

Age UK Cheshire

Connect

Magazine - Issue 1



Here to help:

How libraries are adapting
to a digital world

Celebs Online

How these celebs have
stayed connected



RECIPES AND FICTION

Inside: Our guides to...

Getting Online

Online Banking

**What's on TV
- and beyond**

LEARNING AS ITS OWN REWARD: u3a



**No leotard
required**

CHATTER CHAIRS

**PUZZLES AND
GAMES**

Staying connected is now more important than ever

Welcome Issue 1

There are over 100,000 people over 50 in Cheshire East and West who have never used the internet. And we all know that more and more services moved online during the pandemic from GP appointments to grocery deliveries to library services.

We know there are several reasons why some people don't go online:

- They don't think it's for them.
- They don't think it's safe.
- They don't have support or have the correct kit.
- They think it's too complicated.
- It's just too expensive.

If this is you, you're not alone! Age UK Cheshire wants to help you understand how useful it can be. We can help you stay safe, loan you kit if needed, support you and explore with you how the internet can be accessed as inexpensively as possible.

This magazine shows you lots of different ways that the internet is useful and can help you stay connected with the world. We hope that it encourages you to think about taking the first steps online – and we're here to help! If you already have a tablet and just don't have the confidence to use it – give us a call! If you don't have a tablet and would like to loan one from us free of charge – give us a call! We will then link you up with a volunteer who can support you, by telephone, in taking your first steps online and finding out about all that the internet has to offer.

If this sounds like something you'd be interested in, please get in touch with Amy on:

01606 720 431

and we can discuss with you how best to help.



Steve Morgan, CBE, chairman of the Steve Morgan Foundation

“Alongside the Department for Digital, Culture, Media and Sport, we were delighted to support the vital work of Age UK Cheshire through the Community Match Challenge Fund.

“Protecting vulnerable groups of people and tackling problems like social isolation and depression are at the heart of everything we do – all of which have been made a lot worse by Covid-19 and the various lockdowns.

“That’s why the work of Age UK Cheshire in encouraging people to be online and stay connected is so important.

“Because of the pandemic, a lot of people have been cut off from their normal support network, but technology can bridge that gap until such a point as we can all get together again.

“I know technology can seem daunting for a lot of people but it’s your window into the world and I would urge people reading this to contact Age UK Cheshire and ask for a loan iPad and digital buddy.

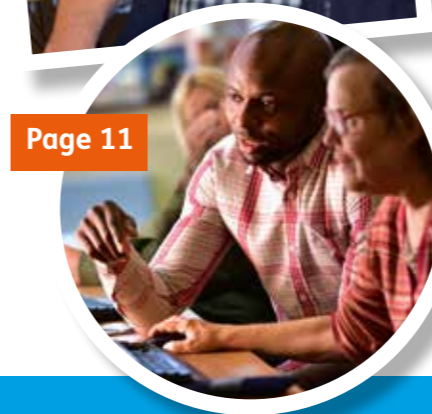
“I speak from experience when I say the only problem I have with my iPad is getting it out of my hands once I’ve started using it!”



Page 3



Page 17



Page 11

to Age UK Cheshire's Connect Magazine!

More people than ever are using the internet but there are still 3.7 million people over 55 in the UK who don't. Some people can't see a reason for using it, some don't know how to get support to go online and others feel that it is just too complicated!

This magazine aims to help with that by sharing news, stories and activities about how people can stay connected – not only with each other but also with the things that they love to do.

We'd love to hear what you think of this magazine so please visit the survey link below or contact us directly via the details on the back cover. If there are any online terms you don't understand while reading it, there's a handy glossary at the back.

<https://www.surveymonkey.co.uk/r/ConnectMagazineAUKC>



Page 9



Page 26



Page 27

Contents

Features

- 3 No Leotard Required
- 9 Social Butterflies: Inspiring a Brighter Community
- 11 Here to help: Libraries in a Digital World
- 13 Social Celebrities
- 17 Learning as its own reward: u3a

Advice & Guides

- 5 Getting Online
- 8 Well Connected: Real stories
- 21 Online Banking
- 23 Closing the Digital Divide
- 27 Vegetarian Recipes
- 31 TV and Beyond

Puzzles +

- 16 Word search
- 19 Crossword
- 19 Sudoku
- 20 Fiction: Helpdesk
- 25 Mindful Colouring
- 26 Historic Chester
- 33 Glossary of Terms

No leotard required

Chair-based workouts help people to make friends and get fit sitting down

Esther Fletcher, 69

“For me Chatter Chairs has been an absolute lifeline. I was diagnosed with a blood cancer in July 2019 and had attended one of Emma’s Chatter Chairs sessions prior to my diagnosis. Before lockdown started, I’d undergone some gruelling rounds of chemo and was starting to walk short distances again. Then all of a sudden I was shielding which meant a lot of time in the house.

“I discovered that Emma had started to provide some sessions on her Facebook page, and each morning after breakfast I started to follow one of the classes. By the time I was admitted to Christie Cancer Centre at the end of July 2020, I was much stronger which stood me in good stead for my stem cell transplant. Once I was back home and had regained some energy, I started following the sessions again and now I’m able to walk up to 5km with willing friends by my side. But I rarely miss my morning Chatter Chairs class and I’m positive that, without Emma’s support, I would never have made the progress I have in terms of fitness.”

A personal trainer from Vicars Cross is bringing fun and fitness to older people with a specially designed chair-based workout focusing on strength, which she has adapted to offer online during the pandemic.

The idea for seated workouts came about when Emma Fisher was running circuit training sessions for the over 60s and became aware of how many of them were unable to participate due to their limited mobility.

“I decided to design a strength-based, chair-based format that could accommodate the needs of older people,” Emma explains.

“After securing funding from Brightlife – which supported projects to help reduce isolation in older people – I set up the chairs in a semi-circle to encourage interaction and played background music from the 50s, 60s and 70s. It’s a fantastic way to bring the community together whilst improving their health and wellbeing.

“The group absolutely love the weekly sessions. There is so much joy, laughter and smiling. One lady recently

“The group absolutely love the weekly sessions. There is so much joy, laughter and smiling.”

said the sessions were one of the friendliest groups she’d ever been to.”

Age-related muscle loss and poor balance are two common risk factors for falls, and Emma uses hand weights and resistance bands to offset this.

During lockdown, Emma moved the classes online, offering weekly Zoom sessions every Monday and Friday. To keep the social interaction element of the group, she streamed simultaneously on both Zoom and Facebook in real time so that those with limited technical ability stayed connected. She also encouraged the group to use tins or water bottles as weights.

Her classes have proven so successful that in October 2020, she was shortlisted in two categories at the National Community Fitness Awards; she was runner up for the Community Impact Project Award and overall winner for the Social Inclusion Award.

“I know for many of those who attend, the Friday class is the highlight of their week, so I felt it was my duty to continue to support them,” said Emma. “I also made regular phone calls to those who couldn’t attend and have

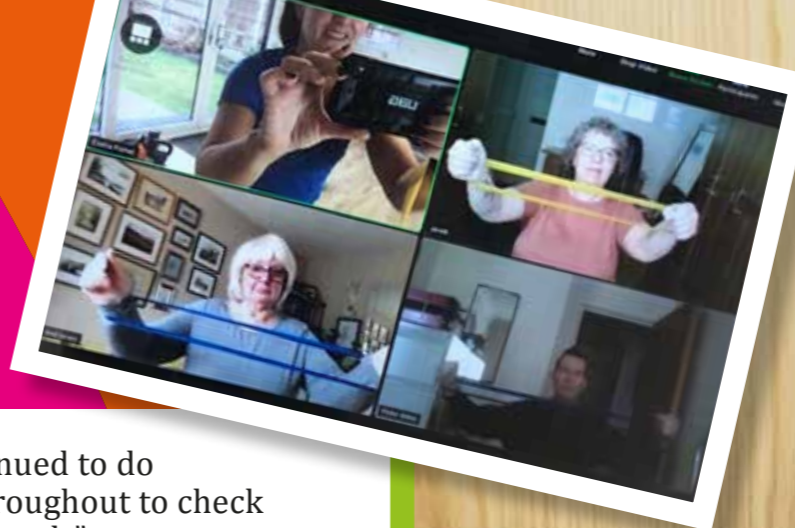
continued to do so throughout to check they’re ok.”

The friendships the group fostered continued during lockdown. Some of those who couldn’t get online would have weekly conversations on the phone, whilst others met up for walks.

“Regular social engagement with others improves our cognitive and mental wellbeing, gives us a sense of belonging and offsets feelings of loneliness.”

Emma is now exploring ways to work with local care homes and is in talks with them about providing interactive group sessions to help residents build and maintain strength. She has also continued to offer her chair-based sessions to the local branch of Versus Arthritis since last April.

“The benefits of engaging in group exercise go far beyond improving just physical health,” Emma says. “Regular social engagement with others improves our cognitive and mental wellbeing, gives us a sense of belonging and offsets feelings of loneliness.”



Anne Butt, 76

“I haven’t been able to get online during the pandemic but I’ll be going back to the live sessions once they start again. They help me mentally as well as physically and they’re very social. I often bake cakes and pastries for the tea and coffee afterwards, which always goes down well! We talk all the time and I think hearing about other people’s difficulties helps you with your own. I’ve kept in touch with Emma during lockdown. I also walk every day and sometimes I bump into other group members, so we stop for a chat.”

Peter Miles, 67

“I was attending Emma’s classes for about a year before the pandemic started. I have balance issues so it’s a great way for me to keep fit. When Covid hit, I moved over to the online classes and have been doing them ever since. They work really well and it’s good to see everyone as I live on my own. It means it’s easier to keep in touch with the friends I’ve made there which makes me feel less isolated.”

To find out more about Emma’s classes contact:
info@diva-fitness.co.uk | 07966 874 821

Getting online

Our simple guide to making the most of the internet

Not sure where to start? We're here to help!

Getting started on the internet

You might be surprised at how much you're able to do on the internet. You can connect with friends and family (here and abroad), carry out tasks like shopping and banking, and access services such as your GP surgery and local council. The internet can also be a great source of entertainment and education.

You can access the internet from a computer, laptop, tablet or smartphone. Tablets and smartphones are portable, whereas computers and laptops tend to stay in one place (although laptops can be easily moved from room to room).



Broadband

To get online, you'll need to get broadband installed if you haven't already. Broadband is a generic term for the internet connection which allows you to access the internet through a phone line. If you have a phone line already, you can almost certainly get a broadband connection – but if not, it's perfectly easy to get one installed.

To get home broadband, you will need to set up a contract with a broadband provider (such as BT, TalkTalk or Virgin to name just a few) who will charge you for the equipment needed to connect your smartphone, tablet or computer to the internet.

How to get a broadband line installed:

1. Compare broadband and home phone packages and pick one that you like the look of.
2. Sign up.
3. Receive a visit from an engineer, who will connect your line.
4. That's it!

How do I set up an email account?

One of the first things you should do online is set up an email (electronic mail) account. It's a free and easy way to stay in touch with family and friends. It's also the main way that organisations and companies will communicate with you.

You can also set up an email account using one of the many popular online services, such as Google Mail (commonly known as Gmail), Outlook and Yahoo.

How can I socialise online?

There are a number of different ways to keep in contact with friends and family online, but the most popular one is video calling, which means you can call anywhere in the world from your computer and – unlike a telephone call – you will be able to see the people you're calling. Video calling is great for staying in touch with grandchildren!

There are also many examples of people hosting activities such as exercise classes online, or holding virtual meetings with their book clubs.

In addition, the internet is full of resources to help keep you busy, learn new skills or practise your hobbies. Here are just a few:

Family history

There are a number of websites that you can use to research your family tree, which can be a fascinating way to spend the time.

Cooking and baking

Cooking is a great way to encourage yourself to eat well and pass the time. There are plenty of online cooking classes, available for free on the video hosting website YouTube. BBC Food has a huge range of recipes on its website, or you can search for individual chefs if there is one you like in particular, such as Delia Smith. You can also buy cookbooks online.

Getting creative

Try your hand at painting, drawing or even knitting. This might seem daunting at first, especially if you're new to it, but you don't have to be an expert to get arty. There are plenty of online tutorials to help you get started and the website Pinterest has lots of ideas for inspiration.

Gardening

If you're lucky enough to have a garden, gardening is a great form of exercise and can boost your mood. There are hundreds of websites with gardening tips, and you can also buy gardening equipment online.

Learning new skills

You could take the opportunity to explore an interest or learn a new skill. The University of the Third Age (u3a) has lots of ideas on how you can keep learning online.

Keeping up with the news

You can watch or read local, national or world news via the internet. You can also keep updated on the latest government advice about the pandemic on the government's website.

How do I shop online?

Shopping online is quick and convenient and can be done from home. You can shop for groceries online from most major supermarkets and high street shops, as well as smaller independent shops.

You can also buy clothes, homeware, books, furniture – basically anything you want – online. Goods can be delivered directly to your house (usually for a small fee), or you can also use a service called 'click and collect', where you order online but collect items in store, or even from a local convenience store or newsagent.

Can I manage my household bills online?

Most utility companies or services like council tax allow you to manage your accounts online. You'll need to set up an account via their website with a username and password, and you may need additional information like your account number.

If you manage your household bills or your banking online, you can opt for paperless billing. This means you'll get your bills over email, which not only saves paper but also means you know where your bills are stored.

Direct debits give a company permission to take money from your account on a certain date, for example, for paying your energy bills each month. The amount may differ each time, so companies need to tell you in advance how much they'll take and when. You might even get a discount by paying bills by direct debit.

You can compare tariffs across a range of suppliers and find the best deal by using a price comparison website, such as uSwitch, Go Compare or Compare the Market.

How do I watch TV or videos on the internet?

You can watch TV live or later, when it suits you, through your computer, smartphone or tablet. If you're watching programmes on 'catch up' on ITV, Channel 4 or Channel 5, then this is free. But you need a valid TV licence to watch programmes on BBC iPlayer and to watch live TV from any channel via their online service. And a reminder that you can get a free TV licence if you're aged over 75 and claim Pension Credit.

There are many other internet TV services available, including paid subscription services, such as Netflix. YouTube is also a popular and free video-sharing website. It contains millions of videos, uploaded by individuals and organisations. You can use it to watch documentaries, music videos, tutorials, funny videos and much more.

How do I bank online?

Using online banking means you can keep control of your finances from home or while you're out and about, using your bank's website or smartphone app. With most banks, you can use online banking to check your balance any time of day or night, transfer money between your bank accounts, and send money to people you know and more.

How can I arrange a GP visit or order prescriptions online?

It's important to get help from a GP if you need it. It's increasingly common to only be able to book GP appointments online and some appointments may take place online or over the phone. To find out more, visit your GP's website, or use the NHS app to book appointments. There is plenty of useful information on the NHS website.

If you have a repeat prescription, you can use apps or websites to order your repeats.

Where can I listen to the radio on the internet?

You can listen to most radio shows online. Most stations will have an option to listen live on their website or have an app that lets you listen from your mobile phone or tablet. You can listen to BBC radio and podcasts via the BBC Sounds App.

of day or night, transfer money between your bank accounts, and send money to people you know and more.

How can family and carers help?

1. Create a printed manual with easy-to-follow instructions on how to access certain sites.
2. Set up the device with easy-to-find bookmarks of useful sites.
3. If they're using a smartphone, check if it has a 'senior mode' featuring larger font size and pictures, louder volume, simplified operations and remote assistance.

Well connected

Jennie Boyle, 77

"I first got an iPad eight years ago when my visiting son suggested that it would be good to actually see me on FaceTime when he went back to the US. I found it took a bit of getting used to but I quickly became quite proficient. FaceTime is great as I can see how my grandchildren are growing up. I bought a new iPad mini with more memory about three years ago which I use all the time and I love having my photos and holiday memories on it. It's so convenient for shopping and bookings and I keep my brain active with jigsaw puzzles and games. I also have a Wi-Fi printer which works from the iPad from any floor in my three-storey house! I find it so easy to use and only use my PC when I need to write a formal letter or essay. Every Sunday I watch the local church service online which has been very comforting during the pandemic."



Joan Attwater, 87

"I've been using computers since 1995 which has always proved useful but, during the pandemic, it's made a huge difference to my health and wellbeing. I had to isolate as soon as it started so being online has been my lifeline to my friends and family. I have a large family who live all over the place so we connect up regularly via Zoom, and we've even managed to celebrate a few birthdays together by taking part in an online quiz. I even attended a funeral of a close friend on Zoom.

"I order my food shopping via the internet and just pick it up from an outside kiosk where you don't have to get out of the car as they just open the boot and fill up your empty shopping bags. I also watch quite a few films online to keep me entertained. One of my hobbies is ancestry and I belong to a private family history group with about 16 members. We used to meet fortnightly in a community hall, but during the pandemic it was on Zoom. It's a good way to keep in touch with a number of people who are all isolated in their own homes as we're still able to see each other and chat. In fact, I think I talked to more people online during the pandemic than I used to in real life!"





Patricia runs a glass community, Glass Art Network, from her studio and online, where she teaches all aspects of glass art, fused glass, stained glass and mosaic.

“The butterfly is a perfect symbol for change and offers endless possibilities for creativity.”

“It’s been a lovely way of letting our older neighbours know that we’re thinking of them.”

Glass butterfly inspires a brighter community

Cheshire artist Patricia Lee creates bespoke glass art and has worked on a broad range of community art projects. During the pandemic, she started to run online classes from her studio in Holmes Chapel. In 2019 she was commissioned to create a glass butterfly for Chester Cathedral as a lasting legacy to the Social Butterflies art project – a collaboration between Cheshire-based community organisations which included Age UK Cheshire.

Social Butterflies was created in 2019 to celebrate Cheshire West becoming an age-friendly borough. It encouraged residents to have some fun together while making a visual statement that Cheshire West values its older population. People of all ages were invited to join in by creating a butterfly, using any material they chose, to adorn buildings, shops and parks – and then post photos of their creations on social media.

A kaleidoscope of contributions made by all ages are on display at Chester Cathedral – many of which were completed during the first lockdown in 2020. They were first hung in the chapter house building and then were moved to the cathedral

entrance, delighting visitors as they fluttered in the air, raising awareness of the importance of community. The highlight was Patricia’s glass butterfly which now has pride of place in the Children’s Chapel.

Canon Jane Brooke, who took part in the project, along with her team of volunteers, said she was thrilled with it.

“The rich colours allow children to look through the glass and consider the metaphor of ‘looking through to a new life’, so we’re using it to help with spiritual education,” she said. “And during the pandemic it’s been a lovely way of letting our older neighbours know that we’re thinking of them. I really hope that Social Butterflies

raises awareness of how lonely many older people can be.”

“I was thrilled to be involved as I’ve worked in community art for over 20 years and am a huge advocate of finding your inner artist, whatever your age,” says Patricia. “The butterfly is a perfect symbol for change and offers endless possibilities for creativity. I loved seeing the amazing variety of butterflies created and bringing people together. I do hope that my butterfly will be enjoyed by visitors to the cathedral for many years to come.”

Visitors to the cathedral are able to see how Patricia made her butterfly via the timelapse video of its creation on her website.



To see the timelapse video of Patricia’s butterfly, visit the website at:

www.allthatglass.co.uk/socialbutterflies

To find out more about the Social Butterflies project, visit the website at:

www.agefriendlycheshirewest.org/socialbutterflies



Throughout the pandemic, Cheshire West and Chester libraries have provided a valuable service for those who are socially isolated and digitally excluded. They produced high-quality online events and activities to inspire new hobbies and an escape for those who were shielding or self-isolating.

Here to help

by Helen Neal

The enhancement of our digital services was our top priority in 2020, especially in terms of widening access to our eLending resources and changing our processes to make it as easy as possible for residents to use online services so people could access books, magazines and newspapers from the comfort of their own home.



To find out more about the interests of people living in Cheshire, we have offered free trials to streaming platforms such as Medici TV and Mubi. This has enabled us to adapt our online events and our regular digital programme of activities.

Library members can now access genealogical websites such as Find My Past and Ancestry from home. Prior to this, you could only access these sites via a library building. This extended access will continue whilst libraries remain closed, which is amazing news.

After the first lockdown, we reopened 16 libraries with a reduced service and strict safety measures in place so members could browse for a short period of time and use the public computers. We also resumed the Home Library Service (HLS) which runs from seven sites and delivers books and audiobooks, monthly, to people who can't get to a library or carry heavy items home. Many of them are older in age and isolated, without support from family and friends. Unfortunately, all of these services were suspended again when the pandemic guidelines changed.

Despite stricter guidelines, we have still been able to offer an Order and Collect Service at six libraries across the borough. This has meant that people have been able to return items (even though we continue to extend the loan return date) as well as pick up new titles, all hand-picked by staff. The beauty of this service is that they've discovered books they wouldn't ordinarily have picked themselves and have found new authors alongside some surprising reads.

As a result of having to deliver more services digitally, we've also had to address the need to upskill people to enable them to use and access our services. Although this was a massive challenge under

extraordinary circumstances, through partnerships with a wide range of organisations, we've been able to offer ongoing remote training and IT support so they can access information, resources and events and know how to engage with us in a digital way. GoOnline Day, in October 2020, was a fantastic example of this where we hosted a day of age-friendly activities, designed to help everyone (especially older people) improve their confidence in using digital devices. Libraries hosted 17 separate events, using Facebook and YouTube and just under 1,200 people attended.

What's On

This year we're offering weekly story times, coffee mornings (Online Elevenses with OPAL), Not a Reading Group (a reading group with a difference), children's craft sessions and a further plethora of book recommendations by staff, which are going down a storm. We're also launching our own Craft and Chat sessions very soon (via Zoom), as an alternative to the in-house sessions that we used to offer.

Reading Friends

The Library Service is involved in many projects, some of which have arisen due to the pandemic. Through partnerships with various organisations and working closely with Cheshire West Museums, Arts and the Archives Service, we have delivered some amazing events and activities and have even more exciting plans in the pipeline! Hot off the press is a new initiative called Reading Friends – a befriending programme that tackles loneliness by building relationships through the proven power of reading.

The project will potentially allow us to lend tablets to Home Library Service clients, with preloaded eBooks and eAudiobook titles. This gives customers a wider range of material and much more choice. The loaned devices also function as a way to communicate with customers, find out what they've enjoyed reading, have a chat about their wellbeing and offer support from the Reading Friends community. For those customers who have never used a tablet before, support will be provided by digital volunteers and library staff.

Going forward, we hope to support Age UK Cheshire with its device loan scheme as well as develop our own loan scheme to tackle digital exclusion for those under 50. This includes providing equipment

to aid job hunting, as well as helping people access befriending services and attend social groups.

Useful information and online links

Residents now have immediate access to eLending resources when they join online.

For eBooks, eAudiobooks and eMagazines, visit: <https://www.cheshirewestandchester.gov.uk/residents/libraries/audio-downloads-eBooks-and-eMagazines.aspx>

For eNewspapers, visit: <https://www.cheshirewestandchester.gov.uk/residents/libraries/enewspapers.aspx>

Order and Collect: <https://www.cheshirewestandchester.gov.uk/residents/libraries/order-and-collection-service.aspx>

For more information on the Home Library Service, please contact: helen.neal@cheshirewestandchester.gov.uk

Did you know?

- The text of eBooks can be increased according to sight needs. This means popular books can be accessed immediately without having to wait for a large print edition to be published. Also, as the background light and colour can be customised, it means that it can be adjusted to whatever time of day you're reading and can support anyone with dyslexia or health issues with their eyes.
- An eAudiobook has a timer function which can be set so you don't have to worry about missing any of your book if you drop off to sleep.
- You can read a copy of your daily newspaper without having to leave the house!
- If you've taken up a new hobby during lockdown, it's more than likely that there'll be an eMagazine in the libraries' digital collection to complement it!
- If you're not a member of the library, you can join online and get instant access to all of our fabulous digital resources.

How else have we adapted?

In order to make information about our service readily available, we've ensured that the information on our library webpages is up to date, despite the constant changes to guidelines and restrictions.

To make it easier to navigate, the library homepage has been redesigned to be a single point of access to all of our digital services. Go to www.cheshirewestandchester.gov.uk/libraries to see what we mean! We've also customised the homepage to reflect people's needs – with pages dedicated to Health and Wellbeing, Mental Health Awareness and Dementia Awareness and Support.

Intergenerational activities

Rough and Tumble at Frodsham and Lache Libraries is due to start in June 2021 – a research and consultation residency by artist Emily O'Shea. The premise is that Emily will talk to local people, from across generations and from a range of diverse backgrounds and cultures, about their memories of the games they played as children. The project will culminate in an outdoor performance for the two communities to watch, all around play and playground games. If you are local to Frodsham and Lache and interested in taking part, please contact:

helen.neal@cheshirewestandchester.gov.uk

The libraries are working with Age Friendly Cheshire West to set up more age-friendly communities in Blacon and Helsby (using the current Lache model). Helsby community is also preparing to deliver intergenerational projects through age-friendly young ambassadors. For more information please contact:

helen.neal@cheshirewestandchester.gov.uk

Social celebrities



In April 2020, the 87-year-old actor **Dame Sheila Hancock** filmed herself at home urging older people to make use of modern technology during lockdown to avoid being isolated. Her appeal to the nation was part of the Britain Get Talking mental health campaign.

“It’s painfully obvious I’m not used to filming myself, in fact I couldn’t do it at all until I became in isolation and my grandchildren and children insisted that I become involved in social media,” she says. “Something I’ve always thought – oh I can’t be bothered with that, too complicated. But now I can WhatsApp, Zoom, Skype – you name it, I can do it!”

“Now I know there are a lot of people out there who still feel that they can’t be bothered with it but you’re wrong, you need to talk. The phone is great but it’s not the same as looking people in the eyes. And also, you can speak as a group, it’s amazing. Please, please don’t be a stick in the mud – get yourself joined up.”

Sheila’s message can be viewed on:

YouTube: <https://www.youtube.com/watch?v=DSc5YxQJk>

We thought it would be good to ask other well-known faces how being online helped them to cope during the pandemic and this is what they told us:



Writer and Broadcaster Sue Cook (72)

“I’ve always been fascinated by computers. I was one of the first people to start using my computer to go online – about 1987 I think – with a router that looked rather like the crystal radio set my kid brother made back in the Sixties. The whole process was slow and clunky by comparison with today’s whizzo broadband speeds, but it was little short of miraculous at the time. As a radio and TV interviewer, it was an exciting new thing to use my computer to get essential information about the various topics and people I needed – instead of relying on encyclopaedias or ploughing through files of press cuttings. I became fascinated with how computers worked. I even learned html language and how to edit my computer’s registry.

Some well-known faces share what they get up to online

“Now that it’s all so much easier, with simple icons to click and drag, many more elderly people are able to use the technology. I’m lucky enough to still have an active, lively mum, now aged 101. She amazes me the way she uses her laptop at her great age; sending emails to all the family; choosing birthday flowers to send to friends and logging on to Google to research actors’ ages and titles to half-remembered films. She loves gazing at the photos I’ve loaded on to her screensaver too, reliving old holidays and family memories. Living alone as she does, and with the social restrictions Covid imposed on us all, her laptop has been an absolute lifeline. It’s been brilliant for her to talk to her grandchildren and her two-year-old little great grandson and actually see their smiling faces on her screen.

“As for me, I use my phone and iPad to notify me of news flashes and events, and to keep up with the various movers and shakers I follow on Twitter. I get my entertainment fix from Netflix and Amazon Prime. And I certainly think I’d have been lost without communications platforms like Zoom and Teams this past year for meetings, interviews and weekly online yoga sessions. Of course, nothing beats being in the same room as friends; to sit round a table and chat; the eye contact, a hug, the touch of a hand... But, in the meantime, thank goodness for computer technology.”



Actor Dame Maureen Lipman (74)

“Over the last few years I’ve learned enough about my phone and my computer to send emails, write a letter, and compile an article or a speech. I participate, with help, in Zooms and I thank the Lord every time I do when it shows me my grandchildren or my chums.

“I remember my late husband Jack Rosenthal, relinquishing his beloved Olivetti typewriter, the trusty cohort of a 150 Coronation Street scripts, plus carbons and much beside, in favour of a ‘Little Brother’. It was like swapping wives. He was so sad but he knew it was progress and he had to befriend it. He went on to thunder his comic prose onto a Mac for another 100 screenplays. Yes, if anything went wrong he had to ‘get a man in’, but he embraced the new culture – even to the odd email – and never looked back.

“For me, the occasional use of thick cream paper and a fountain pen is a delicious treat after staring at screens of different sizes all day and much of the pesky night. My iPad amuses me for hours because of an App called Art

Set, which allows me to paint, draw and doodle without clearing up the entire kitchen and scraping burnt umber off the ceiling. I do all my birthday anniversaries, first nights and baby congrats on the screen, then just send them off via email. It really isn’t rocket science and it’s so immediate.

“When the dreaded former US president Trump was in descent after Georgia, I was able to caricature him in crayon as ET from the film of the same name and caption it ‘DT Go Home!’ on the same day.

“It’s difficult for a 74-year-old brain to retain the vagaries of ‘copy and paste’ and ‘save as’ and ‘share with’ and ‘Word’ but I find, like everything these days, that I probably just need to teach myself the same lesson a dozen times and it finally goes in. Incrementally.

“In any event, I’m grateful that I’m computer literate, even for the small amount I retain. Next week, with a bit of help I will organise a Zoom for at least 40 members of my family who, even before lockdown, were shamelessly bad at keeping in touch. Today I had a song rehearsal online. Tomorrow, my kids and grandkids will light the Shabbat candles across three boroughs of London over our screens. I can fill in forms, order a prescription and even FaceTime old friends in their care homes.

“It’s irritating, often infuriating, and makes me feel like a 10-year-old but, like Jack’s ‘Little Brother’, it is finally a voice for good. I do recommend, in the words of Wilfred Pickles, that you have a go.”



Singer Sheila Ferguson (73)

“As a single woman of a certain age, I have found, particularly with this pandemic, that staying in touch with family and friends can only be done digitally. I used mainly to rely on the telephone but, to be able to actually see my family and friends, is now vital. Especially as they live in other countries or too far away for me to visit. It helps the loneliness and solitude. It also promotes a sense of wellbeing. I can smile, laugh and talk (face to face) about my feelings in a much more comprehensive manner. I highly recommend it to everyone who hasn’t yet started.”

friends and family all over the world (for free!!!) to taking part in quizzes, games and even watching movies. Just take the weekly shop. You get home, unpack everything and then realise you’ve forgotten a few items. No driving back to the supermarket here. Just log back on, make the changes to your order and it’s all done. I love it and I’m online every day for something. If you haven’t tried it, you should. There are a few things you do need to learn about first though. Keeping your information and personal details safe is perhaps the most important. And install a good protection program on your device.”



Choreographer Arlene Phillips (77)

“Probably one of the most fundamental reasons for going onto the internet is the access to all the interesting information you can find, but social media is important too for keeping in touch with the wider world. I love sharing memories on Instagram and Twitter. It’s a great way to get involved in issues you care about – such as the lack of support for the arts during the pandemic, to supporting ageing issues such as dementia and loneliness. I don’t know what I’d have done without the internet during lockdown as it meant I could entertain myself by keeping up to date



TV Chef Rustie Lee (68)

“I think it’s very important to be digitally connected these days. Not only because of the restrictions placed on all of us by the Covid-19 crisis but also because it makes many things so much easier. From shopping to ordering repeat medication, from keeping in touch with

with my granddaughters on FaceTime, watching dance and theatre through live streaming, and Zooming with family and friends. As you get older, it’s important to keep both mind and body active and being online can really help with both. And for an elderly person’s family, knowing that their loved one has access to the internet makes it easier to check in and gives them peace of mind.”



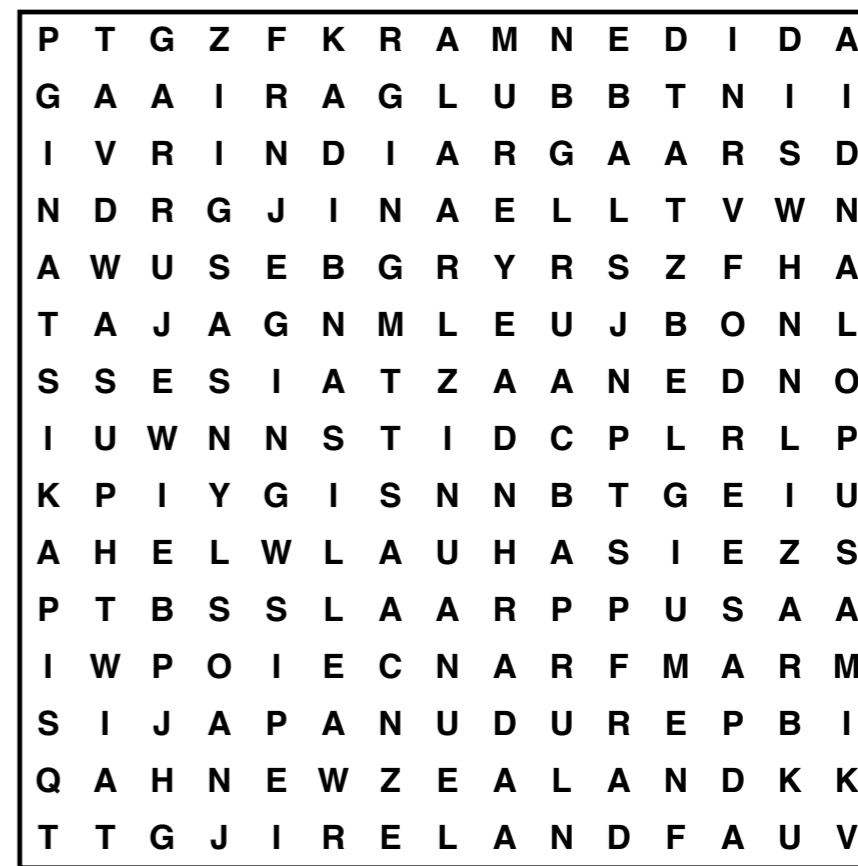
Actor Paul Copley (76)

“I hugely enjoyed playing Arthur Medwin in Coronation Street, although I’m not sure how media savvy he is and whether he’ll be able to communicate easily from wherever he resides in Canada! Personally speaking, I’m not a Tweeter and I don’t get involved in social media I’m afraid, but my wife and I take grateful advantage of WhatsApp video calling to keep in touch with friends and family at home and abroad.

“Over the Christmas and New Year holidays, FaceTime, Skype and WhatsApp put us in touch with friends abroad we’d normally visit and celebrate with, as well as family in various parts of the country. These video calls made a huge difference to our wellbeing and banished any feelings of isolation we were experiencing. Even simple telephone calls can lift our spirits in these difficult times.”

Countries

- ARGENTINA
- AUSTRIA
- BELGIUM
- BRAZIL
- BULGARIA
- DENMARK
- ENGLAND
- FRANCE
- GERMANY
- INDIA
- IRELAND
- ITALY
- JAPAN
- NEW ZEALAND
- PAKISTAN
- PERU
- POLAND
- RUSSIA
- SWITZERLAND
- THAILAND



Solutions on Page 32

Online

- APPS
- BLOGGING
- BROWSER
- DATA
- EMAIL
- FORUM
- INTERNET
- PASSWORD
- PRIVATE
- PUBLIC
- ROUTER
- SEARCH ENGINE
- SECURITY
- SERVER
- SOCIAL NETWORK
- STREAMING
- USERNAME
- VIDEOS
- WEB PAGE
- WI-FI

Join the u3a where learning is its own reward

Membership to the u3a costs less than £20 a year on average and is open to everyone who is no longer in full-time work.



Main: David Jones, at his computer.

Inserts: Above, u3a Ukelele group. Left, Botanical Gardens trip.

From Art to Zoology – and everything in between!

U3a, originally called the University of the Third Age, was founded in 1982. An entirely volunteer-run organisation, u3a is a UK-wide movement of locally-run interest groups that provide a wide range of opportunities for members to come together and learn for fun, exploring new ideas, skills and activities.

Over the years, the organisation has grown considerably and can now boast a group for almost any interest or area of study that you can think of. And in Cheshire, the organisation is thriving with 22 individual groups and over 10,000 members.

The West Cheshire Rural branch – which meets in Tattenhall – has around 110 members and, according to Committee Member Anne Bayliss, the group is going from strength to strength, even during lockdown.

“Pre-Covid, we had around 14 different groups running weekly, fortnightly or monthly for our members to enjoy, as well as one-off special trips such as visits to historic houses. The range of things on offer at West Cheshire is very diverse – there are groups for walking, music appreciation, art appreciation, current affairs discussion groups, dining,

Talks planned in 2021:

April: James Taylor will give a talk on Brilliant British Humour in the Forgotten Art of the Picture Postcard: 1840-1950.

May: Tiptoe Through the Tombstones by Rita Tillinger. This talk will explore the churchyards of Cheshire in search of unusual and unforgettable inscriptions and epitaphs carved on gravestones.

June: A speaker from the Dogs Trust, the UK’s largest dog welfare charity.

history – the list goes on!

“When lockdown struck, our members embraced the spirit of the u3a and quickly got to grips with technology, so we weren’t closed for long!” says Anne.

“With the help of Zoom, some of our Interest Groups were up and running relatively quickly. Poetry Reading Group, the Ukulele Group and the Book Group continue to meet online, which has enabled members to stay connected,” says Anne.

To further keep in contact with their members, the group set up regular News Bulletins which, together with the website, gave members an insight into the wealth of material available online.

In addition, monthly meetings with guest speakers, held on Zoom, have proved extremely popular, with attendance figures going up all the time. The wide range of topics covered to date include the history of tea in England, scams and how to spot them, curious and amazing tales of Liverpool, and a talk by the RSPB on British Birds.

Anne says: “The meetings typically attract around 30 people and are hosted on Zoom, so they are very interactive and give people the chance to ask questions. The feedback from members has been wonderful and we now have guest speakers

There are 1,057 u3as with over 450,000 members across the UK.

booked up to the end of July 2021.”

There are also some new interest groups to look forward to, including a second Book Group, How to Solve Cryptic Crosswords Group and a Beginners Welsh Group.

Anne is also keen to point out that the group activities extend beyond formal meetings and activities.

“When we went into lockdown and moved activities online, we made sure we were keeping an eye on who was joining activities online and making direct contact with those that weren’t, either through a phone call or a quick chat in the village. We have a strong community spirit and are all looking out for each other.

“Life would have been pretty miserable without the u3a groups.”

To find your nearest u3a group, visit:

www.u3a.org/find

or call:

020 8466 6139

One person who has really been helped by u3a is 85-year-old retired local government officer David Jones, who sadly lost his wife in February 2019.

David says: “I joined u3a a few years ago and went to a number of meetings which I really enjoyed. When my wife died and lockdown started, I felt quite isolated as my family live far away, until my neighbour asked me if I wanted to join the online poetry group.

“I’ve been using computers for years, but Zoom was new to me and I was a bit nervous. There were a few teething problems but my neighbour helped me get started and now it’s become second nature. I’ve even been ‘host’ for one of the meetings!

“I really enjoy the poetry meetings and attend regularly. I’ve found some new friends who I’m looking forward to meeting in person when lockdown is over. I also use Zoom for personal things, including my daughter’s 50th birthday when around 25 family members got together to sing Happy Birthday to her. That was a very special moment.

“Last year would have been pretty miserable without the u3a groups to look forward to. I doubt if anyone would give me ‘whizz kid’ status, but getting to grips with new technology like Zoom has been a really satisfying experience for me!”

Crossword

1		2		3		4		5	6		7
							8				
9					10						
11							12				
13						14			15		
					16						
17		18			19						
20							21				
22				23							

Across

- 1 Cartoon character who can fly (8)
- 5 Short tail (4)
- 9 Country in the Himalayas (5)
- 10 Artificial (3-4)
- 11 Farm vehicle (7)
- 12 Keen (5)
- 13 Thing that brings good luck (6)
- 14 Eventual outcome (6)
- 17 Pond-dwelling amphibians (5)
- 19 Sterile (7)
- 20 Employment vacancy (7)
- 21 Drive forward (5)
- 22 Plant stalk (4)
- 23 Not long ago (8)

Sudoku

4	8		7					9
6	9		8		5			
7		5				1	4	
				8				
8	4			9			1	7
				1				
	5	3				9		4
			3		9		7	1
9					4		5	3

Down

- 1 Holier-than-thou (13)
- 2 Fast-growing trees (7)
- 3 Connection or association (12)
- 4 Value; respect (6)
- 6 Loud resonant noise (5)
- 7 Conceptually (13)
- 8 Explanatory (12)
- 15 Active part of a fire (7)
- 16 Hang loosely (6)
- 18 In what place (5)

Solutions on Page 32

We didn't often see kids of their age in our local library. They were sitting round a table and whispering (which was a positive) but their volume was rising so I approached, pretending to tidy up British History.

"Email, Lenny?" one of them was saying. He looked fifteen. "Are you, like, a dinosaur?"

"Shut up, Callum! I just gotta check ..." Lenny tapped at a tablet they'd brought with them. His face turned white.

"Man, was that my bank account!?" he croaked. "Was that like a scam?"

Callum and the other boy leaned forward but I could see Lenny had closed the page.

"Why d'you do that?" Callum asked.

"I don't know!" Lenny almost shouted. They all glanced at me and at my specs on their string; they identified my type and shushed each other.

The other boy whispered, "You haven't had online banking for long, so you're probably not used to how it looks."

"Danny's got a point," said Callum.

"The home page looked the same," said Lenny, his knuckles white. "I stuck my password in, but when I clicked to enter, it looked different!"

"A fake site?" Callum's eyes widened. "Listen - my brother says you should never open a website like that from an email."

"I can't remember *how* I went in! Stop bugging me!" Lenny was growing frantic. "Did I get an email from the bank?" He was tapping again. "Is this from them?"

"Listen, mate - I'd get help," Danny said in the super-patronising tone known only to teenagers.

"Mum and Dad are at work," said Lenny.

Danny nodded in the direction of the issue desk.

"What, ask the librarians?" Callum hissed. "Like they know more about tech than us? Check your search history - that'll tell you."

I could see that poor Lenny was really upset, so I turned round and made it look as though I'd just noticed them. "Can I help, boys?" I asked.

"No, you're alright," Danny said, blushing.

"A computer problem?" I asked.

Lenny was looking at me and my sensible blouse. "We're busy, thanks ..."

"I use a computer myself," I said.

"Like ... a silver surfer?" Danny said, then wondered if that was rude and blushed more fiercely. "I mean my Gran buys cardigans online and stuff. She's nice."

"It's a bit complicated," Lenny said.

"Okay," I said and I walked off towards Travel. But I could still see Lenny, searching through websites, growing increasingly anxious.

"What if it's too late, man?" he said, peering at the screen. "Wait, here you go! It looked like this! Maybe they changed the front page. I'm going to log on ... But what if *this* website is a scam?"

With a guide to Minorca in my hand I watched him swallow.

"Log on," Callum said. "See if you remember it."

Lenny shook his head, blocking out their noise, and I made my way back.

"I don't want to be nosy ..." I said.

Lenny sat back in surrender. I pulled my specs onto my nose and peered between their skinny bodies.

"Let's see," I said.

Out of the corner of my eye I could see Callum and Danny mouthing 'wha'ever'.

"It's all about ..." I said, bending closer. "Maybe the best way is ... Do you mind if I ...?"

I was thinking of the best way forward, and finally I said, "It might be quickest if you just read my blog."

I typed in a URL - not very fast because I don't use tablets: I like a larger screen.

"Oh my days!" breathed Danny.

Three heads crowded in, looking at my photo on the screen.

"I *think* I did a podcast on this topic," I said. "If I remember, it got a lot of attention on social media." I poked around on Lenny's tablet for a bit while they waited, jaws hanging open. "It's all about verifying web addresses and I believe that one is genuine, young man," I said, straightening up. "But do take care."

There was a long silence, and then a strained voice said, "Thank you."

I smiled. "I read a piece of research recently: older people *appear* to think more slowly, but it's because they have more information in their brains." I pointed at the tablet. "Your iPad's a bit slow - you might be running too much software. Have a good day, boys."

Online banking

What's it all about?

Our easy guide will help you get started

Using online banking means you can keep control of your finances from home, or whilst you're out and about, using your bank's website or smartphone app. This guide will explain how to use online banking and how to keep your money secure.

How do I set up online banking?

All banks (and building societies) now offer online banking. To use online banking, you will need to visit your bank's website, then register using your usual bank account details. To find the correct website information, enter the web address printed on a letter you have from your bank. Each bank will have a slightly different process for setting up online banking, but the steps are likely to include the following:

- Entering your personal details including name, contact information and bank account details (sort code and account number).
- The bank will arrange to call you and ask you some questions to verify your identity.
- You may get sent an activation code either in the post or by text message.
- You will be asked to set up a username and a secure password or passcode.

Get help with online banking

If you're struggling to get to grips with online banking, don't worry. If you don't have a trusted friend or family member who you can ask for help, many banks offer lessons that can take place in person, or over the phone or video call – just ask your bank for more information.

You could also find out if there's support available from your local Age UK or other community organisation.

How do I access my bank's smartphone app?

Most banks have their own smartphone apps. Once you have set up online banking, you can download the app which allows you to check your balance, send payments and much more. You can find the apps in the Google Play Store for an Android phone, or the App Store for an iPhone.

Be careful!

Unfortunately, there are a number of fake banking apps out there. Double-check that you are downloading the bank or building society's genuine app by checking their website. If you are in any doubt, call your bank.

What can I use online banking to do?

With most banks, you can use online banking to:

- Check your balance any time of day or night.
- Check your bank statements.
- Transfer money between your bank accounts.
- Send money to people you know.
- Set up or cancel direct debits and standing orders.

Will I still receive bank statements?

One of the benefits of online banking is that you can quickly and easily check past and upcoming transactions on your account, so you don't need to wait for your monthly bank statement.

However, you can still receive monthly bank statements in the post if you would like. Or you can opt to go 'paperless' and receive statements by email or download them from your online account.

There are adaptations available if you have a visual or hearing impairment.

What can I do to keep my money and identity safe?

Online banking is generally safe, but there are steps you can take to make sure your money stays where you want it and your identity is not stolen:

1. Don't re-use the same passwords for different accounts.
2. Use a strong password. Avoid passwords made up of common words, numbers or keyboard patterns (such as 'password' or '123456'), and don't include personal information, such as your name, date of birth, or any family members' details.
3. Never share your full password or PIN number. Banks will never ask for your full PIN or password – instead, they will ask for specific numbers or letters, for example, the first and third character from your password.
4. Always log out of your online banking session and close the browser completely, especially if you use a device that others have access to.
5. Be cautious when using a public computer to access your online banking, for example, library computers. They may not have the right level of security software. Ask the library staff for more information.
6. Only use secure Wi-Fi networks to access your online banking. Don't use public networks, such as those in cafés or train stations – it may be possible for people on the same network to access your details.
7. Check your balance and transactions regularly and report anything you don't recognise to your bank.
8. Regularly check that your personal details are correct and up to date.

Be aware:

A common scam is where fraudsters call telling you your account has been hacked and to move money to a 'safe' account. They may even use technology which makes it look like they're phoning from the bank's official number. Remember – your bank will never phone you out of the blue asking for your PIN number or password, or asking you to transfer money.

How does the bank keep my money safe?

Banks take the security of accounts very seriously and invest lots of time and money to make sure your online account is safe. Their websites are encrypted, which means that no one can see your personal details. Banks also ensure there are multiple steps to log in – as well as your username and password, some will also send a text message with an access code. You may also be sent a card reader – a small gadget which you put your card into which generates a unique security code to confirm that it is you – as an additional level of security.

If you think you've been scammed then please contact **Action Fraud** on:

0300 123 2040

How your bank can help during lockdown

Banks are providing their older customers with plenty of extra help during lockdown. Many of them have been busy making direct contact with their customers via phone calls and letters, whilst others have introduced new services such as the ability to cash cheques online.

All banks are encouraging people to contact their local branch if they need any help at all, but here's a quick look at what the major ones are doing:

Barclays is contacting customers to ensure they can access their accounts and providing 'virtual tea and teach' sessions to help people who are not confident banking online.

Lloyds, Halifax and Bank of Scotland have each launched a new telephone service for the over 70s.

Royal Bank of Scotland, Nat West and Ulster Bank have also set up dedicated phone lines for older people.

Nationwide is introducing third-party account access and putting extra staff on its phone lines. It is also offering online tutorials for those who are banking online for the first time.

HSBC have put in place a specialist support team who can provide tailored assistance.

TSB is helping customers who are not confident online give access to their friends and family.

Roger Eagle – GoOnline volunteer

"A couple of years ago I started helping out in Frodsham and we'd meet in a pub twice a month. People would come in with their devices and there would be three or four of us there helping them. We'd do anything from helping them to get set up and use their device to directing people where to go if they had a hardware problem. My background is in engineering so I like sorting out problems.

"During lockdown, we had to offer support over the phone which was quite challenging. It's really difficult to explain what to do when you can't see what they're looking at. You have to be patient and it takes a lot longer but they're always very appreciative.

"A few people were keen to get on Zoom and FaceTime and that made life easier as you can see what they're doing. Video calling has made a huge difference to those who are isolated – it's the next best thing to being with someone as you can see their reactions so you almost forget you're talking to a screen. However, I'm really looking forward to helping people face to face again."



Helping to close the digital divide

Older People Active Lives (OPAL) is a small charity with more than 200 volunteers providing a range of services to connect isolated older people and carers in rural West Cheshire.

In June 2020, OPAL volunteers received the highest award a voluntary group can receive in the UK – a Queen's Award for Voluntary Service – presented by Lord Lieutenant of Cheshire, David Briggs, who described them as "spreaders of happiness".

Heather Jones from Farndon (71)

"Before lockdown, I attended Farndon Foodie Friday (OPAL What's Cooking) and I really enjoyed all the brain stretching, quizzes and chat as well as the social side and the food. During lockdown, I took the plunge to learn how to Zoom, and with the support of OPAL GoOnline, I am proud to say I can now join in Zoom groups, which is a lifeline to help me keep in touch with everyone."



OPAL's GoOnline service has been running since 2013 and aims to inspire people to do more online. It helps older people to increase their confidence in using digital devices, attend online events and social groups, find out what's available in their local area and perhaps acquire a new hobby or interest. Most importantly, it can help people keep in touch with family and friends.

In October 2020, it teamed up with Cheshire West, Chester Council Libraries and Age-friendly Digital Inclusion group members to stage Get Online Week in October. Participants received encouragement and support to get online, including one-to-one support.

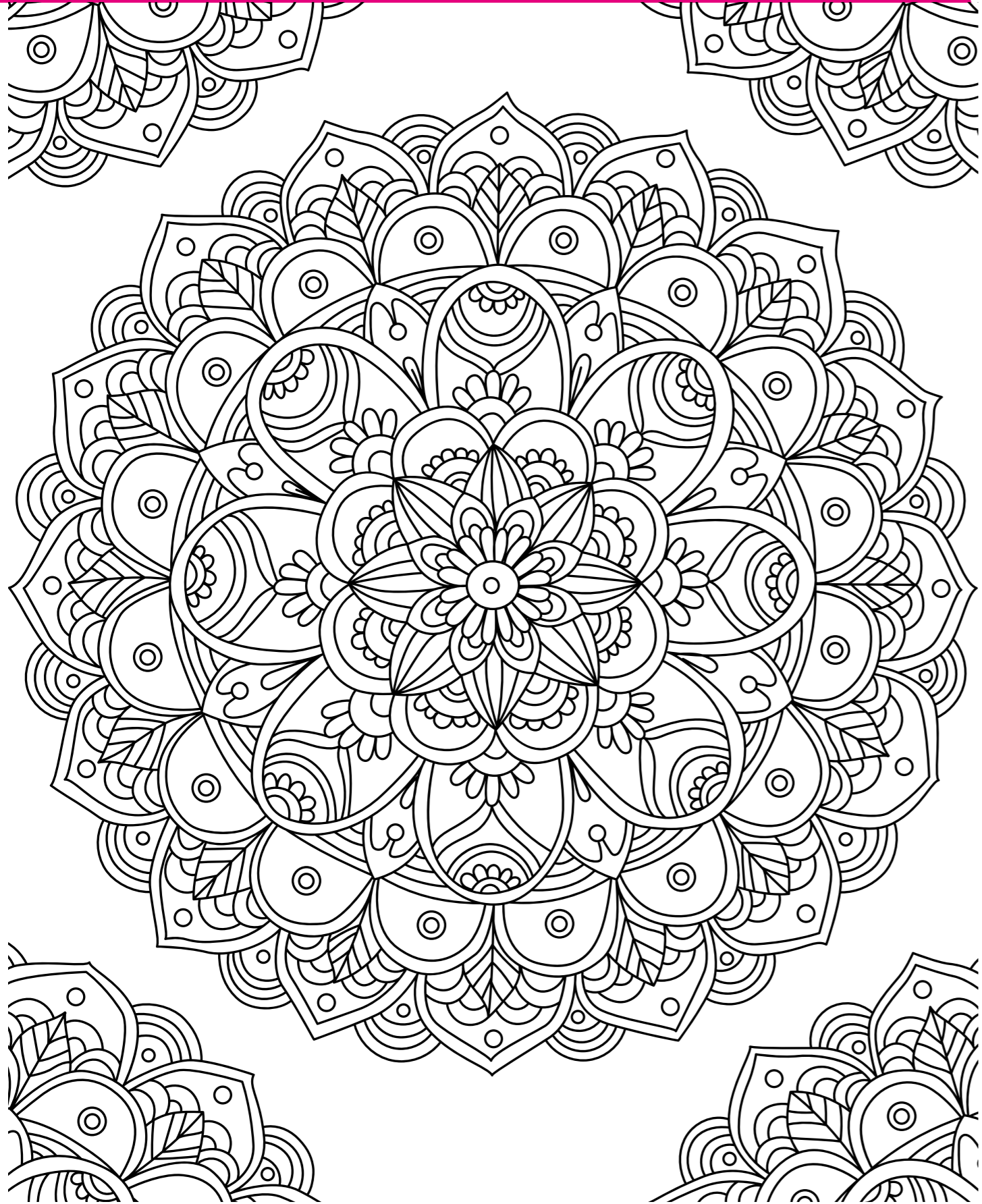
OPAL has continued to help individuals throughout the pandemic, offering remote support to anyone over the age of 60. The group of experienced volunteers phone clients and assist with IT issues – be it a problem with a laptop, a tablet or their phone.

Subject to gaining funding, OPAL is hoping to extend the service with an exciting new project – OPAL in Touch. This will support people who have no experience at all of communication technology – a much needed resource which will be made available to residents of the rural communities in West Cheshire.

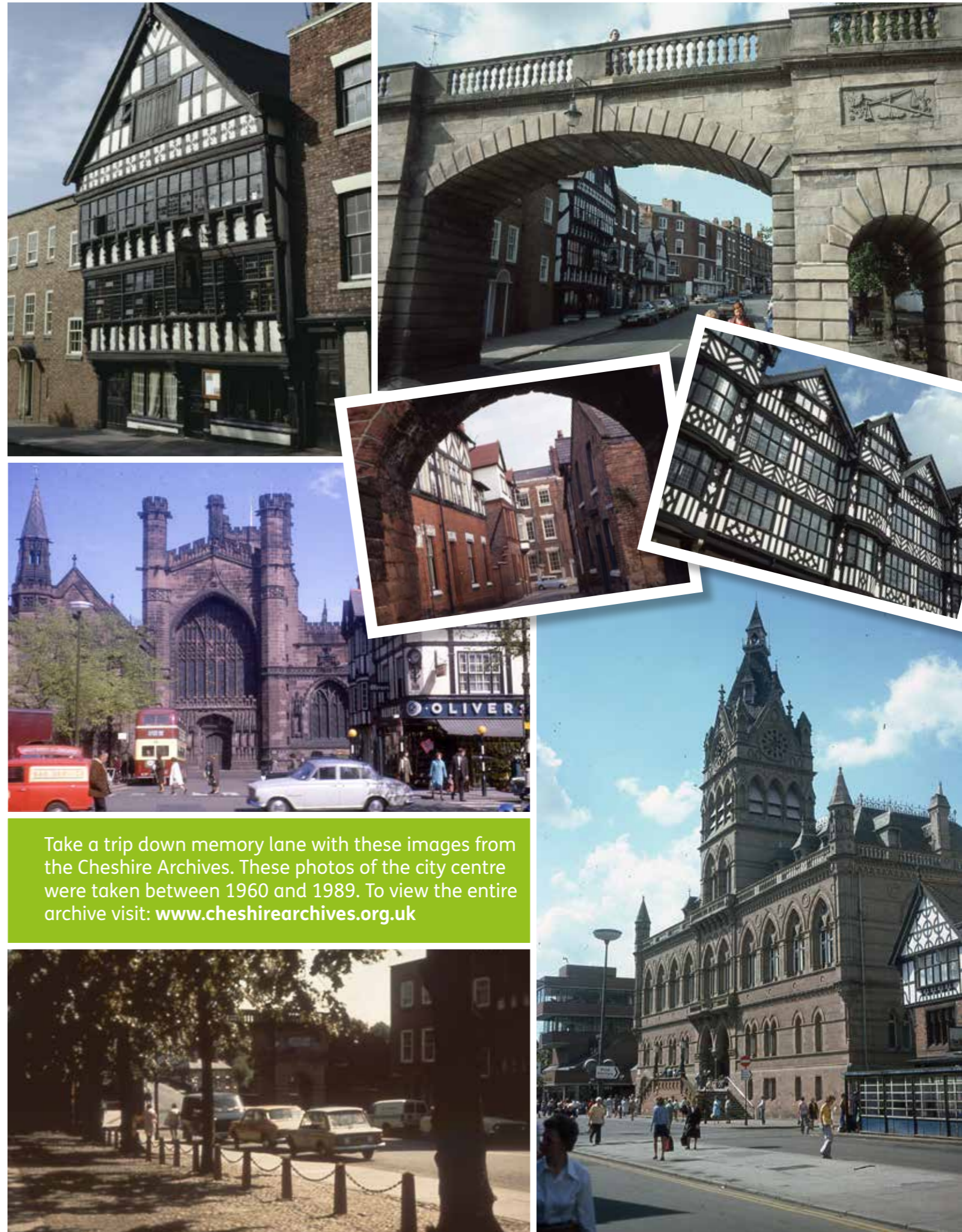
For more information, visit:
www.opalservices.org.uk/go-online
or telephone: **07923 425 239**

Mindful colouring

Mindful colouring asks us to focus on how we choose and apply colour in a design to bring our awareness to the present moment. This process is similar to meditation, we let go of any thoughts about tomorrow or yesterday, or what we are going to do when we finish.



Historic Chester



Take a trip down memory lane with these images from the Cheshire Archives. These photos of the city centre were taken between 1960 and 1989. To view the entire archive visit: www.cheshirearchives.org.uk

Vegetarian recipes to try at home

There are many reasons for choosing a vegetarian diet – these include concern for animal welfare and/or the environment, cultural, religious and health factors. Eating more plant-based foods rich in phytonutrients may help protect against age-related conditions including those affecting the eye such as cataracts and age-related macular degeneration.

Vegetarian for Life (VfL) is a UK charity that supports older vegans and vegetarians. As well as offering means-tested grants – to fund a laptop, for example – it produces numerous publications and recipes. These include cooking for one, Take V (recipes with five or fewer ingredients), a vegan baking guide, and information about meals that can be delivered to your door.

If you'd like to get to know new people, then VfL runs a veggie pen- and phone-pals scheme. The scheme has already connected tens of like-minded people from across the UK, and many lasting friendships have been forged.

Alison from Central Lowlands of Scotland has been a member for a while and is pleased with how well it works for her: "I love it, I really do. It's the best thing I've done in a long, long time. I've now got a few people I speak to from the scheme and I'm delighted with how well it's been going."

If cookery is your thing, then why not join the charity's monthly 'virtual' vegan lunch club? It takes place on the fourth Tuesday of every month, and recipes are provided a week in advance. You buy your ingredients and cook the dishes on the day, ready for the 'Zoom' chat at 1pm. Talking cookery, recipes and more, you can meet like-minded people from across the UK. The lunch club is open to vegans, vegetarians, and meat reducers aged 65 and over.

VfL's team of roving chefs run online cookery demos and cook-alongs via Facebook and Zoom.

Look out for some bespoke cookery demos coming to Age UK Cheshire soon – call VfL on **0161 257 0887** or email: info@vegetarianforlife.org.uk to make sure that you don't miss out!



Vegan Baking

Lemon Shortbread Biscuits

© Vegetarian for Life, 2021. Reproduced with kind permission

Serves: **20 biscuits**

Time to prepare: **10 mins**

Time to cook: **10 mins**

Dietary requirements: **Dairy-free, Egg-free, Gluten-free, Vegan**

Ingredients

- 125g/scant 4½oz gluten-free plain flour. We used Doves Farm when testing this recipe
- Pinch of salt
- 75g/generous 2½oz vegan margarine, straight from the fridge
- 45g/1½oz caster sugar plus a little extra to sprinkle on top of the biscuits
- 1 lemon, zest only

Instructions

1. Preheat oven to 180°C/360°F/gas mark 4.
2. Place the flour, salt and margarine into a bowl and gently rub in with your fingertips.
3. Add the sugar and lemon zest. Stir, then bring together into a ball.
4. Dust your work surface and rolling pin with a little flour and gently roll out the dough.
5. Cut the dough into biscuits and place onto a lined baking sheet. Dust the biscuits with a little extra sugar.
6. Bake for 10-15 minutes or until golden. As the biscuits cool, they will crisp up.

CHEF'S TIP: Can be stored in an airtight container for up to five days.

Banana Bread

© Vegetarian for Life, 2021. Reproduced with kind permission

Serves: **8**

Time to prepare: **10 mins**

Time to cook: **40 mins**

Dietary requirements: **Dairy-free, Egg-free, Vegan**

Ingredients

- 3 large overripe bananas
- 75ml vegetable oil
- 100g/3½oz brown sugar
- 225g/scant 8oz self-raising flour
- 1 heaped tsp baking powder
- 1 tsp cinnamon
- 50g/1¾oz dark chocolate drops (ensure that they're dairy-free)

CHEF'S TIP: Instead of chocolate drops you could add dried fruit or nuts.



Instructions

1. Heat the oven to 180°C/360°F/gas mark 4.
2. Mash the bananas well with a fork.
3. Mix the oil and sugar together and then add the mashed bananas.
4. Add the flour, baking powder, cinnamon, and mix well. Next add the chocolate drops.
5. Bake in a greased, lined 2lb loaf tin for approximately 20 minutes. Check and cover with foil if the cake is browning. Bake for another 20 minutes or until a skewer comes out clean.
6. Allow to cool a little before serving.

We recently caught up with some attendees who had participated in online cookery activities delivered by VfL for Age UK. Here's what they told us.

Barbara, 68: "My husband and I really enjoyed our first lunch club with Chef Justina. We look forward to participating regularly in the New Year – it's a fabulous idea, and your website and resources are brilliant."

"I noticed on the Zoom meeting today that my husband was able to speak more easily than when we participate in Zoom events tailored specifically to the needs of his neurological condition."

"I think what made the difference was that he was more fully engaged with something that he feels passionate about – cooking. And that made him feel more part of everyday life. So thank you for the opportunity to participate."

Diana, 70 attended an online veggie cookery demonstration, delivered by VfL for Age UK, and told us: "It was a very pleasant hour as we watched Chef Ollie prepare and cook soup, flatbread and dessert."

"I learned a few things too, which is always good: how to dice an onion properly, and how to get rid of the wax of a waxed orange so that you can then use the peel. And although I have always used the basic ingredients of carrots, onions and celery for many of my Italian meals and soups, I didn't know that it was actually called soffritto!"

"The finished meal looked really appetising and it was just such a shame that we could neither smell nor taste it! Many thanks to all who arranged it, and hope we see Chef Ollie again in the future."

And if you have any niggling doubts about whether online events are for you, focus group feedback has been resoundingly positive, too. One participant commented: "This was the first online event that I have attended. I thought it was brilliant, well presented, and the demonstrator was very likeable and did a great job."

Bert in Chester added: "I've taken part in lots of video cook-alongs recently and have found them quite stressful. However, this one was really informative and easy to follow."

Finally, **Annie in Northwich** told us: "Chef Alex introduced us to some vegetarian ingredients that we weren't aware of. He was a wonderful presenter and came across very well. It was as if we were in Alex's kitchen – our chef had a good sense of humour and shared lots of tips. Many of our group have children and grandchildren who are either vegetarian or vegan and we now have some menu ideas to try out. You're never too old to learn something new."

To find out more about VfL, order a publication, or book your spot on the lunch club:

Visit: vegetarianforlife.org.uk

Email: info@vegetarianforlife.org.uk

Victoria Sponge Cake

© Vegetarian for Life, 2021. Reproduced with kind permission

Serves: **8-10**

Time to prepare: **1 hr 30 mins**

Time to cook: **40 mins**

Dietary requirements: **Dairy-free, Egg-free, Vegan**

Ingredients

- 400g/13oz self-raising flour
- 1¼ tsp bicarbonate of soda
- 200g/7oz caster sugar
- 115ml/3 3-4oz sunflower oil
- 400ml/14fl oz dairy-free milk, such as oat or unsweetened soya
- 1 tbsp golden syrup
- 1 tsp vanilla extract
- 4 tbsp strawberry jam
- 150g/5oz strawberries, halved or quartered depending on size, to decorate

For the vegan buttercream

- 200g/7oz dairy-free spread, plus extra for greasing
- 175g/6oz icing sugar, sifted
- 1 tsp lemon juice

Instructions

1. Preheat oven to gas mark 4/180°C/fan 160°C. Grease and flour sides and line base of two 23cm (9-inch) loose-bottomed cake tins.
2. Sift flour, bicarbonate of soda and sugar into a large mixing bowl and mix together.
3. In a jug, whisk together sunflower oil, milk, syrup and vanilla. Pour wet mixture into dry ingredients, then whisk using a hand-blender for two minutes until thick and creamy.
4. Spoon mixture into the prepared cake tins and bake for 35-45 minutes until risen and cooked through. Remove from oven. Leave to cool in tin for 15 minutes. Remove and leave to cool completely on a wire rack.
5. While cakes cool, make the filling: beat together spread, icing sugar and lemon juice in a mixing bowl. Cover and leave to firm up in the fridge until needed.
6. Spread jam evenly over one half of the cake, followed by two-thirds of cream mixture. Top with second cake and spread remaining cream on top. Decorate with fruit.



One-Pot Dishes

Vegetable Korma

© Vegetarian for Life, 2021. Reproduced with kind permission

Serves: **4**

Time to prepare: **15 mins**

Time to cook: **25 mins**

Dietary requirements: **Dairy-free, Egg-free, Halal, Kosher, Vegan**

Ingredients

- 1 large onion, finely chopped
- 2 tbsp vegetable oil
- 3 fat cloves of garlic, crushed
- 1 thumb-sized piece of ginger, grated
- 1 heaped tsp each of ground cardamom, coriander, cumin and turmeric
- 75g ground almonds
- 2 peppers
- 175g green beans
- 400ml tin of coconut milk
- 2 tsp mango chutney
- 100ml water
- ½ vegetable stock cube
- 1 courgette
- 100g frozen spinach
- Salt to taste

Instructions

1. Cut the vegetables into bite-sized pieces and set aside.
2. Sauté the onion over a medium heat until it begins to soften.
3. Add the garlic, grated ginger, dried spices and ground almonds.
4. Stir well for a minute until the spices are fragrant.
5. Add the peppers and green beans, together with the coconut cream, mango chutney, water and stock cube.
6. Bring to a simmer for 8-10 minutes and stir occasionally.
7. Add the courgette and frozen spinach and simmer for a further 5-7 minutes until the vegetables are cooked through.
8. Season to taste with salt.

Tips

- Packets of pre-chopped vegetables can make things easier if you're struggling to chop and peel veg. Frozen or tinned vegetables are also available, and will be less expensive than chilled. It's a good idea to keep some frozen vegetables in the freezer for an easy dinner accompaniment, too.
- Use pre-chopped jars or tubes of garlic and ginger paste. Saves time and less fiddly.
- Try one-pot cooking – less bending for the oven and lifting – and it has the added bonus of less washing up!
- Only cook what you need. If a recipe serves four, you can reduce this to one or two servings so you don't need to prepare as much. Or cook the full amount and freeze the extras for another night. Just don't forget to label.

Leek Risotto

© Vegetarian for Life, 2021. Reproduced with kind permission

Serves: **2**

Time to prepare: **10 mins**

Time to cook: **30 mins**

Dietary requirements: **Dairy-free, Vegan**

Ingredients

- 1 shallot, peeled and finely diced
- 2 garlic cloves, peeled and finely diced
- 2 large leeks, cleaned and thinly sliced
- 1 tbsp olive oil
- 1 litre/1¾ pint vegetable stock
- 230g/generous 8oz Arborio risotto rice, rinsed
- 150ml/¼ pint white wine
- Sprig of fresh thyme, for serving

Instructions

1. Chop and prep all the vegetables.
2. Add the olive oil to a pan, on a medium heat. When hot add the shallot, garlic, and leeks. Sauté for about four minutes.
3. Boil the vegetable broth.
4. Add the rinsed Arborio rice to the sautéing vegetables and sauté for one minute, stirring the rice thoroughly, ensuring the rice gets coated in the sautéed oil.
5. Add the white wine and cook for a further two minutes.
6. On a medium-low heat, slowly begin to add the broth, about 150ml at a time, stirring once added, and then leaving to simmer for about four minutes. Adding another 150ml and repeating this process until the rice is cooked through, but not stodgy.
7. To make the vegan Parmesan cheese, place all ingredients into a food processor, and blend until fine.
8. Add 2-3 tablespoons of the vegan Parmesan cheese, a pinch of salt, stir, and remove from the heat.
9. Garnish with a fresh sprig of thyme and serve.

Root Vegetable Tagine

© Vegetarian for Life, 2021. Reproduced with kind permission

Serves: **4-6**

Time to prepare: **25 mins**

Time to cook: **1 hr 15 mins**

Dietary requirements: **Dairy-free, Egg-free, Halal, Kosher, Vegan**

Ingredients

- 1 medium onion, quartered
- 2 garlic cloves, crushed
- 2 large carrots, peeled and cut into large chunks
- 2 large parsnips, peeled and cut into large chunks
- ½ medium butternut squash, seeds removed, peeled and cut into large chunks
- 500ml vegetable stock (*or gluten-free vegetable stock)
- 1 tbsp tomato purée
- 1 medium cinnamon stick or 1 tsp ground cinnamon
- 1 tsp freshly grated ginger or ½ tsp ground ginger
- 1 tsp ground cumin
- 1 tin chopped tomatoes
- 5 dried apricots, quartered
- 400g tin chickpeas
- 2 tbsp freshly chopped coriander for garnish (optional)
- 2 tbsp flaked almonds for garnish (optional)

Instructions

1. Preheat oven to 180°C/350°F/gas mark 4.
2. Place all items except chickpeas in a deep casserole dish (or tagine).
3. Place in the preheated oven. Cover and allow to cook for 45 minutes.
4. Add drained chickpeas and allow to cook for a further 20-30 minutes.
5. This can also be made in a slow cooker for four hours on a low heat.
6. Garnish with flaked almonds and fresh coriander.



What's on TV - and beyond

Welcome to the wonderful world of streaming!

We all love watching our favourite TV programmes, but imagine if you could not only choose what to watch, but also when and where!

There are now a number of TV internet streaming services available, which are essentially like a library for films and TV shows and which put you totally in charge of your own viewing. Armed with a laptop or tablet (or even smartphone if you don't mind watching on a smaller screen!) you could watch a film in the bath, a cookery show in the kitchen or a documentary in the comfort of your own bed.

There's a whole world of online films, documentaries and TV shows just a click away, so here's our guide to the best places to go and the best things to watch when you get there.

What to watch – our pick of the best:

The Crown (Netflix)

High quality drama playing out the life of Queen Elizabeth II from the 1940s to the modern day.



Upload (Amazon Prime)

Part sci-fi, part comedy about what happens when you die, showing different versions of what heaven might be like.

The Mole Agent (Netflix)

Sweet and sad documentary about a care home in Chile.

Downtown Abbey (Amazon Prime)

The very popular, modern day version of Upstairs Downstairs starring Maggie Smith.



The Marvelous Mrs Maisel (Amazon Prime)

Set in 1950s America, following the journey of Mrs Maisel from housewife to stand-up comedian.

Grace and Frankie (Netflix)

Award-winning comedy from the US, starring Jane Fonda and Lily Tomlin.

Where you need to go:

These are the main TV streaming services. If you have a TV licence, then BBC iPlayer is free. You will need to pay for Netflix and Amazon Prime, but they both have a variety of plans available with monthly prices starting from £5.99 for Netflix and £7.99 for Amazon Prime.

BBC iPlayer

Anything and everything produced by the BBC can be found here, from classic episodes of EastEnders and David Attenborough's series to more recent programmes like Call the Midwife and Last Tango in Halifax. Well worth browsing through on a wet afternoon!

Netflix

Netflix is extremely popular and has a huge range of programmes, films and documentaries to choose from. It's very easy to set up and use and will provide hours of viewing pleasure!

Amazon Prime

Very similar to Netflix in terms of what it offers and also easy to use.



Mortimer & Whitehouse: Gone Fishing (iPlayer)

Comedians Bob Mortimer and Paul Whitehouse embark on a fishing adventure around the UK.

The Secrets of Great British Castles (Netflix)

Journey through time exploring some of the UK's most iconic structures and their infamous inhabitants.

Prefer theatre or music?

The National Theatre: London's famous theatre is now offering a streaming service, so you can watch its amazing productions without leaving home via their website.

The London Symphony Orchestra: Over 500 concerts are available to watch free on their YouTube channel. Many other orchestras in the UK and around the world are doing similar things, so check out their websites for details.

Royal Opera House: Watch productions and live events from the world-famous venue through their website.

With thanks...

Photography Acknowledgements:

Page 5: Photography by Peter Kindersley (Centre for Aging Better Image Bank)

Image cropped but otherwise unmodified.

License: <https://creativecommons.org/licenses/by-nd/4.0/>

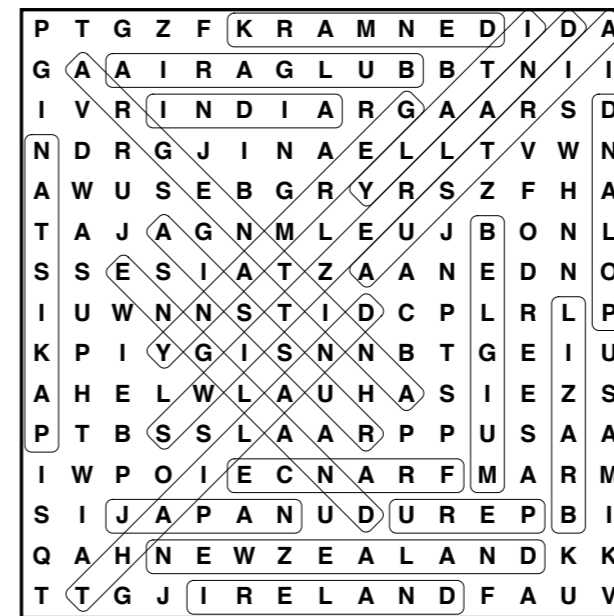
Page 15: Photography by Mahmoud Osman (Photo of Paul Copley)

Cover & Page 17: Photography by Welton Media (Main photo)

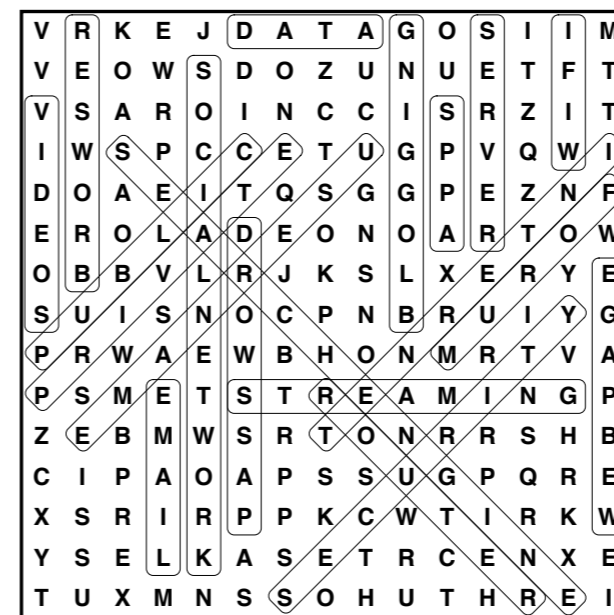
Page 26: Cheshire Records Office | Archives & Local Studies: <https://www.cheshirearchives.org.uk/>

Puzzle solutions

Page 16: Word search - Countries



Page 16: Word search - Online



Page 19: Crossword



Page 19: Sudoku

4	8	2	7	3	1	5	6	9
6	9	1	8	4	5	7	3	2
7	3	5	9	6	2	1	4	8
3	1	7	2	8	6	4	9	5
8	4	6	5	9	3	2	1	7
5	2	9	4	1	7	3	8	6
1	5	3	6	7	8	9	2	4
2	6	4	3	5	9	8	7	1
9	7	8	1	2	4	6	5	3

Address bar: The address bar is at the top of your web browser (such as Microsoft Edge or Google Chrome). It's where the address of a webpage (or URL) appears. You can type a web address straight into the address bar – for example, typing 'www.ageuk.org.uk' will take you to our website.

Android: The software that some phones and tablets use to function. It's known as a type of operating system. Phones and tablets from lots of different brands fall into the bracket of an Android device, including Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Anti-virus: Software that detects and prevents known computer viruses from attacking your device.

Apps (applications): An app is a type of computer program that you can download for your computer, tablet, or mobile phone. There are hundreds of different apps available that do lots of different things, from playing games and puzzles to allowing you to access your bank account. You download apps from Google Play Store if you have an Android phone or tablet, or the App Store if you have an Apple device.

Attachment: Files, such as photos, documents or programs, which are sent along with an email.

Blog: A regularly updated website or webpage, typically one run by an individual or small group, that is written in an informal or conversational style.

Broadband: Broadband is a generic term for the internet connection which allows you to access the internet. To get home broadband, you'll need to set up a contract with a broadband provider (such as BT, TalkTalk or Virgin to name just a few) who will charge you for the equipment needed to connect your smartphone, tablet or computer to the internet.

Browser: The computer software or app you use to access the internet. Examples include Microsoft Edge, Google Chrome and Safari.

Cookies: Most websites pop up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, smartphone or tablet when you visit a website. They allow the website to track information about your activity on the website, such as how many times you've visited and how long you spent on the website. You don't have to accept cookies, but it might mean that you can't access some websites.

Download: To transfer files or data stored on the internet onto your smartphone, tablet or computer. For example, you might download a picture that a friend has sent you by email, download a document to read from a trusted website, or download an app from the online app store.

Email: Electronic mail or email is a free and easy way to stay in touch with family and friends, and the main way that organisations and companies will communicate with you. Popular email providers include Google Mail (commonly known as Gmail), Outlook and Yahoo.

Encrypted: If an app or a website is encrypted, this means that all the communication between you and the website is secure and can't be read by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure.

Facebook: Facebook is a popular social media platform. It allows you to create a personal profile where you can share your thoughts, photos, videos and interests on your 'timeline' with your friends and family.

FaceTime: To face-time someone is a term often used meaning to video call someone, and there are many platforms or apps (such as FaceTime, Zoom or WhatsApp) that allow you to do this. (The 'FaceTime' app can only be accessed on an Apple device.)

Google: Google is the most popular search engine on the internet and allows you to find websites and ask questions. You can visit www.google.com then type in some keywords to find out information. Someone might tell you to 'google' something, which means to look up information online.

Hack: An attempt to gain unauthorised access to a computer or account.

Home page: The introductory page of a website, typically serving as a table of contents for the site.

Icon: An image or symbol that represents an app or function on your phone, tablet or computer screen. You usually 'tap' or 'click' on an icon to open an app.

Inbox: The virtual folder in your email account where any emails you receive are stored.

iPad: A small portable computer activated by touching the screen and developed by the company Apple.

Instagram (or Insta): Instagram is a popular social media platform used for photo sharing. It allows you to create a personal profile where you can share photos with friends and family on your 'Instagram feed'.

Link (or Hyperlink): A line of text, an image or a button that you can click or tap on in order to access a website. The link may be blue in colour and underlined, and may include wording such as 'click here for more information' or 'find out more'.

Log in/on: If you have set up an online account for anything including email, banking, shopping or social media, you'll need to use a 'username' (often your email address) and password to access the account. This is known as logging in or on.

Malware: Malware is short for 'malicious software', a general term describing software that can cause harm to your computer through spreading computer viruses or accessing your personal information.

Mobile data: Mobile data enables your phone to get online when you're not connected to Wi-Fi. It's measured in megabytes (MB) and gigabytes (GB), and you'll usually have a mobile data usage limit.

Online: This refers to anything using the internet. For example, online shopping or online banking uses a website or an app, rather than doing the activity in person or over the phone.

PayPal: An online account that you link to your bank account or payment card which allows you to pay for online purchases.

Phishing: An attempt at identity theft in which criminals direct users to a fake website to trick them into disclosing private information, such as usernames or passwords.

Podcast: A broadcast that is placed on the internet for anyone who wants to listen to it or watch it.

Pop-up: A small window that suddenly appears (or 'pops up') on a webpage, usually an advertisement or an alert.

Profile: A description that may include your personal details and is used to identify you on a social networking website. This can be set as public (viewed by everyone) or private (only viewed by certain people).

Search engine: Search engines enable you to find websites and ask questions on the internet. Popular search engines include Google and Bing. You can type in some keywords to find out information or access websites. Someone might tell you to 'google' something, which means to look up information online using a search engine.

Skype: Skype is a type of video calling software. You can either install it as an app on your phone, tablet or computer, or you can access it through your internet browser.

Smartphone: A mobile phone which, as well as making calls and sending texts, can connect to the internet to do lots of different things, such as sending emails, reading the news, playing games and puzzles, banking and shopping online.

Social media: Social media, or social networks, are online communities where you can connect with friends, family and other people who share your interests. Examples include Facebook, Twitter and Instagram.

Software: Software is a catch-all term for something that runs on your

computer, tablet or smartphone. Examples include apps on your phone and tablet, video calling programs like Skype and Zoom, or anti-virus programs. You might also see them described as 'programs'.

Spam: A commercial email that you did not request, also known as junk mail.

Spyware: An unwanted program that runs on your computer, which can make it slow and unreliable or make you a target for online criminals. Anti-spyware software helps protect your computer against security threats caused by spyware and other unwanted software.

Streaming: Streaming refers to any media content – live or recorded – delivered to computers and mobile devices via the internet and played back in real time.

Tab: Tabs are at the very top of your internet browser. You can click on the '+' symbol to open a new tab, where you can visit a different website without losing access to the webpage you're on. Some apps might also have tabs at or near the top, which you can click or tap on to switch between different parts of the app.

Tablet: A handheld device with a touchscreen which can connect to the internet and be used as a portable computer.

Twitter: Twitter is a popular social networking site that enables you to create a profile and post short public messages known as 'tweets'.

Upload: To transfer files or data stored on your smartphone, tablet or computer to the internet. For example, you might upload a picture to social media or cloud storage.

URL: The URL is the address of a webpage, for example, 'www.ageuk.org.uk'. You type the URL into the address bar at the top of your web browser (such as Microsoft Edge or Google Chrome) to visit a website.

Viruses: Programs that spread from

one computer to another by email or through malicious websites. They can slow your computer down, display unwanted pop-up messages and even delete files.

Webcam: A video camera that allows other people to see you on video calls, such as Skype or Zoom. Most smartphones, tablets and computers have inbuilt webcams (sometimes referred to as just cameras), but if you have an older computer you might need to buy a separate webcam.

Webpage: Webpages provide information through text, images and videos, and are displayed on your web browser, such as Microsoft Edge or Google Chrome. Websites are made up of hundreds of webpages, just like books are made of pages.

Website: A set of related webpages owned by one person or organisation. For example, Age UK's website is made up of hundreds of individual webpages on different topics, but all the webpages begin with 'www.ageuk.org.uk'. You visit websites on your web browser, such as Microsoft Edge or Google Chrome.

WhatsApp: An app that allows you to message friends and family, make phone calls and video calls, and send and receive photos and videos. It uses your internet connection rather than your text or call allowances.

Wireless network (Wi-Fi): This is a way for your computer to connect to the internet without using wires or cables. You can access public Wi-Fi networks, or arrange a contract with an internet provider who will provide you with the equipment needed to set up your own Wi-Fi network.

YouTube: YouTube is a popular and free video sharing website. It contains millions of videos, uploaded by individuals and organisations. You can use it to watch documentaries, music videos, tutorials, funny videos and much more.

Zoom: Zoom is a type of video calling software. You can either install it as an app on your phone, tablet or computer, or you can access it through your internet browser.

Connect magazine was produced with the generous support of the Community Match Challenge Fund, a partnership between the Steve Morgan Foundation and the Department for Digital, Culture, Media and Sport.

Steve Morgan
FOUNDATION



With thanks to the organisation, projects and individuals that have contributed to this issue:

Patricia Lee | All That Glass

for more information visit:

www.allthatglass.co.uk

Social Butterflies

for more information visit:

www.agefriendlycheshirewest.org/socialbutterflies

Emma Fisher | Chatter Chairs

for more information contact:

info@diva-fitness.co.uk

or call: **07966 874 821**

Home Libraries Service | Cheshire Libraries

For more information contact:

helen.neal@cheshirewestandchester.gov.uk

University of the Third Age

for more information visit:

www.u3a.org/find

or call: **020 8466 6139**

OPAL Services (Rural West Cheshire)

for more information visit:

www.opalservices.org.uk/go-online

or call: **07923 425 239**

Vegetarian for Life

for more information contact:

info@vegetarianforlife.org.uk

or call: **0161 257 0887**

Age UK Cheshire
Head Office
Castle Community Centre,
Barbers Lane,
Northwich, CW8 1DT
t: 01606 881660
e: admin@ageukcheshire.org.uk
www.ageukcheshire.org.uk



Registered Charity No: 1091608