

Your insight into Age UK Calderdale and Kirklees

news LETTER

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New Chief Executive for Age UK C&K

Hilary Thompson is stepping down as Chief Executive in August and we would like to welcome her successor Lisa Butland. Lisa comes from the Academic Health Science Network where her role was to encourage the adoption of evidence based innovation.

We would like to thank Hilary for her unfailing enthusiasm and dedication to Age UK Calderdale and Kirklees. She joined us at a difficult time and has steadied and strengthened the organisation leaving us in a better place, both financially and structurally, to face future challenges.

Some of her key achievements include:

- Re-shaping the management team and implementing management training to strengthen the abilities of staff
- Building positive and fruitful relationships with our Local Authorities and CCGs
- Introducing new members to our Trustee Board to broaden the knowledge and experience base
- Working more closely with the Age UK national charity and regional representatives to make best use of their expertise
- Re-locating our Head Office to our central Halifax location in the Woolshops and securing a central location for our Huddersfield office
- Partnership working with other organisations to deliver interesting and innovative projects such as our work with Locala and the Nearly Neighbours project
- Developing a structure and supporting infrastructure, including the introduction of Charitylog to make the organisation fit for the future
- Representing and being a voice for older people throughout Calderdale and Kirklees and making sure they are at the heart of everything we do.



charitylog

Age UK C&K are investing in the Charitylog suite of cloud-based services that help third sector organisations to improve their performance and enhance their community provision to clients. It also enables organisations to measure and convey the impact that they are making in their community.

Domestic Services Expands

Our Domestic Service has been providing shopping and cleaning for hundreds of local people for many years now. Our Home Helpers are well trained and vetted and are a vital link in helping people remain independent in their own homes.

Home Helpers can take care of most household tasks including vacuuming, dusting, laundry, ironing and washing up and they can do your shopping.

Service expansion

In response to demand from our customers, we have expanded the service so we can now take older people and support them to do their own shopping and also take people to appointments, for example to the doctor or chiropodist.

Client story

Ann is one client who has taken advantage of the expanded service. She has been using our service since she had a fall 4 years ago and lost confidence going out unaided. She lives by herself in a lovely cottage in Hebden Bridge (complete with chickens!) and our home helper visits her once a week to help with shopping and cleaning. When she was offered the chance of an escorted shopping trip, she decided to give it a try as she loves to pick out her own fresh produce or things that 'just take your fancy'.

She is a lively, chatty person with a mischievous glint in her eye, so the regular visits from our home helpers serve as good company as well as a practical purpose. Ann was born in Bradford and with her father's encouragement, did well at school and went to a teacher training college in London, where she worked for a few years afterwards and made some firm friends, but (understandably!) became homesick for Yorkshire. She moved back and got a job working in a school for the partially sighted, where she worked happily for the next 12 years.

During this time she met and married a local farmer and moved to live on the farm in the hills above Hebden Bridge with amazing views and the freshest air. They had 2 children who still live close by.

Ann is a friendly, intelligent and outgoing person and she misses the company of others and the chance to have a good natter. 'The home helpers from Age UK have been perfect for me' says Ann. 'Gemma, my current one is like a breath of fresh air and she is so understanding and accepting of me but she still remains professional. She is wonderful'.



Tracey Newman - Call-in-Time telephone befriender

Tracey works for LV in Huddersfield and was one of the lucky ones to be chosen from the many who applied, to volunteer as a telephone befriender for Age UK.



Tracey at the Age UK C&K Fundraising Ball in June!

'I was very shocked to be matched with a (young) 64 year old lady! It struck home to me that loneliness can happen to anyone of any age. Little did I know

- it would be so rewarding and
- that I would gain such a good friend from just a 30 minute phone call each week.

What's also great is no matter how busy we are at work, my 30 minute call happens regardless. Now if I can't make the call that Friday because of holidays etc Mary can still get a phone call from Age UK but we became close very quickly and we just arrange another day so no matter what, she always gets a call.

We have laughed, cried (when my old dog was put to sleep) and shared many a thought on things happening in the world but I do know that Mary loves her phone call as much as I do and I will continue doing this Call in Time forever!'



Age UK C&K at Sandy Mount

Earlier this year, Age UK C&K trialled a new location for their day opportunities : the Kirklees extra care facilities at Sandy Mount in Crosland Moor in Huddersfield.

The trial was a great success and we are now running our service from there 2 days per week.

The venue is purpose built and is light and modern and airy. It offers flexible and accessible indoor space, delicious on-site catering and it has a fantastic garden.

Colin Cromack, operational service manager said “ We are really happy with the venue. The facilities are great, the staff have all been very welcoming and now that meals are provided on site, our staff can spend more time with clients, which they really appreciate. Clients also have the option to mix with residents and to join in with activities already taking place. It works for everyone’.



Localia
Community Partnerships

Our partnership with Localia has proved successful and funding for our Personal Independence Coordinators has been extended for 5 years. They work with older people to help them regain independence and help prevent re-admission to hospital or care.

Need a trader you can trust?

You need the Age UK Calderdale and Kirklees Trusted Traders Directory!

It is a listing of local companies who have been vetted by Age UK C&K to make sure that they are trustworthy and reliable.

You can look at the directory online at:

www.aubdcalderdaleandkirklees.co.uk

Or call us free and we'll search for you:

Tel: 0800 012 6508



Age UK Summer Raffle

- * £10,000 (or Vauxhall Viva) first prize
- * £1,000 (or luxury holiday) + many more!

Tickets available from all Age UK C&K premises from early July. The draw takes place 15/9/2017.

Good luck!



ce (reducing to £100 for properties under 10 years old) and £245

ance you will be dealing with either an Age UK office or Ageas

al arm of Age UK (registered charity no.1128267) and donates
ises Limited is registered in England and Wales no. 3156159.
ck Square, London WC1H 9NA.

Over 50?



5 Star Home Insurance

- ✓ Pay monthly at no extra cost
(0% APR representative)
- ✓ No admin or cancellation fees to pay
- ✓ Low excess of just £45*



Pop in for a quote at:

Age UK Calderdale & Kirklees Trading Limited (Huddersfield)
12 New Street, Huddersfield, West Yorkshire HD1 2AR
Opening hours: Mon - Fri 10am to 4pm

Also: 4-6 The Square, Woolshops, Halifax HX1 1RJ

You can also call your local Age UK office:

0800 121 4124[†]

www.insureover50.co.uk



Buying Age UK Home Insurance supports Age UK's charitable work

[†]The other excesses are £1,000 for subsidence (reducing to £100 for properties under 10 years old) and £245 for escaping water.

Staff Profile : Kathryn Ralph

Kathryn has been working for Age UK Calderdale and Kirklees for six years as a mobile home helper in the Domestic Services team, covering the Calderdale area. This means that she covers other home helper's visits when they are on holiday or off sick and also when new clients start the service, often Kathryn will do the initial visits until a regular home helper is allocated. The role keeps the whole service running smoothly.

She has done the additional training allowing her to take clients on escorted visits to the shops or to appointments.

She loves getting out and about and meeting different people. 'It's definitely the people who make the job for me' she says 'It's nice to feel that you have done something that has made a difference and made their day a little brighter'.

She has met some real characters over the years but it is the people and the stories they have to tell that make the job interesting. 'Most of our clients live alone, so they are always happy to have someone to talk to' says Kathryn 'and I think that side of the job is just as important as the shopping or the cleaning'.

Kathryn lives in Halifax with her family. When she is not working, she enjoys spending time with her 2 sons, going to the pictures and catching up with friends over a coffee.



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.aubcalderdaleandkirklees.co.uk