

Your insight into Age UK Calderdale and Kirklees

news LETTER

In this issue>>>

- ◆ *Volunteers*
- ◆ *Libby and Bertie Lounge*
- ◆ *Volunteer profiles*
- ◆ *Jo Cox Commission on Loneliness*
- ◆ *Quality at Age UK C&K*
- ◆ *Thanks to Rosegarth & Siddal surgeries*
- ◆ *Fundraising Ball*
- ◆ *Staff profile*

Volunteers - we couldn't do it without you!



It is Volunteers Week in June and we want to say a huge Thank-You to all our amazing volunteers - you really do make the difference - not just to us but to the hundreds of clients who we see each week.

Your kindness and commitment is truly an inspiration.

Stephen Crompton is one of our Information and Advice volunteers.

He has been volunteering with us for an incredible 16 years and has seen thousands of clients over that time.

He was a teacher in local schools during his working life, teaching French and German and when he retired he wanted to do something different. So he volunteered for the Citizen's Advice Bureau but after a few years he moved to Age UK C&K as he empathised more with the client group .

He now staffs 2 drop-in sessions at our Halifax shop in The Woolshops and just enjoys being able to help. He recalled seeing a lady who had fallen on hard times and he was able to secure pension credit for her over the phone while she was there. 'She was so grateful. It was both humbling and rewarding'.

He fields a wide variety of enquiries including lots about welfare benefits such as pension credit or attendance allowance - and is able to carry out basic benefits checks for people, but also about debt, energy and health and social care.

Stephen also enjoys the 'pastoral aspect' to the role - he has a number of regulars and people who drop in just to have someone to talk to.

This is echoed by our other Information and Advice volunteers, Isobel Schofield based in Huddersfield and Gordon Connor in Batley.

Volunteer for Age UK Calderdale and Kirklees

If you would like to volunteer for the Age UK C&K Information and Advice Service, please drop into one of our shops for an informal chat and to pick up a volunteer application form.

We would love to hear from you!



We have a wide variety of volunteer opportunities and we are always looking for dedicated people to help us. [Visit the website](http://www.ageuk.org.uk/calderdaleandkirklees) for more information.

Libby and Bertie Lounge @HRI

Age UK Calderdale & Kirklees are supporting Huddersfield Royal Infirmary to create a positive experience for patients when they leave hospital.

We are opening a lounge with a pleasant and positive environment where patients can await their onward journey home. Staff and volunteers will be on hand to sit and talk and respond to any queries or concerns, signposting to services that may help to improve health and well being.

Patients will be warmly received and enjoy a chat each other and the volunteers supporting the service. The lounge area will have a television, cold food and drinks, magazines and even games to help people relax while they await their transport home. We aim to provide a safe and pleasant experience for all involved.

The Libby and Bertie Lounge will open on Monday 3rd April.

If you would like to volunteer at the Libby and Bertie lounge, please contact Age UK Calderdale and Kirklees on 01422 252040 or download a [volunteer application form from our website](#).



Steven Shaw - volunteer

Steven has been volunteering as a driver and helper at the Whitfield Companionship Centre for four years.

He is retired and after his wife died he found himself with time on his hands and getting bored at home so needed something useful to occupy his time.

His daughter, who manages the centre suggested that he started as a volunteer driver as he has always been a car enthusiast and had previous experience driving minibuses for Calderdale Council.

He enjoys working at the centre and gets on well with all the clients in his own unique and special way. When asked if he had any other comments about volunteering at the centre, he added 'the Gaffer is a bit strict'!



Hui Ming Baylis - volunteer

Ming has been volunteering as a befriender for Age UK C&K for over 9 years and has visited a number of older people during that time.

She decided to volunteer after she and her family moved to Halifax as she had time on her hands and it was a good way to get out and meet people. Her friendly personality made her a natural as a befriender.

'I know Barbara looks forward to my visit. Everybody's life is different' she says 'and I enjoy making a difference'.

Ming also volunteers for us at The Community Place in Halifax hospital where patients stay for a few days to prepare for their return home. She chats with them and helps build their confidence.

In her spare time she enjoys playing tennis, yoga, piano and a bit of Chinese calligraphy!



Jo Cox Commission on Loneliness

JO COX
LONELINESS
start a conversation

**WORKING
TOGETHER
TO TACKLE
LONELINESS**

Loneliness can affect anyone at any stage of their life.

It can affect people of all ages and from all backgrounds - from the bullied school child, to the new mother, to the pensioner who has outlived her friends and immediate family. Feeling lonely becomes a major problem when people are overwhelmed by it - when it is chronic - and can't, for many reasons, take action to tackle it. For older people it is often health related but can also be caused by being widowed, divorced or older age.

Be part of the solution by making a pledge to start a conversation today...

Make your pledge at www.jocoxloneliness.org

#happytochat



www.facebook.com/AgeUKCalderdaleandKirklees



@AgeUKCK

Quality at Age UK C&K



The quality of our policies, procedures and delivery of our services is very important to us and we are very proud of the quality awards that we have achieved.

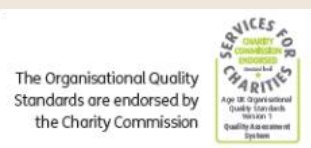
Our latest award is the Quality For Health assurance mark, indicating we provide quality services with demonstrable outcomes.

Quality For Health is a brand new, innovative, unique, quality assurance system for the Voluntary and Community Sector, developed by Voluntary Action Calderdale and endorsed by Calderdale CCG. This is the only quality assurance system in the country designed to support the VCSE to demonstrate the outcomes of their health services through rigorous external assessment and is a vital tool in the supporting the VCSE to deliver local health services for local communities.

We have also achieved the Contractors Health & Safety award (CHAS) demonstrating that we have robust health and safety policies and procedures within the organisation and the Age UK Organisational Quality Stand-



ard. This certifies that we are a well-governed and effective organisation committed to the wellbeing of older people, our staff and volunteers and to working in partnership with others. This Standard is externally assessed by industry leaders SGS and endorsed by the Charity Commission.



Remember - Using a handheld mobile phone while driving is illegal. From 1 March, the penalties for holding and using your phone while driving have increased. It's now 6 points and £200.

Doctors surgeries support Age UK C&K

Many thanks to Rosegarth and Siddal Surgeries who held their annual flu clinics and sold cakes, jams and pickles and raised in excess of £700!



Age UK C&K also attended the clinics to provide information and advice.

If you would like to raise funds for Age UK C&K, please contact Judith Churley on 01484 535994 or jchurley@ageukck.org.uk

Coming up... you're invited!

Age UK C&K Annual Fundraising Ball

This year we are holding a
'Royal Sapphire Ball'



on Friday 9th June at the Berties Banqueting Rooms in Elland.

Starting at 7pm with a champagne reception, followed by dinner, entertainment and dancing!

We hope that you are able to join us!

Tickets are just £40. Call 01422 252040 to book your table or individual tickets

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Also: 12 New Street, Huddersfield, HD1 2AR

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Buying Age UK Insurance supports Age UK's charitable work

Staff Profile : Carol Rodmell

Carol has been working for Age UK C&K for two and a half years but her association with the charity goes back further as she started as a volunteer befriender a few years before.

She applied for a role in Business Support at our head office in Halifax but the organisation soon realised that she had experience in health and safety, quality assurance and HR from her previous roles in the telecoms industry. So Carol was appointed as Compliance Officer to lead in the application for our quality awards. She has successfully led the work to achieve the Age UK Organisational Quality Standard, the Contractors Health and Safety Assessment Scheme and the latest and newest award, the Quality for Health accreditation.

'Embedding quality has a positive effect on the whole organisation' says Carol 'It makes you look at what you are trying to achieve and helps you set goals to get there'.

Another aspect of Carols role is to ensure that all our centres and business practises comply with any legal requirements and that we provide safe working environments.

Carol lives in Halifax with her husband Jon and son, Ethan. When she is not acting as on-demand taxi driver for Ethan, she enjoys spending time with her extended family.



What did you think?



We would like to hear your feedback, stories and any comments you have. Please contact our Huddersfield office.

12 New Street

Huddersfield HD1 2AR

01484 535994

Choices Centre

4-6 Woolshops

Halifax HX1 1RJ

01422 252040

Local Services

Companionship Centres Friendly groups to meet for a cuppa and a chat, activities, outings and fresh midday meal .

Advice, information and advocacy Free advice and info available from our staff by appointment.

Legal and financial advice clinics Short appointments can be booked with local solicitors and financial advisers.

Befriending Volunteers offer a friendly face and a listening ear for those at risk of isolation, either in person or over the telephone.

Home from hospital Short term support at home after leaving hospital.

Insurance services Call for more information.

Shopmobility Short term loan of mobility scooters in Halifax & Huddersfield, Dewsbury.

Mobility and living aids Mobility scooters, walking aids and stair lifts at competitive prices.

Domestic services Friendly well trained staff take care of cleaning, shopping and household tasks.

We can also provide a Deep Clean Service.

Trusted traders directory A directory of local traders checked by Age UK Calderdale & Kirklees.

www.aubdcalderdaleandkirklees.co.uk