

engage





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Welcome

from the Chief Executive

In our last edition I mentioned the work undertaken with a local team of fundraisers to help us maximise income from Trusts and Foundations. In the last six months we submitted a number of applications and have already had several grants awarded. We hope this success continues with our remaining applications which are still being considered.

After the success of our events at Haldon Forest Park last year, we are in the process of formalising a three year partnership with the Forest Enterprise England which will focus on both partners working together to develop and promote facilities and activities for older people at Haldon Forest. We hope to encourage older people to visit the site to benefit from a more active lifestyle with the psychological benefits of being outdoors in such

beautiful environment.
Our Annual General Meeting
was held in Seaton this year,
and was followed by a ride on
the Seaton Tramway. More
information about our event
can be found on pages 12
and 13. I'd like to thank our
trustees, staff, volunteers, key
partners and guests for making
the event so memorable.

Whilst I appreciate it feels like Christmas is a long way off, as we won't have another edition this year, I want to take this opportunity to thank everyone for their support to Age UK Devon, and wish all of our readers a happy Christmas and healthy New Year!

Slittlewood

A Message from the Chair of Trustees

Well done to Age UK Devon for another busy year helping older people throughout Devon.

The trustees have an important role to play in helping Age UK Devon fulfil its charitable aims and use its resources wisely.

Recently we have focused on the expansion of the Home Support Service which will assist

more people to remain living in their homes by ensuring that they have the necessary practical help and support in place.

Enjoy the magazine and best wishes to all for a Merry Christmas and a Happy New Year.

Liz Michaelson

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with the help of our Home
Support Service.





Active in Later Life

An Afternoon Out for Beer Best Years Social Club



In July, members of the Beer
Best Years Social Club enjoyed an
afternoon out at a local East Devon
attraction, Pecorama. The afternoon
was a great success with a guided
tour around the gardens and
sculptures and a talk about the
history of Pecorama. This was
followed by a delicious cream tea
and topped off with a trip around
the gardens on the train. Everyone
had a wonderful afternoon and
thanked the very welcoming staff.

Kingsbridge and District Shedders

There has been great progress made in the quest to source a shed for the Kingsbridge & District Men's Shed. Thanks to the generosity of GreenCrop, a local wood recycling centre, the shed will be built on their site at The Mounts, near Kingsbridge.

The shedders displayed a selection of their creations at the Kingsbridge Show in September. They have also worked on various community projects for Kingsbridge in Bloom, the Woodland Trust, Age Concern Kingsbridge and a local primary school.

The current community project is designing and making a new counter for the Tourist Information Centre in Kingsbridge. The group will also be looking to source sponsorship and funding to fit out the shed and cover costs.



Changes ahead at Chudleigh Knighton Social Group

For the past five years, Sally and Sheila have been the driving force behind the success of the Chudleigh Knighton Friendship and Social Group, meeting on the second and fourth Tuesday afternoon each month.

Sally and Sheila will be stepping down from their roles in December to spend more time with their ever growing family, but will still be attending the group. Thankfully, there have been three other members who have volunteered to continue their great work.

We would like to thank Sally and Sheila for all of their hard work and enthusiasm and wish them well in the future.

Out to Lunch

Following the great success of the Out to Lunch project in Totnes, we are working with Teignbridge District Council and Kingsway Residents Association to offer free 'Out to Lunch' cooking sessions for older men in Teignmouth and surrounding areas.

The sessions will help men to learn new skills and meet new people while preparing, cooking and sharing nutritious meals.

The sessions, held at Kingsway Meadow Centre, Kingsway, Teignmouth, will be running each Monday from 11.00 am until 2.00 pm. A few places are still available. To book please call Ben Hugill on 01626 215618.

Health & Wellbeing Event





The Active in Later Life team were in Okehampton on Sunday 1 October to deliver a Health & Wellbeing Event for people over 50. There were lots of free taster sessions and an opportunity to have a Functional Fitness MOT.

One lady who had never been to a Leisure Centre before and hadn't ever participated in any classes stated "I would like to join in the aqua aerobics but I can't swim. I'm also interested in taking up Pilates. The event has given me the confidence to sign up for swimming lessons and aqua aerobics and I will certainly be looking to join new classes."

The event was delivered in partnership with Fusion Lifestyle, OCRA and Active Devon and supported by Drink Wise Age Well and the British Lung Foundation.

Advice and Wellbeing

What is Call in Time?

Call in Time is a free telephone befriending service for people over 60 who would benefit from a weekly friendly chat with a volunteer.

Not having someone to talk to regularly can be lonely and isolating, particularly if you're used to sharing your home and time with others. A friendly, weekly, 30-minute chat on the phone can make all the difference.

While a suitable match is being found, clients will receive short Good Day calls.

What's great about Call in Time?

- Free weekly calls from a volunteer for up to 30 minutes.
- Find and make a new friend to share experiences with.
- You're matched with a friendly volunteer who shares similar interests and hobbies.
- You're connected automatically with your telephone friend which means no personal telephone numbers need to be exchanged, protecting your safety.

Is it safe?

We want to make sure everything's safe and secure, so before you receive a call from your telephone friend we will have:

- Asked them to provide two references.
- Checked that their name and date of birth matches at their address, and that they are who they say they are.
- Asked them to declare any unspent criminal convictions.
- Asked them to agree with our terms and conditions.
 All our calls are recorded and we will listen to a sample of these.



Is there anyone who might not be suitable for Call in Time?

Call in Time may not be suitable for people with memory loss, dementia or mental health issues who require higher level support. These conditions may affect the ability to build a telephone friendship with a volunteer.

How do I sign up?

Call us on 0333 241 2340 and we'll make a referral for you (or someone you know, with their permission) to Call in Time.

Boost your income

We should all be able to enjoy our retirement. But as we get older, it can sometimes get harder to make ends meet.

We've got some straightforward advice to help you make your money go further.

Get a benefits check

Don't assume you're not entitled to any benefits. Each year up to £3.5bn of benefits go unclaimed by older people. So, even if you think you're getting everything you are entitled to - it doesn't hurt to check. Benefits could help you to pay for care, bereavement, bills or to maintain your independence. We can check your entitlement in just a few minutes over the phone. We'll need to know some figures; the amounts of your pensions, savings and other income, and what you pay in council tax and rent. It helps if you have a bank statement handy when you call. A benefits check is free and confidential, so you have nothing to lose and you just might gain!



Cut your household costs







Ask us for your free copy of our 'Save Energy, Pay Less' guide, which is full of tips to help you reduce your energy bills.

You may be paying too much for your energy. Many people are on their supplier's standard tariff, which is unlikely to be the best deal.

Your supplier will offer a range of tariffs, some of which may work out cheaper for you. Your bills and other statements should give you some possible cheaper options, or you can call your supplier to ask.

It is also important to give regular meter readings for accurate bills, check your bills for accuracy and raise any concerns with your supplier.

Check how you're paying

Are you paying your energy bills in the most cost-effective way? Most suppliers offer a

discount if you pay by direct debit instead of cash or cheque. Paperless billing, where you manage your account online instead of receiving bills in the post, may also work out cheaper. Only change your payment method if you know this would work for you. Many people like having paper bills, and direct debits that are fixed can lead to you overpaying or underpaying for your energy.

Switch supplier to get a better deal

You may save more money if you switch energy supplier. You can use an Ofgem-accredited Price Comparison Website to help you compare deals across a range of suppliers. Many of these websites have a telephone service you can use if you're not online. For instance, you could call USwitch on 0800 688 8557. You can save money by comparing other prices too, such as broadband, tv and telephone contracts, insurances and mobile phones.

Speak to someone if you're in difficulty

If you're having difficulty paying your bills, speak to your supplier as soon as you can. They'll let you know how they can help you avoid getting into debt.

Home Support

It can be hard to admit that it can be a struggle with everyday tasks, but getting extra help in your home may enable you to enjoy living safely and independently at home for longer without the worry of how everything will get done.

Our Home Support Service can offer cleaning and housework, companionship, support with attending appointments, shopping, household management, meal planning and meal preparation. A regular visit from Age UK Devon can also help to prevent or reduce loneliness.



If you, or someone you know, would benefit from our service, contact us

on 0333 241 2340 to discuss your needs or email us at homesupport@ageukdevon.co.uk.

Changes to Staffing

Our Home Support co-ordinator, Nathan Spillings resigned from his role and left the service at the end of August 2017. Nathan will be sorely missed by both clients and staff and we wish him well in his new employment. We currently have a temporary administrator in post until the end of November who is supporting the day to day running of our Home Support Service.

At the end of October 2017 we welcomed Sue Moore as the new Home Support Manager. Sue has an extensive background in managing services for older people and working within the voluntary sector.

Home Support Assistant Vacancy

Age UK Devon's Home Support Service aims to enable older people to make the most of later life and stay independent in their own home

We offer our clients continuity of service by ensuring they receive the same Home Support Assistant, to build trust and provide reassurance.

Our dedicated Home Support Assistants offer:

- Cleaning and housework
- Companionship
- Support with attending appointments
- Shopping (escorted and unescorted)
- Household management
- Meal planning and preparation

Benefits include:

- Friendly team
- Supportive management structure
- In house training and development
- Working within your local community
- Holiday entitlement: 5.6 weeks per annum inclusive of bank holidays (calculated on a pro-rata basis for part-time employees).
- Flexible hours
- Tabard and safety equipment provided.

The post is a zero hours contract, this enables you to work as many hours you choose. Often other hours will be available to cover leave and sickness. Most of our team work between 3 and up to 10 hours a week, more hours may be available.

We are currently looking for Home Support Assistants in Exeter and Newton Abbot, if you would find this position interesting and rewarding please call us on 0333 241 2340 to discuss this role.



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After our 2016 Annual General Meeting at Haldon Forest, we had a challenging task to plan another interactive and enjoyable event this year.

On 18 October 2017, we delivered our 25th Annual General Meeting at Number One in Seaton where alongside the official business we used the opportunity to showcase and promote our weekly local activities.

After the formal business had concluded our guests left Number One to enjoy a ride on the Seaton tramway through Seaton Wetlands to the Colyton station where they enjoyed a homemade tram-driver's pasty, a selection of cakes, endless cups of tea and coffee, a talk from a tram-driver about the history of the tramway and the opportunity to browse the stations gift shop.

James Chubb, Countryside Team Leader, from East Devon District Council accompanied us to provide information about Seaton's Wetlands which is made up of four main sites: Seaton Marshes, Black Hole Marsh, Colyford Common and Stafford Marsh. On our way to Colyton we were fortunate enough to see a Great White Egret in flight; James confirmed that this was the first sighting of this species this season which he then tweeted about! On our return journey we stopped at Colyford Common where James told us how the site is regularly flooded by high tides and that the salt-marsh has very unusual vegetation and wildlife, and supports many locally rare and nationally important species.

Despite the cold weather and intermittent drizzle, everyone enjoyed the traditional tramride, the delicious lunch, beautiful views and hearing about the Wetlands.











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"Upstairs isn't out of bounds anymore!"

Gordon, 92, and his wife Evelyn, 90, have been active in their community for many years and still live in the same house as Evelyn's parents did when she was a child. Since retiring from the family furniture business Gordon has kept himself busy playing the E flat bass in his local brass band.

But a couple of years ago Gordon began to struggle with everyday activities like climbing stairs. He and Evelyn began to go out less and less and their wider family shared their concerns about their mobility, particularly around their home.

"I'd started to find climbing the stairs during the daytime more difficult. I'd got to a state where I was hanging on to both rails and going up one step at a time," explained Gordon.

After having a stairlift installed Gordon's confidence soon returned. "I just wouldn't have managed getting upstairs any longer. After it was installed I didn't get breathless from climbing the stairs in the ordinary way. Upstairs isn't out of bounds anymore!" he said.

Evelyn added: "It has meant we can stay living in our home. Gordon would have really struggled getting upstairs to the bathroom and bedroom without a stairlift, in fact I just don't know how we would have managed."

Gordon's straight stairlift was installed by an engineer who made sure the couple were happy with how to operate it safely before he left after just a few hours. They chose a Sand coloured seat to co-ordinate with the décor in the hallway and opted for a model with a manual swivel seat

and footplate, and two remote controls so the lift can be called from either the ground or first floor level.

"The stairlift has been a real life changer. If you're thinking of getting one, my advice would be to get it fitted as soon as possible! It means I have more energy to do the things I want to do, rather than the things I need to do," said Gordon. To find out more about how a stairlift could give you the confidence to use your stairs safely and stay in your family home for longer, contact **Age UK Devon** on **0333 241 2340** to arrange your free in-home assessment.





Age UK Stairlifts and Easy Bathing are provided by Handicare Accessibility Limited (Handicare), working in association with Age UK Trading CIC. Handicare will raise a minimum of £1.2 million during 2017/2018 for Age UK (registered charity no.1128267) through the promotion and sale of independent living products.



Pick up your free Age UK Funeral Plan information pack, or call your local Age UK[†] office:

0800 028 7753

Please quote reference AMT075AC www.ageuk.org.uk/fp



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Fundraising

Thanks to...

We have been actively seeking funds from local Trusts and Foundations to support our work across Devon. We are delighted to report that since our last edition of engage we have been successful with five of our grant applications and would like to thank the following Trusts:

- The 29th May 1961 Charitable Trust for a grant of £5,000
- The Hobson Charity Limited for a grant of £5,000
- The Herbert Charles Coleman Will Trust Fund for a grant of £2,000
- The Steel Charitable Trust for a grant of £10,000
- The Leonard Laity Stoate Charitable Trust for a grant of £1,000

We look forward to keeping the Trusts informed of how their financial support has helped us to deliver our services and activities across Devon.

Big Knit 2017



Our Big Knit campaign came to an end on the 31 July 2017. Our nimble fingered knitters across Devon created an amazing 30,766 hats raising an incredible £7,692 for Age UK Devon.

From the 1 October 2017 the Big Knit hats could be found in stores on top of innocent smoothies. If you have come across any or purchased a smoothie we'd love to see your photos. Please send them to us through our facebook or twitter page or to info@ageukdevon.co.uk.

Christmas Raffle

We have signed up to participate in Age UK's Christmas raffle which will give us the opportunity to sell raffle tickets to raise money to benefit Age UK Devon. One hundred percent of the money raised will be spent on services in the county. Each ticket not only gives us the chance to raise money to benefit the

local area, but also gives someone in Devon the chance to win a great prize.

The prizes this year are:

• 1st prize: £10,000 or a Ford KA+

• 2nd prize: £1,000 or a trip to Lapland

3rd prize: £500 cash 4th prize: £250 cash 5th prize: £100 cash

The closing date for entries is **14 December 2017**. The draw will take place on **21 December 2017**.

If you would like to buy some tickets, please telephone us on 0333 241 2340.



Christmas Cards

This year we are able to provide you with the opportunity to purchase Age UK Christmas cards. Each pack contains 10 cards and there are a number of different designs to choose from. Prices per pack vary from £3.00 to £3.50. We can guarantee the money you spend on purchasing our Christmas cards will be used to support the services we provide with in Devon.



If you would like to send a Christmas message to friends and family within an Age UK Christmas card please visit our office or contact us on 0333 241 2340.

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Focus on Volunteers

Volunteers needed in Seaton

We have been delivering outreach activities in East Devon for over 23 years and we currently have 13 volunteers who support the delivery of our social and exercise activities in Seaton.

All of our volunteers are now retired and range from 66 years of age to 86 years of age; our longest serving volunteer has supported Age UK Devon for over 21 years. Some volunteer every week, whilst others volunteer on a more ad hoc basis. Whatever the amount of time given, we are very grateful for their continued enthusiasm and support to us and, most importantly, to the older people of Seaton.

We are looking for new volunteers to join the existing team, to ensure that we always have significant numbers of volunteers to support each activity.

The volunteering role involves:

- setting up the venue for each activity
- welcoming older people
- serving tea and coffee
- supporting older people to engage in each activity
- signposting older people to Age UK Devon for further support, information or advice
- tidying the venue at the end of each activity.

Activities in Seaton

Activities at Number One include:

- Body Moves
 Every Tuesday at 11.30am 12.30pm
 A gentle exercise class to improve health and well being.
- Drop in Sessions
 Every Wednesday at 9.30am 12.30pm
 Drop in for a cuppa and a chat.
- Bring and Buy Sale
 Every Wednesday at 9.30am 12.30pm
 Greeting cards, cakes, knitted goods and any donated items will be on sale.
- Knit and Natter
 Every Thursday at 1.30pm 3.30pm
 You don't have to knit just come for a sociable afternoon

For more information please call **0333 241 2340**

email info@ageukdevon.co.uk or visit www.ageukdevon.co.uk



If you would like to give some time to support us, and help older people enjoy their experience whilst attending our activities, we would love to hear from you. Contact us on 0333 241 2340 or info@ageukdevon.co.uk.

Our Board of Trustees

We would like our readers to get to know our Board of Trustees a bit more so in this edition we are featuring information about Liz Michaelson, our Chair of Trustees, and Nick Mason who is our newest board member.

Liz Michaelson



Liz was first co-opted to the Board of Trustees on 24 July 2014, and at our Annual General Meeting in October our members re-elected her to serve another term.

Liz has enjoyed being a trustee of Age UK Devon for the last three years and has been the Chair of Trustees since early 2016. She is a solicitor working part-time for a trade union. As a trustee she helps to ensure that Age UK Devon is compliant with its legal and charitable obligations, and she helps to oversee and steer the strategic direction of the charity. She liaises regularly with Sophie Littlewood, the Chief Executive, and her Senior Management Team and her fellow trustees to ensure that she is kept up to date with all developments.

Nick Mason



Nick was co-opted to the Board of Trustees on 24 May 2017.

His career has spanned over 40 years in the commercial retail, charity and not for profit sectors. His last position was as Chief Executive for The Hospice Lottery Partnership which raises funds for seven local hospice partners. Prior to that he worked as Director of Business & Performance Management for Shaw Trust, a national charity which supports disabled and disadvantaged people to prepare for work, find employment and live more independently. He has also been a Trustee for Minstead Training Trust which is a charity supporting people with learning disabilities to lead more independent lives in the New Forest. His Trustee role involved actively participating at the Strategy, Finance and Governance sub-committees.

Having recently relocated to Devon Nick believed that his experience within the charity sector, strategic thinking and business improvement skills could benefit Age UK Devon and the older people it supports.

Since joining the board, Nick has actively participated at Board Meetings, become a member of our Finance Committee and assisted the Senior Management Team at internal meetings.

Other News

Devon receives national investment from Sport England to help

older people get active in nature



Devon's Local Nature Partnership has been awarded £500,000 of National Lottery funding from Sport England to deliver a new and exciting 5 year programme that will support older people in Devon and Torbay to connect actively to nature.

The 'Connecting Actively to Nature (CAN)' programme will help over 3,000 inactive people to discover the combined benefits of a more active lifestyle with the psychological benefits that being outdoors in nature brings.

Hannah Colston, Senior Development Manager at Active Devon said:

"We know from local consultation that people have a strong emotional connection to our wonderful natural environment in Devon and are very positive about getting active outdoors, but there is a disconnect between that positive emotional connection and actually utilising opportunities to be active outdoors."

Sport England has put tackling inactivity at the heart of its strategy Towards An Active Nation, and launched the Active Ageing fund to tackle inactivity in the over 55s.

Mike Diaper, Executive Director at Sport England said: "Being active is one of the most important things people can do to maintain health and wellbeing as they age. We're delighted to be supporting the Devon CAN programme with National Lottery funding to help get older adults lead happier and healthier lives. We'll be sharing learning so successful approaches can be scaled-up or replicated across the country."

The partnership behind the successful Devon CAN programme will seek to improve and adapt existing opportunities so they are more welcoming to people who are taking their first steps into activity. It will also create lots of different types of new, informal activity groups designed by the target customers themselves.

"Often it is an uncertainty about the experience a person will receive on arrival at an outdoor activity session that will prevent them from attending" said Hannah Colston. "Fear of getting lost or left behind on a group walk, or there being no toilets on route are very real and common concerns".

Three hundred and sixty inspirational Volunteer Ambassadors will be recruited over the five years to help people connect to activities, with the aim of making their first steps easy and enjoyable.

The Devon's Local Nature partnership is an umbrella body bringing together organisations with an interest in securing the benefits of the natural environment. Within the CAN partnership there are 28 organisations that are committed and ready to deliver this innovative five year programme.

Sue Goodfellow, Chair of Devon's Local Nature Partnership said:

"The organisations that have come together to tackle this agenda represent an innovative and exciting mix of environmental, physical activity and conservation type organisations. Some with experience of managing big areas of land within Devon, some with great experience of supporting volunteers. Examples include both Dartmoor and Exmoor National Park, our 5 AONBs, Age UK Devon and Exeter, Public Health and smaller Community and Voluntary sector organisations."

The CAN programme will be managed by Active Devon who are an independent non-for-profit organisation inspiring and supporting Devon's population to lead active lifestyles.

Councillor Roger Croad, Devon County Council's Cabinet Member for health and wellbeing, said: "Devon has a higher than average older population, and nationally people are living longer but with more acquired long term conditions due to physical inactivity.

"The CAN programme will help more people to enjoy the combined benefits of getting active outdoors and connection to nature. This project demonstrates our local commitment to taking a preventative approach to health and wellbeing, and in keeping our population fit, healthy and independent for as long as possible."

In Devon and Torbay there are over 122,000 people aged 55+ who are doing less than 30 minutes of physical activity each week, with over 43,000 people suffering from mental health problems. An ageing population locally will see people living longer but with more acquired long term conditions due to physical inactivity. The CAN programme will help more people to enjoy the combined benefits of getting active outdoors and connection to nature.

The Devon Engagement Service



The Devon Engagement Service is a group of organisations working together to engage people in the development of local health and social care services and involve those affected by any proposed changes. The service works with Devon County Council and the two local Clinical Commissioning Groups (CCGs) to deliver accessible consultation activities such as focus groups, surveys and meetings so those who may be affected by the changes can have their say.

Who is part of the Devon Engagement Service?

Living Options Devon runs the engagement service in partnership with: Age UK Devon, Citizens Advice Devon, DeVA, Exeter and East Devon MIND, Hikmat Devon CIC, Plymouth and Devon Racial Equality Council, Plymouth MIND, Proud2BE, Westbank and Young Devon. The service also shares information with other local organisations to reach as many people who use health and social care services as possible.

Since the service started in April, it has involved people in many consultations including:

- regular group meetings of people who receive personal care at home to help DCC redesign their home personal care services
- a group of people over 65 years tested DCC's community directory website (pinpoint) to influence it's future development
- Safeguarding Adults community group meetings to ensure user experiences are fed back to the Safeguarding Adults board
- Developing an accessible website for people with learning disabilities

With the continuing changes in health and social care, the service will have an important role to ensure people have their say and are involved in decisions. If you would like to receive information about future opportunities, please contact us on 0333 241 2340 or visit: www. livingoptions.org/devon-engagement-service.

Our Services

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

Computers, ipads and getting online

One to one support for people wanting to learn more about digital technology.

Exercise Classes

Gentle exercise to music classes, fitness with friends, walking basketball, walking football and many more.

Dementia Groups

Gardening activities for people living with dementia.

Men's Sheds

Places for men to refurbish tools and garden equipment.

Social Groups

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

Lunch Clubs

Meals and company.

Benefit Home Visiting Service

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

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.

Home Support Service

One to one support with cleaning and housework, attending appointments, shopping, companionship, household management, meal planning and preparation.

Sighted Guide Enabling

One to one support to enable independence at home and getting out and about.

If you live in Exeter, Mid Devon, Plymouth or Torbay, please contact your local Age UK in the first instance.

Age UK Exeter.....01392 202092

Age UK Mid Devon......01884 255369

Age UK Plymouth......01752 256020

Age UK Torbay......01803 555181

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