

What's Happening - In Brief

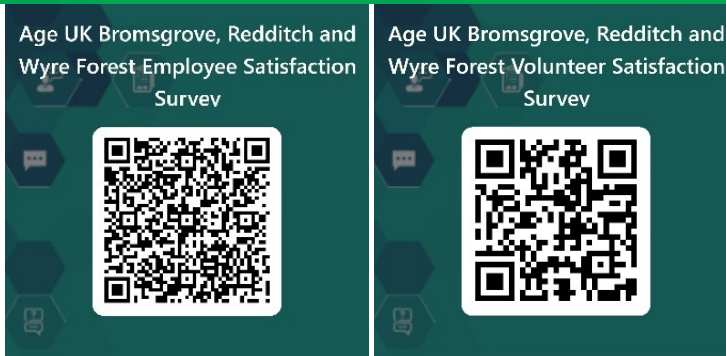
A Note from Amanda Allen (CEO of Age UK BRWF) - January 2024

- It seems as though 2024 has started as 2023 ended, with a lot going on and a high demand for our support and services!
- As part of its 'Spread the Warmth' campaign (which is calling for support to help older people get through the colder months) the national Age UK team published its latest research focusing on the health and wellbeing of older people. The report reveals the challenges being faced by older people across a range of topics, including cost of living (91% of those taking part reported that they were worried about the cost-of-living increases), access to NHS and social care services, plus caring for others. For the first time the team have extended their polling to include people aged 50-59 and they have been struck by how much some members of this age group are struggling. You can access the full report via this link to the Age UK website <https://bit.ly/48UxE0W>
- Locally, this month we co-hosted 'Coffee & Discussion Morning' in support of **Healthwatch Worcestershire's** project focusing upon people's experiences of support and services following a dementia diagnosis - we are really grateful to those that attended for sharing their personal experiences. In the coming weeks the Healthwatch team will be launching two surveys, one for individuals who have received a dementia diagnosis and the second for people caring for a person with a diagnosis - we will share the surveys once they are available
- You will hopefully all have received a communication from me over the last few days regarding our **Staff and Volunteer Surveys** (if you haven't, please speak with your manager or the links are also in the section below). We recognise that our most valuable asset is you, our people, and that your contributions have been the driving force behind our successes. As we look towards the future, we are committed to investing in our team and ensuring that Age UK Bromsgrove, Redditch and Wyre Forest remains a place where every employee and volunteer can thrive and find fulfilment in their work. To achieve this, however, we need your insights and feedback, hence the surveys (as there are a couple of differences in the questions, there are separate surveys for Staff and Volunteers). Your responses are anonymous and will be kept confidential, and your honest feedback is highly encouraged - Thank you!



Ask the Team - Staff and Volunteer Surveys

- Age UK BRWF's Staff and Volunteer Surveys will be available until **Tuesday 6th February 2024**. Surveys can be accessed by scanning the appropriate QR Codes or by clicking on the relevant links. It is an online survey but support is available to anybody that is not online (or is not comfortable with completing the survey online). If you would like some additional support and/ or you have any issues or questions about the survey, please contact **Kate Ware** at kate.ware@ageukbrwf.org.uk

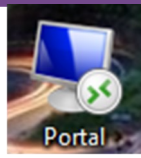
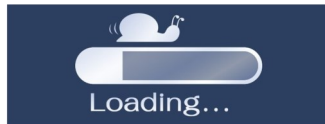


[Age UK Bromsgrove, Redditch and Wyre Forest Employee Satisfaction Survey \(office.com\)](#)

[Age UK Bromsgrove, Redditch and Wyre Forest Volunteer Satisfaction Survey \(office.com\)](#)

IT, Systems & Comms Programme

- With ageing and slow performing PC & Comms equipment across the charity, 'known-headwinds-of-2025' (including Microsoft's withdrawal of support for Remote Desktop affecting our current Portal, Microsoft ending its support for Windows 10 and BT switching off its analogue networks for digital) along with increasing cyber security threats, last year the Board approved a 3 Year Programme to review our IT, Systems & Comms to help ensure that we have solutions that support, rather than 'constrains', the delivery of charity's business plans and aims, and its people have the 'tools' they need to perform their roles
- A key part of this programme was completed last year with all key Age UK BRWF locations having their broadband service upgraded to digital and their comms equipment replaced where needed
- The beginning of February will see the first phase of the introduction of our new IT Infrastructure, with our Retail Team receiving new PC's, access to a new 'not-time-restricted' Portal (providing a central point for accessing Systems & Apps, a Knowledge Base plus access to Quick Starts & Training information) and a new Retail SharePoint site (to replace the current Y Drive), all supported by improved IT security. Following Retail's implementation, we will then look to plan the migration to the rest of the organisation to the new IT Infrastructure, so watch this space!



A Few Thank You's!!!



Gill Underhill modelling some of her knitted items

- A huge 'Thank you' to Telephone Befriending Volunteer **Gill Underhill** who has been busy knitting hats, scarves and handwarmers for members of the community after contacting Hobbycraft to see if they would be willing to donate any wool!
- Thanks to the amazing **Judith McCrossan**, 175 of our Befriending Service users received hand-made Christmas Cards! We also linked-up with the local organisers of the '**Love Christmas**' campaign in Redditch and, thanks to them, 12 members of our Groups & Activities received a 'Bag of Kindness' this Christmas!
- Shed Supervisor **Joe O'Callaghan** has continued his fundraising efforts for the Shed by hosting a party this month for his 70th Birthday raising £475 (plus Gift Aid)

Our At Home Team is Recruiting!

- Our At Home Teams is recruiting, particularly for **Gardeners across all areas**. If you know anybody that might be interested, please contact At Home Manager **Sam Jones** or visit our website www.ageuk.org.uk/brwf/about-us/work-for-us/

Vote for Us!

- Movement For Good** have launched their 2024 Awards with nominated charities having the chance to win £1000. You can nominate Age UK BRWF via this link via this link <https://movementforgood.com/index.php?cn=1165891&ct=community&i=1704721219-84427.jpg> - Thank you!

 Bromsgrove, Redditch & Wyre Forest

Did you know that we are recruiting for Gardeners to join our Team?

#WantToJoinOurTeam

Visit: www.ageuk.org.uk/brwf/about-us/work-for-us/
or call us on 01527 570490 for an Application Form

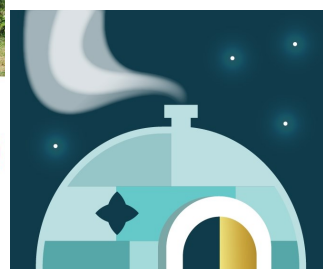
Little things – big difference



We are recruiting for GARDENERS in Bromsgrove, Redditch & Wyre Forest

Free Information and Advice

At Home with 
Call 01527 570490
www.ageuk.org.uk/brwf/



Help us win £1,000.
Please nominate us today!



Any News? Please contact Jo Hughes on Jo.Hughes@ageukbrwf.org.uk/ 01527 868855