

What's Happening - In Brief

A Note from Amanda Allen (CEO of Age UK BRWF) - June 2022

- June has been quite a busy month! It started with **Volunteers Week** (during which we launched nominations for our 2022 Volunteer of the Year - see overleaf), followed by the **Platinum Jubilee Celebrations** and 'Thank You' Day, **Carers Week** (with its campaign for a Recovery and Respite Plan for unpaid carers) and **Loneliness Awareness Week** (during which we focused on some of our local services and groups and the difference that they are making). The Age UK national team also announced the appointment its new CEO, **Paul Farmer**, who will join the charity in October from Mind where he has been CEO for the last 16 years - Mind has a similar network model to Age UK so it will be interesting to hear his thoughts on the Age UK Brand Partnership
- There have also been some changes within our team recently:
 - **Retail** - Angie Bassett has been appointed as our new Retail Coordinator (supporting Head of Retail Sue Howdle) and Debbie Stack has been promoted to Shop Manager at our Matchborough Shop. We also welcome Dawn Devereux (new Shop Manager for Catshill), Marylyn Day (new Assistant Manager for Rubery), Sarah Gillon (new Assistant Manager for High Street) and Melanie Mellers (new Assistant Manager for Lickhill Road)
 - **At Home** - We have recently welcomed Home Workers Cheryl Brazier, Nicola Bell, Phil Olden, Christine Phillips and Caryl Ward plus Gardener David Barton-Eckett
 - **I&A** - We welcome Tracey Jones to the team as a Receptionist

We wish everyone the best in their new roles and thank you for being a part of our team! We also sadly said goodbye to Karena Mills (Receptionist & Home Worker) who has relocated to Cornwall and I&A Officer Marina Maese who, after so much time helping others, has decided to enjoy retirement! We thank them both for all that they have done for the charity and wish them every happiness with their new chapters!
- With all of these changes, it is quite timely that we are currently working with a new HR company to review our current Policies and Procedures, which will result in the re-issuing of our Employee Handbook in the coming weeks. We are also looking at a range of options for investing in Training for our Staff and Volunteers, as well as how we can better utilise tools such as Microsoft Teams. There is a lot going on, but with the Strategy work taking place too, these are exciting times as we move forward after the challenges of the last couple of years!.



'Thank you to ALL of our amazing volunteers for all that you do, for selflessly giving your time and your support, to ensure that we can continue to be there for local older people and their families living in Bromsgrove, Redditch & Wyre Forest'

Amanda, Jo, Sam, Trudy, Sue & Hilary



1-7 JUNE
VOLUNTEERS WEEK

A time to say *thank you!*

Ask the Team - Developing our 'Values'

- Thank you to everyone that took part in our recent 'What does Age UK BRWF mean to you?' survey. Over 100 people (including staff members, volunteers, service users and group members, plus wider members of the community and stakeholders) took part and we are currently reviewing all of the responses for discussion at the July meeting of the Board of Trustees
- This feedback is helping us to define a set of **Values** for the charity (i.e. a set of fundamentals/beliefs on which Age UK BRWF is based). We are in the process of developing some supportive wording, but we are currently working of the following to represent our core 'values':

Caring



Trust & Integrity



Responsive & Resourceful



Quality



Professionalism



- If anybody has any comments about this proposed set of values, please contact Jo Hughes

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Nominations Open - 2022 Volunteer of the Year

- As part of national Volunteer Week (an annual celebration to recognise the contribution that volunteers make to communities across the UK) we opened nominations for Age UK BRWF's 2022 Volunteer of the Year!
- The Award was set up on 2020 in memory of Sue Davidson who so symbolised all that we are about as a local charity, with last year's award going to Computer Club Tutor Kevin Foster, in recognition of everything that he did to help keep the Computer Club members 'connected' during the pandemic
- Anyone can make a nomination, and you can nominate more than one volunteer (we just ask that separate nomination forms are completed). Nominations can be made via the **Volunteering section** of our [website](#) or by requesting a form from our Windsor Street office. If you have any questions, please contact Jo Hughes
- The closing date for nominations is **Monday 5th September 2022**. Members of Sue's Family, along with our Board of Trustees, will be reviewing the nominations and the winner will be announced in December



Support for Retail

- **Volunteers Needed** - If you know anybody that might be able to spare a few hours a week to support our Charity Shops, then please encourage them to pop along to their nearest Age UK BRWF shop (our **Catshill** and **Rubery** shops are particularly in need of some additional volunteer support). There are lots of different roles that people can get involved in from serving customers, sorting donations to creating window displays (which is something that CEO Amanda did recently for our High Street store)
- Following the introduction of the new EPOS Tills and epr system, our Retail Team are looking to increase the number of donations to our shops that are **Gift Aided - for every £1 we make from selling these items, Gift Aid gives us an extra 25p!**
- To be able to Gift Aid donations, you need to be a UK Tax Payer and to have completed a Gift Aid declaration (which only takes a couple of minutes to do and is done online via a Tablet in the shop). You only need to sign up once, so any future donations that a person makes to any of our shops will be Gift Aided, so please can we ask for everyone's help to **#SpreadTheGiftAidWord(s)** as this will make a big difference to the money that we can raise to provide services in North Worcestershire!



#FriendshipMatters

- With 1.2 million older people across the country saying that they often feel lonely this **Loneliness Awareness** week we shared some pictures and words from our Befriending service and some of our Clubs & Groups to help show the difference that they make and why **#FriendshipMatters!**

