



70 Our
Platinum
Jubilee

Welcome from the Chief Executive

The big news for 2020 is that Age UK Devon is marking 70 years of supporting older people across the county. To celebrate this special anniversary we are launching our Platinum Jubilee which will promote our vital work and raise money to support the cost of delivering our free Information and Advice Service.

During the year we will engage with a range of businesses, local organisations, groups, and individuals in a variety of ways: from offering sponsorship opportunities, hosting cream tea parties and encouraging other fundraising activities. You can read more about our Platinum Jubilee on pages 12 to 17 and I very much hope that you will be inspired to get involved.

Also in this edition of **engage** we welcome two new employees to the Age UK Devon team: Nora to the Active in Later Life team and Tracey to the Enabling and Home Support Service. I continue to be very thankful and appreciative of our trustees, staff and volunteers for their ongoing incredible commitment, dedication and enthusiasm in supporting Age UK Devon.

The opportunities and support that we offer are often life-changing for many older people. With your support during our Platinum Jubilee, and beyond, we can continue to make a difference to the lives of thousands of older people in Devon.


Sophie Littlewood

A Message from the Chair of Trustees

This is a very exciting year for Age UK Devon, we are all looking forward to celebrating our Platinum Jubilee. Afternoon tea parties are an excellent opportunity to get together with friends old and new, and have fun whilst helping to raise valuable funds. There are many other excellent fundraising suggestions in this issue of **engage** together with details of the support that Age UK Devon can give to assist with organising an event. So I hope that we can all make this a special and memorable year of supporting older people in Devon.


Liz Michaelson

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If you would like to receive a copy of our **engage** magazine when new editions are released please contact us on 0333 241 2340 or info@ageukdevon.co.uk.

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Cover Image
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Reg. Charity No. 1019018

Active in Later Life

A Message from our Active in Later Life Team

Wishing a very happy and healthy 2020 to you all. No doubt, many of you made New Year resolutions with every good intention of carrying them through. Whether it is keeping in touch with your friends and family or learning all about the wonders of the internet, there are many small ways we can make significant improvements to our health and wellbeing and help beat the winter blues.

We know that connecting actively to nature is a wonderful way to boost your health and wellbeing, whether it is enjoying a visit to the beach or in the forest. The benefits of getting out and about in the natural environment have been scientifically proven. We have different activities and groups embracing the great outdoors and are delighted to welcome new members. So if you are looking to get out and about take a look at our website or contact us on 0333 241 2340 to find out what's happening in your area.

Our new Active in Later Life Co-ordinator

We are delighted to welcome Nora-Viktoria Okuniek to the Active in Later Life team where she will be working with Trish, our Active in Later Life Manager, to deliver activities in Teignbridge.

Nora moved from Dusseldorf, Germany to Torquay with her parents when she was just seven years old. She will be following in the footsteps of her eighty eight year old grandmother who is very involved with organising activities for older people in her local community.

When asked as to why she applied for the role of Activities Coordinator, Nora told us, "I read the description and it was a positive challenge – something I would like to be a part of". Her background is in enabling and support for older people and those with learning difficulties. Nora's hobbies include yoga, mindfulness, cycling and cooking as well as walking her very cute one year old dog, Elsa.

Nora's New Year Resolution is to be more spontaneous, which is something that will certainly help with her new and diverse role with Age UK Devon.



Chudleigh Knighton Friendship and Social Group

In spring 2012, we held an Easter Cream Tea to engage with older people in the community of Chudleigh Knighton and surrounding area. Following the positive feedback, we worked with local volunteers to form the Chudleigh Knighton Friendship and Social Group. Members continue to enjoy meeting up on the 1st and 3rd Tuesday afternoon of each month.

Our volunteers, Sally and Sheila, run the group and provide a variety of activities and quizzes along with a warm welcome for members old and new. There is always homemade cake, a cuppa and a raffle with opportunities to enjoy regular days out. The members also support events and activities arranged by us.

In addition the group also meet for lunch at the Claycutters Arms in Chudleigh Knighton on the 2nd Wednesday of each month. Up to 30 members regularly enjoy a two course lunch and a drink while having a chat and a catch up. There is always a special celebration Christmas Dinner with all of the trimmings too.

A lot of friendships have been made over the years and links have been created with the local church and school. The members enjoy helping the children with inter-generational activities and projects such as knitting, gardening, reading and the members annually display a decorated Christmas tree in the church.

If you would like to learn more about the opportunity to join the group please contact Trish Warren on 0333 241 2340.



Advice and Wellbeing

Information and Advice

Our Information and Advice team are pivotal to the support we provide as a charity to older people across Devon. Everyone who contacts the team has access to good quality, impartial advice and information guides to help them to make informed choices in later life.

As well as providing information and advice our team of advisors and volunteers regularly support older people across Devon to claim the benefits they are entitled to. In fact in the last 12 months, we helped our clients to identify and apply for benefit entitlements of more than £2,000,000! The average award per client is around £4,000 a year. Our clients spend this extra money on care and support, transport, energy bills, improved diet, social activities and much more. As a result, they tell us they feel better able to manage, are less isolated and more independent.

Who is the service for?

Our Information and Advice team are able to respond to enquiries from people over 50 or anyone enquiring on their behalf. This could include friends, family members or carers. We also receive referrals from professionals and other organisations working in Devon including statutory services such as Social Services and the NHS.



What Information and Advice can we provide?

Income and Welfare Benefits – We are able to carry out benefit entitlement checks, advice on reducing household bills and information on accessing grants. Our team is able to offer home visits to help complete some benefit applications. We specialise in benefits for people over pension age.

Social Care – We can guide you through how to access support from social services or arrange care privately as well as provide information on funding care.

Housing – We can discuss your housing options; explore adaptations to help you remain independent in your own home or offer advice on finding a care home.

Local Services – We can tell you about local community groups and activities in your area that are run by ourselves or other organisations. We can give you details of other charities and support services in your area that may be able to also help you. Furthermore we can look up local tradespeople for you who have been approved by trading standards.

We are not able to give Financial, Debt, Legal or Immigration advice as these are regulated and our advisors are not qualified.

If we are not able to help or advise you directly, we will always do our best to direct you to someone who can. Our advisors will always explain your options to you but we won't make decisions for you.

What can you expect from us?

Our Service is:

Free – any help you have from our Information and Advice team is free of charge, including our home visits and information guides.

Independent – we will explain your options clearly and won't give advice which favours a particular organisation or service. We won't recommend particular traders, including those linked to Age UK or Age UK Devon.

Non – Judgemental – we will treat you with respect regardless of your age, disability, gender, gender identity, sexual orientation, ethnicity, religion, family circumstances or life choices.

How you can contact our Information and Advice Team?

Our Information and Advice team are available Monday – Thursday 9.00am – 4.00pm and Friday 9.00am – 3.00pm. We are closed on Bank Holidays, between Christmas and New Year and occasionally for staff training.

During our opening times you can speak to an advisor by calling us on 0333 241 2340 or 0333 241 2350. If our telephone lines are busy your call will be redirected to the national Age UK Advice Line.

If you would prefer another method of communication we can be contacted by email on infoandadvice@ageukdevon.co.uk or by post at Age UK Devon, 1 Manaton Court, Matford Business Park, Exeter, EX2 8PF.

Please be aware our advisors are not able to offer drop in advice sessions. If you require a face to face appointment we are happy to discuss this with you during your initial call.



Confidential - all enquiries are confidential and no information is shared with third parties without consent. All data is stored securely and in accordance with the General Data Protection Regulation. In exceptional circumstances we may need to share certain details with other organisations (e.g. adult social services if there is a safeguarding concern) without a client's consent.

Timely - we aim to respond to all enquiries within two working days. This may vary in exceptionally busy periods.

How is our Information and Advice Service funded?

No one who contacts our Information and Advice team is charged for using our service but the service does cost the charity over £95,000 a year to run. As a local charity we receive no government funding and therefore rely heavily on donations and grants to ensure this vital service remains available to the older people of Devon. Consequently ensuring we have sufficient funds to run the service can be at times very difficult.

So as we are celebrating our Platinum Jubilee this year we are asking members of the public to help us to raise funds for our Information and Advice Service. You could do this through fundraising by holding an afternoon tea party or perhaps completing a 70 for 70 challenge! (More details can be found on page 12) If you would prefer not to fundraise but would still like to help us fund this service for the older people of Devon, you could always make a donation to us or leave us a legacy in your will.

Enabling and Home Support

A Goodbye and a Hello!

Early in November we said 'Goodbye' to Marie who had spent the previous seven months working with the Enabling & Home Support team. We were sorry to see her go, but delighted to welcome Tracey as our new Service Administrator.

Tracey has previously worked for Heathwatch and The Filo Project and is experienced in helping clients with enquiries over the phone. She will be discussing our support service with potential clients and their families, setting up service plans for new clients and being a main point of contact for our Enabling and Home Support Assistants. Tracey might be the person you speak to if you phone to pay your home support bill or you may find her calling you to arrange cover when your regular Enabling and Home Support Assistant is on holiday.

Tracey will also be supporting our forthcoming 'Handyperson' service – an exciting new project planned for the middle of 2020.



"Just to update you, your second support assistant started today. She is also absolutely lovely and mum took to her very well. As a family we are so happy with the ladies you have given us to help care for our mum. Thank you so much"

What a Compliment!

This lovely compliment came from a recent conversation with the family of a client who has recently started using the Enabling and Home Support Service.

If you have a family member who you feel could benefit from the support our amazing Enabling and Home Support Assistants can provide please contact our team on 0333 241 2340 or homesupport@ageukdevon.co.uk to discuss.



Our New Handyperson Service

Since last spring when we first mentioned introducing a Handyperson Service we have been researching and shaping the service we want to provide. We are currently addressing the finer details with the aim of having the service up and running by Summer 2020! Initially the service will be available in Teignbridge, with plans to expand to East Devon.

The service will be chargeable by the hour and will be available to both our existing Enabling and Home Support clients as well as to those who just need someone to do a few small jobs for them. Jobs will be discussed and agreed at a preliminary home visit, in the same way we do with our Enabling and Home Support service. There will be a charge for this initial visit.

We won't be able to carry out electrical work, major plumbing (although we hope to manage blocked sinks and tap washers), or anything to do with gas, but here are a few examples of the types of things we will be able to help with:

- Mending gates, fences and carrying out small carpentry jobs
- Fitting bolts, safety chains, doorbells
- Fitting grab rails
- Supplying and fitting key safes
- Hanging lampshades, changing lightbulbs, putting up curtain rails
- Decorating
- Some small gardening jobs

If you have any questions about this forthcoming service, or our current Enabling & Home Support Service, do speak to Sue or Tracey on 0333 241 2340.

70 Our Platinum Jubilee

Heralding in the new decade is particularly special for us here at Age UK Devon as we are also launching our Platinum Jubilee year. We have been supporting older people across Devon since 1950 and we want to celebrate our 70th year with you, our clients and supporters.

Although we are a member of the Age UK network we remain an autonomous and independent charity and consequently we are responsible for raising the funds to run our services. As a result we rely heavily on donations from members of the public and grants to ensure we are sufficiently funded. With this in mind to mark our Platinum Jubilee we want to encourage everyone across Devon to fundraise for us!

All of the money raised during this year will be used to help fund our Information and Advice Service. Our team of advisors provide clear, impartial information and advice to older people, friends, family, carers and professionals across Devon. If you would like to find out more about our Information and Advice Service please take a look at page 6.



How will we be fundraising for the Platinum Jubilee?

Our Platinum Supporters

We are lucky to have been generously helped over the years by a number of companies, charitable trusts, local groups and individuals. These partnerships are key to our success and we are always looking for new friends and supporters who share our vision and want to work with us.

With this in mind we are launching our Platinum Supporters Sponsorship scheme. By becoming a Platinum Supporter, organisations will in return be offered differing benefits depending on their sponsorship amount and they will also be publicly recognised for their support. To find out more please take a look at our website or contact our Chief Executive, Sophie Littlewood on 0333 241 2340.

Kings Manor Care Home Garden Party

Our friends at Kings Manor Care Home in Ottery St Mary will be partnering with us to host a ticketed Platinum Jubilee Garden Party on Friday 26 June 2020. This will be an opportunity to showcase our services, enjoy a sophisticated cream tea (well, it is National Cream Tea day!) and raise funds. Further details will be on our website very soon.

Afternoon Tea Party

We want to make sure we celebrate our Platinum Jubilee with as many staff, volunteers, clients and supporters as possible. So to make this a reality we will be hosting a series of Afternoon Tea Parties across Devon to ensure everyone involved with Age UK Devon has the opportunity to come together, mark this special anniversary and support us to raise funds.

For just £5 you will be able to enjoy a delicious cream tea, take part in our 1950's quiz, enjoy listening to music from the era and try your luck at winning our raffle. This is also an opportunity to find out more about our services and meet members of our staff.

If you would like to join us at one of our Afternoon Tea Parties please contact us on 0333 241 2340 to book your place. We look forward to seeing you.

As our year progresses we will be arranging further afternoon tea parties so please do keep up to date with details on our website and in the next issue of **engage** to find out when we will be in your area.

Our next Afternoon Tea Parties are:

Tuesday 7 April 2020
2.00pm - 4.00pm
Seaton Methodist Church,
Seaton,
EX12 2ST

Wednesday 13 May 2020
2.00pm - 4.00pm
The Corner Flag Social Club,
Newton Abbot,
TQ12 1EJ

How could you fundraise?

We know the people of Devon are amazingly talented and creative and we would love to see you use your experience and knowledge to fundraise for us this year. Perhaps you, a family member or friend have used our services or perhaps you share our vision to make Devon a county where everyone loves later life. Whatever your reasons for wanting to fundraise for us now is the time to take action.

Afternoon Tea Party

An afternoon tea party is the perfect excuse to come together with friends, family or colleagues and have some fun, knowing that every penny you raise will help our Information and Advice Service to support more older people across Devon.

This could be the opportunity to show off your baking skills, test out a new scone recipe or try those amazing looking cakes in your local supermarket! Invite as many people as you can and ask for donations in return for your tasty treats. You could always ask those you invite to bring along a plate of goodies and run a bake off style competition.



70 for 70

Achieving personal challenges can be even more rewarding when raising funds for charity at the same time. If you are looking for a new challenge then we have one for you... as it is our 70th year why not challenge yourself to achieve 70 somethings, one for each year, and be sponsored for doing so. If you are looking for an energetic challenge perhaps you could run, walk, ride or swim 70 miles. Or if you prefer quieter activities perhaps you could read 70 books or knit 70 scarves for older people in your area. Instead of just one fundraising event perhaps you would like to challenge yourself to complete 70 fundraising events!

No challenge is too big or too small when you are trying to achieve personal goals. This is something that we come across regularly when supporting older people across Devon and we love to share in the accomplishment.



Other fundraising ideas

If holding an afternoon tea party or undertaking a 70 for 70 challenge doesn't spark your interest there are many other ideas that may just ignite your passion to fundraise during our Platinum Jubilee. Here are just a few:

Auction of Promises – visit local businesses and ask them to donate their services for you to auction off, or ask your friends to join you in promising to wash cars, mow lawns or do housework for the highest bidder.

Trivia Night – why not host a trivia night at a local pub, community centre or school hall. Teams could be asked to pay a nominal donation to play.

The Present Exchange – for your birthday or anniversary this year why not ask for donations to be given to Age UK Devon instead of being given presents.

Street Party – come together with your neighbours and host a traditional street party and request donations to attend.

Mile of pennies – collect enough pennies to cover a mile and then donate them all to us.

Give it up – is there a bad habit that you could give up for 30 days or even 70 and collect sponsorship for doing so. This could be your opportunity to give up chocolate, coffee or smoking.

How we will help you?

If you decide to fundraise for us, we are able to help in a number of ways.

Your first helping hand comes in the form of our website. Visit our fundraising page at www.ageuk.org.uk/devon/get-involved/fundraise-for-us/ and explore the fundraising options available to you. We hope this will help you to decide which direction you want to take.

Here you will be able to download a fundraising pack including poster and sponsor/donation form as shown for each of our fundraising journeys.

Afternoon Tea Party



70 for 70



General Fundraising



Once you have an afternoon tea party, 70 for 70 challenge or other fundraising event planned please do get in touch to let us know as we'd love to help you spread the word and help raise as much money as possible.

Through our social media pages we are excited to start a conversation with our friends and followers about our Platinum Jubilee. So if you are a Facebook or Twitter user please tag us and use our hashtag; #AUKDPlatinumJubilee in any posts about your fundraising efforts. We will then be able to share with our followers to give you a wider audience for fundraising. This is also our opportunity to celebrate your success with you and publicly thank you for your amazing efforts!

If you are interested in spreading the word in a more traditional format, we would of course be excited to share your achievements within our next edition of **engage** or in the news section of our website. We are also able to help you create a press release for your local newspaper.

Please do let us know if there is anything you are struggling with should you decide to take part in our Platinum Jubilee and we will endeavour to support you.

For further support and advice please contact our Chief Executive, Sophie Littlewood or our Office Administrator, Claire Atkinson on 0333 241 2340 or info@ageukdevon.co.uk.

Focus on Volunteers

Volunteers are an essential and much valued part of our charity and their contribution is vital. They help us to maintain the amazing services we provide and we couldn't do it without them.

Fundraising Volunteer

This role is a great way to get involved and support a cause that's close to your heart. You'll be doing anything from collecting money in your community, to supporting local fundraising events and building valuable relationships with local businesses. This role is quite flexible and can be shaped around your existing commitments.

For an informal chat about this role, please call us on 0333 241 2340 or visit our website www.ageuk.org.uk/devon/get-involved/volunteer/fundraising-volunteer/



Social Activities Volunteer

If you like getting out and about, meeting new people and having a go at new activities, could you become a Social Activities Volunteer?

We are looking for new volunteers to support our Active in Later Life team to deliver social activities in East Devon and Teignbridge. The role involves attending activities to welcome and support attendees and helping to promote the opportunities within your community.

For an informal chat about this role, please call us on 0333 241 2340 or visit our website www.ageuk.org.uk/devon/get-involved/volunteer/social-activities-volunteer/



Trustees

Age UK Devon is a long established and well respected local charity providing high quality, person centred support to older people in Devon. Our mission is to improve the lives of older people in Devon which we aim to achieve delivering services that:

- tackle loneliness and isolation;
- promote improved health and wellbeing;
- increase independence;
- support families and carers;
- help people access local services;
- help people identify and claim benefit entitlements, and;
- enable people to get the most out of life.

We are looking for one or two new trustees to join our committed and dynamic board to support us with our mission.

We would welcome an application from you if you:

- appreciate the commitment and role of a trustee;
- are a strategic thinker, with ability to identify high level opportunities and risks;
- have the ability to identify stakeholders, manage critical relationships and develop strong networks;
- have good communication skills and would enjoy working as part of a close trustee board.

The role is unpaid and Trustees are expected to be able to attend the Board meetings and have the time to make an effective contribution to our work. Typically there are 4 meetings per year with additional meetings as required for specific purposes.

If you would like to find out more about becoming a Trustee or the work of Age UK Devon, please contact Sophie Littlewood, Chief Executive on 0333 241 2340 or s.littlewood@ageukdevon.co.uk





HELP BEAT DEMENTIA

Let researchers know you want to take part in their studies

Join Dementia Research is a nationwide service that allows people to register their interest in taking part in dementia research studies. People with dementia, their carers, and anyone interested in research can sign up.

Register online or over the phone today
www.joindementiaresearch.nihr.ac.uk

Alzheimer Scotland
0808 808 3000

Alzheimer's Research UK
0300 111 5 111

Alzheimer's Society
0300 222 1122

Calls to Alzheimer Scotland are free. Calls to Alzheimer's Research UK and Alzheimer's Society cost no more than a national call from any type of phone or provider and calls are included in any free call packages on landlines and mobiles.

Delivered in partnership by



Join Dementia Research is funded by the Department of Health and Social Care

OVER 50?

Help us research the effects of ageing on the brain



Join PROTECT, an exciting research study into ageing taking place across the UK. Take part from home, all you need is a computer and email address.

Register today at www.protectstudy.org.uk

PROTECT

Our Services

Age UK Devon has many services and activities across Devon, and we support many more independent activities. Call us on **0333 241 2340** to see how we can help you.

Digital Support

Group sessions, and/or one to one support (including home visits) for older people wanting to learn more about computers, iPads and getting online.

Physical Activities

Gentle exercise to music classes, fitness with friends, walking basketball, walking football, guided walks and much more.

Lunch Clubs

Two-course meals and company at local restaurants and bistros.

Social Groups

Opportunities for older people to meet and make new friends, have a chat, share hobbies and enjoy social activities.

Training

Bespoke training packages available for care homes, domiciliary care agencies, community groups and individuals.

Enabling and Home Support Service

One to one support with cleaning and housework, shopping (escorted and non-escorted), companionship, planning and preparation of light meals, support with attending appointments, organising household paperwork, and time off for carers.

Benefit Home Visiting Service

Face to face support to assist with completing complex benefit forms.

Better Later Lives

Support for older people who may have experienced a significant life changing event.

Foot Care

A home visiting service to improve older people's foot health operating in parts of East Devon.

Information and Advice

Our core areas include: money and benefits, social care, housing and signposting to local resources.

Support for Victims of Crime

Advice and support to older people who find themselves victims of a crime.

Will Clinics

Will writing and Will reviews, at our Newton Abbot and Ottery St Mary clinic, delivered by McClure Solicitors.

Decluttering Package

Short term support to help clear out things at home that are no longer needed or used.

Holiday Support Package

Support at home whilst family members are away on holiday.

Focus On...

Will Clinics

Age UK Devon has partnered with McClure Solicitors to provide free Wills, Will reviews and half price lasting power of attorney (LPA).

McClure have been preparing Wills since 1853. They write thousands of Wills each year and they will provide you with free advice on how to protect your assets for your family.

We are currently running two Will Clinics.

Our Newton Abbot Clinic is held on the first Thursday of every month. We are currently in the process of changing venues, so please contact us for further information.

Our Ottery St Mary Clinic is held on the first Tuesday of every month at Kings Manor Care Home, Pavey Run, Ottery St Mary, EX11 1FQ.

Please ring McClure Solicitors on 0800 852 1999 to book your free appointment at one of our clinics.

At your appointment you will be asked to consider making a donation to Age UK Devon.



Body Moves in Seaton

For people over 50, every Tuesday in term time
11.45am - 12.45pm, £3 per class, first class free

Keep fit • chairbics • stretching • movement to music



Methodist Church Hall, Seaton

No need to book, just come along!

For more information call **0333 241 2340** or email **info@ageukdevon.co.uk**