life go online and, for older people, this often means they are moving behind a wall of inaccessibility, I believe that digital befriending can help to knock that wall down for older people who use the service, as well as giving people more chance to stay connected with family and friends digitally."

Volunteers Wanted

Some priority volunteer roles we need to fill

Befriender

Digital Befriender

Wellbeing Group Leader

Singing Group Volunteer

If you know anybody who may be interested in following in your footsteps and becoming an Age UK Bolton volunteer, tell them to get in touch or to visit <https://www.ageuk.org.uk/bolton/get-involved/volunteer/>

Training & Development

If you need any extra training for your volunteer role, please get in touch with Tara to talk about what we can offer.



If you didn't attend the AGM, or collect your volunteer thank-you gift, call into the ageing well centre and collect yours.

Energy Advice Training Cancelled

Due to unforeseen circumstances, our energy advice training session, due to be held on 24 January, has had to be cancelled. We apologise for any inconvenience this may cause. We will be bringing more training opportunities your way in the future



Answer Cancer Training Session coming Soon

**ANSWER
CANCER**

We will have a training session for volunteers with Answer Cancer. The 90-minute session will super-charge your knowledge of the 3 NHS cancer screening programmes and their importance. Learn who is eligible, what's involved and the best messages and approach to encourage others to accept their invitation.

Volunteer Spotlight: Brenda Gregory

Longstanding volunteer Brenda has been a volunteer with Age UK Bolton at three different sites, having been a receptionist for us at Ashburner Street, The Hub and now The Square!

Brenda spent her working life as a hairdresser, owning her own salon along the way. She also spent time as a childminder.

Before volunteering with Age UK Bolton, Brenda volunteered with Bolton Life, where she became a qualified councillor helping young women through traumatic times.

Brenda is highly valued as a Square Receptionist, is always cheery and a joy to have as part of the team. Brenda also recently modeled for the new Home Services promotional flyers.



Eileen's Cooking Corner: Lemon Syllabub

This is a quick and light pudding that is always well received (unless, of course, you don't like lemon). It is refreshing and easily digested so won't sit heavily in your stomach after an evening meal. Served in individual glasses, you can be as indulgent or restrained as you like by using either champagne flutes, wine glasses or tumblers.

Method

1. Whip the cream and caster sugar together until they form soft peaks that hold their shape.
2. Stir in the wine, most of the lemon zest and all of the juice, mixing well.
3. Spoon the mixture into individual glasses.
4. Sprinkle with the remaining lemon zest and serve garnished with the sponge fingers (one or two per glass) or the crushed Amaretti biscuits and the berries. If you feel really greedy, you can have sponge fingers and crushed Amaretti biscuits together!

Ingredients

284ml whipping cream
50g caster sugar
50ml white wine
½ lemon – zest and juice
Sponge fingers /
Amaretti biscuits and/or
berries



**Bolton
ageUK TUBE**

Subscribe to the Age UK Bolton YouTube channel for some great video content, including Strength & Balance videos and examples of our work in the local area.



AGM Event at the Ageing Well Center Celebrates Volunteers



On Thursday 30 November, Age UK Bolton celebrated the 2023 Annual General Meeting at the Age UK Bolton Ageing Well Centre in Farnworth. The event opened with a touching tribute from Chief Executive, Suzanne Hilton, for Finance Manager Jeanette MacMurray, who sadly passed away.

The official AGM meeting, chaired by Chairman David Smart, was then held, with the business year's statistics and information presented along

with the Age UK Bolton accounts. The official portion of the afternoon's events also saw David Smart reelected as Chairman, John Cooper reelected as Vice Chairman and Councillor Champak Mistry presented as the Council's new appointee to the board.



Following the official business of the AGM there was entertainment for those in attendance. This started with a video review of the year, in keeping with the theme of the AGM which was 'The Four Seasons'. The video, created by Communications Officer Jim Bailey, showed highlights of much of the work done by the Charity and our volunteers

and was well received by staff and volunteers alike.



After the video, the buffet opened, getting a thumbs up from Strength and Balance manager Niall Bradley, while children from St. Peters Farnworth, filtered into the hall to give a rousing rendition of festive-themed songs, which saw many of the guests at the AGM joining in for a feel-good Christmas sing-song!



The children departed with chocolate-based gifts, as the annual celebration of our volunteers commenced, starting with the long service awards, recognising the milestones hit through the year. This year saw plenty picking up certificates, with two volunteers even hitting the 20-year milestone! Even more incredibly, the two volunteers hitting that milestone mark are married couple Brian and Mary Tite, who run both the lunch club at Hulton Lane and deliver a chair-based exercise class.

Then we saw nominated volunteers accept their special recognition awards. These awards were nominated by members of the Age UK Bolton staff, and are just as much of a staple of the AGM event as the long service awards.

We are delighted to say that the event was well received, with positive feedback being given to members of staff on the day, and since the event took place. Volunteer Coordinator Tara Barker said, "It was wonderful to see so many of our volunteers. A big part of the AGM is to celebrate the hard work of our fantastic volunteers, and to put on an event that they enjoyed so much is hugely rewarding."



Festive Fun!



Cracker Jokes!

What athlete is warmest in winter?

A long jumper!

Who hides in the bakery at Christmas?

A mince spy!

What kind of bike does Santa ride?

Holly Davidson!

CHRISTMAS

Word Search Puzzle



P	R	E	S	E	N	T	S	G	Y	K	U	Z	X	M	Y	D
O	H	M	F	W	M	D	C	M	W	B	Q	R	W	L	G	E
Z	R	W	N	V	I	F	S	C	M	V	W	L	L	K	S	C
R	G	N	C	A	R	D	S	A	A	F	A	O	G	K	N	E
U	Y	J	A	B	N	L	Q	R	N	M	H	I	S	P	O	M
D	S	V	B	M	D	V	X	O	G	T	M	H	L	T	W	B
O	A	Q	U	O	E	G	S	L	E	Y	A	S	E	R	M	E
L	S	C	W	S	J	N	O	E	R	U	E	L	I	S	A	R
P	E	T	T	W	Z	W	T	R	Y	V	T	T	G	W	N	K
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C	I	B	B	C	E	L	R	E	I	N	D	E	E	R	C	Q
G	K	G	S	I	K	G	T	M	A	E	A	I	H	S	H	Q
T	U	T	K	A	N	I	X	A	E	T	C	C	T	I	I	V
P	I	O	H	N	L	C	N	R	K	N	H	H	V	T	M	N
D	O	E	Q	C	Z	E	T	G	V	B	G	B	U	Z	N	T
C	A	N	D	Y	C	A	N	E	T	I	N	S	E	L	E	K
G	A	R	L	A	N	D	X	G	L	D	X	R	Q	V	Y	M



CANDY CANE	GIFTS	RUDOLPH
CARDS	HOLLY	SANTA
CAROLERS	LIGHTS	SLEIGH
CHIMNEY	MANGER	SNOWMAN
COOKIES	MISTLETOE	STOCKING
DECEMBER	ORNAMENTS	TINSEL
ELVES	PRESENTS	TREE
GARLAND	REINDEER	WREATH

can you find them all?

Santa's little helper felt poorly sick
 Couldn't deliver presents for Saint Nick
 His red nose was gleaming
 Blue eyes they were streaming
 I hope that Santa will give him some Vick

At Christmas as always I ate
 So much that I put on some weight
 New year I must try
 To stay off the pie
 And next year, well I just can't wait.

Christmas Trivia Quiz

1. What did the other reindeer not let Rudolph do because of his shiny red nose?
2. In 'Home Alone', where are the McCallisters going on vacation when they leave Kevin behind?
3. In the movie 'It's A Wonderful Life', what happened every time a bell rang?
4. What's the name of the main villain in 'The Nightmare Before Christmas'?
5. How many gifts in total were given in 'The Twelve Days of Christmas' song?

1: Join in any reindeer games. 2: Paris 3: An angel Gets its wings 4: Oogie Boogie 5: 364

Answers:

Staff Super Focus: Sue Jones

Favourites:

Food?

Chicken dinner, yum.

Drink?

After not drinking tea for about 30 years, I love a lovely cup of tea now.

Book?

The Beekeepers Daughter by Santa Montefiore. A gentle read.

Record?

I haven't got a favourite one. As long as I can sing along and dance around the kitchen, then I'm happy.

Sport?

I tend not to sit still too much. I'm not keen on watching sports on tv, but I like the gym and playing tennis with my family.

Work

What does the Home Services Admin officer and Community Support Worker do?

I help Vicky to run the Home Service department. Every day is different, which I enjoy. I may go and meet people to introduce our service to them. The phone can be busy with enquiries. Also, I support our brilliant Home Service Assistants.

What do you love about being part of the Age UK Team?

The team have been so welcoming, and lots of fun. But Age UK does such brilliant work helping the community. It's a pleasure being a part of the Charity.

Away from Work

Any pets?

Two dogs. Tilly is a Cockapoo who is 6 years old and deaf. George is a Cavapoochon and 2 years old. He wiggles so much when he wags his tail, adorable.

Any hobbies?

I love travelling to new places with my family. Seeing the Northern Lights in Iceland was a pretty fab thing to do.

Tell us an interesting fact about you.

I used to take part in Horwich Carnival when I was little and met Worzel Gummidge and Jeremy Beadle.



Volunteer Awards

At our AGM we once again celebrated our volunteers, giving out our long service and special recognition awards.

5 years

David Morley, Patricial Reynolds, Jeyran Vahdanifar, Terry Coleman, Anne Ibberson

10 Years

Stephen Tootill, Marie Ward, Mahin Robat Jazi, Michael Evans, Jeanette Worthington Grime

15 Years

Susan Yeung

20 Years

Brian Tite, Mary Tite

Special Recognition

Stephen Blunt, Michael Ackers, Hazel Divine, Robert Green, Bernadette Kennedy, Antoni Pieczonka, Jane Crofts, Lynda Robertson, Olwen Radcliffe, Karen Kendrick, Norma Beirne, George Holt.

We hope you enjoyed this quarter's edition of The Volunteer!
See you in April for the Spring edition!

