



Welcome from the Chief Executive

Welcome to the summer edition of **engage** which highlights the scope and scale of our work and celebrates some of our achievements during April, May and June. It also focuses on some of the opportunities for people from Devon to get involved in the future by volunteering or raising funds to support our important work.

Over the last three months we are proud to have launched a monthly Will clinic in Teignbridge, a series of health walks and a short-term activity called Swim to the Sea which you can read about on page 4. In our last edition we shared news regarding the development work at Haldon Forest Park to make the site more accessible for older people. This work is now complete and was celebrated with an official opening in May; we are now in the process of planning a public event at Haldon to showcase the site's new features and benefits.

Next January Age UK Devon will be celebrating our 70th anniversary of providing quality services and support for older people, their relatives and carers, across the county. To mark the occasion we will be encouraging as many people and businesses from Devon as possible to get connected, active and engaged in some fundraising activities (big or small) to support the continuation of our charity. To find out how you can support us, please read more on pages 16 and 17.


Sophie Littlewood

A Message from the Chair of Trustees

I think it is a great achievement for Age UK Devon to be reaching its 70th birthday. It is a good opportunity to reflect upon all the amazing work we have done over the last 70 years to improve the lives of older people in Devon. We will mark this milestone by doing as much as we all can to fundraise and to promote Age UK Devon, which will allow that great work to continue.

In the meantime enjoy the lovely weather and if possible get out and about in our beautiful countryside!


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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Active in Later Life

Swim to the Sea



On a cold and cloudy June day, twenty keen and slightly apprehensive people gathered to take the plunge at Teignmouth Lido for the first session of the Swim to the Sea project.

The aim of the project is to introduce people aged 55 and over to sea swimming, starting in the pool where new skills are learnt, fitness is built and confidence gained, before venturing into the sea.

Swim to the Sea is part of the 'Connecting Actively to Nature' project, which is funded through Sport England and managed by Active Devon. This project is supported by CAN volunteers, Teignbridge District Council and Teignmouth Surf Lifesaving Club.

Swimming instructor and Triathlon Coach, Pete Wilby, guides the swimmers through each session ensuring vital skills are practised and helpful tips shared in a fun and relaxed atmosphere. Every session is finished with the opportunity to have a cup of tea and some refreshments, which is always welcomed after working hard in the pool or sea.

"This is the perfect activity for me as I want a new challenge in my life and it helps with my mental wellbeing"

Ottery St Mary Health and Wellbeing Event

We all know that looking after our mental and physical wellbeing is important, but we might not know where to turn for help or ideas to keep active and connected.

Medical professionals recognise that people's health is affected by a range of social, economic and environmental factors, and are seeking to address needs in a holistic way. They are aiming to support individuals to take greater control of their own health by encouraging patients to get involved with activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

In April we joined forces with Ottery St Mary & District Later Life Forum, Ottery St Mary Health & Care Forum and LED to host an event that brought all current community activities together. The event delivered information on local services and organisations, guest speakers, live music, demonstrations and the opportunity to try new indoor and outdoor activities such as Pilates, gentle spinning and walking netball.

The event was funded by Age UK and Devon's Connecting Actively to Nature Programme which supports people over 55 to be more active outdoors.

Sophie Littlewood, Chief Executive of Age UK Devon said: "The event was a great opportunity for older people, their friends and family and carers in the area to chat to an expert about any concerns or issues they had and to find out what support was available locally."





Haldon Forest Park reveals new accessible features for Summer 2019

Haldon Forest Park has unveiled a number of new features, developed in partnership with Age UK Devon, to improve access to the beautiful woodland for older visitors. Thanks to a grant of £163,000 from the European Agricultural Fund for Rural Development, a number of initiatives have been introduced to ensure that people in later life can access and enjoy the huge benefits of spending time in the forest. The raft of new developments includes:

- Two sheltered viewing platforms with play features have been constructed on the all-ability Discovery Trail to offer convenient resting points with views across the forest, over the Teign Valley and towards Dartmoor. This trail has also been modified to offer a new accessible loop has been created for visitors wanting a shorter route;
- A nature hide with seating and information boards brings visitors closer to the beautiful wildlife that lives in Haldon Forest including majestic birds of prey, adders, lizards and frogs, and ground-nesting nightjar, which can be heard calling at dawn and dusk during the summer;
- A new orienteering course developed in partnership with Devon Orienteering Club, with graded routes to suit all abilities, including complete beginner. Growing rapidly in popularity, orienteering provides a physical and mental adventure as teams and individuals use map and compass to navigate to a sequence of markers around the forest;

- Two additional off-road mobility scooters now available to hire via the Countryside Mobility Scheme. 'Trampers' can access three of Haldon's four walking trails, as well as the extensive network of forest roads. For visitors who prefer pedal power, six electric bikes are now available to hire - with a generous 40% discount to visitors over 55 - to take some of the uphill struggle out of Haldon's beautiful mountain bike trails.

Haldon Forest Park manager, Toby Bowen-Scott, said: "We're delighted to be working in partnership with Age UK Devon, who share our commitment to connecting people to the great outdoors through the 'Active in Later Life' programme. The changes we have been able to make, thanks to this funding, are helping us to ensure that visitors of all ages and abilities can enjoy the physical and mental benefits of being active in the forest, whether they're breathing in the fresh air, learning about our special wildlife, or building their fitness and co-ordination on a trail."

For more information, visit www.forestryengland.uk/haldon-forest-park

Advice and Wellbeing

How would plans to means test TV licences affect me?

In 2018, the BBC opened a public consultation into whether or not to get rid of the free TV licence for over 75s. In June 2019, they announced that they plan to means test the free TV licence - meaning they'll take into account how much money you have when deciding if you should get it. Our Information and Advice service has already started to receive calls from older people who are worried that they won't be able to afford this new bill, and who rely on the TV for company and entertainment.

To be eligible for a free TV licence, people over 75 will need to be claiming a means tested benefit called Pension Credit. People who aren't claiming Pension Credit won't be eligible for a free TV licence. These changes are expected to come into force in 2020.

With this in mind, it's important to find out whether you're eligible to claim Pension Credit. Lots of people are, but just don't realise.

We can tell you. Your benefit check is free and confidential, and if you are entitled we can let you know the next steps to claim. Call us on 0333 241 2340 or email infoandadvice@ageukdevon.co.uk



Means testing may sound fair but in reality it means at least 650,000 of our poorest pensioners facing a big new annual bill they simply can't afford. But this is really the Government's doing: they pushed the scheme onto the BBC without asking any of us what we think or providing the funding to sustain it.

Age UK has launched a petition to demand that the Government takes back responsibility for funding free TV licences. You can find the petition on the website www.ageuk.org.uk.

Better Later Lives

Our Better Later Lives project launched last autumn in East Devon and Teignbridge. Since then, our co-ordinators Caitlin and Hilary have been visiting older people in their own homes to help them explore what really matters to them and what steps they could take to improve their situation. The project is particularly aimed at people who may be experiencing a life change such as bereavement or new care needs, and who might be feeling lonely or isolated.

Some of the situations we have supported so far have been:

- bereavement
- relationship breakdown
- deterioration in health
- financial changes
- change of living arrangements

We can usually only arrange one home visit, but we will be able to provide follow up information and advice by telephone or letter.

We are not able to give regulated financial, debt, legal or immigration advice, but can usually put you in touch with a more appropriate organisation.

Margaret's Story

Margaret lives alone and is very independent. She has family nearby but needs extra help with shopping and housework and also some personal care. She uses aids and adaptations at home because she finds it difficult to get around, and has a lot of pain to manage. Margaret's daughter got in touch with Age UK Devon to ask about benefits and to see if there was any further support she could have.

We sent our worker to visit Margaret, who helped her apply for Attendance Allowance. Margaret was awarded the higher rate, at £87.65 a week, and will use this to get some extra help. Our worker provided details of local enablers and contractors. Until recently, Margaret had done some volunteering, but had stopped as her health problems meant that she could not always attend, and she felt like she was letting people down. Our worker liaised with the voluntary organisation, and was able to reassure Margaret that her volunteering was very much appreciated and she could volunteer on a flexible basis.

Margaret told us that she feels valued and so much happier since she had our support.



Our aim is to help older people make more out of life. If you, or someone you know, might benefit from this service, please get in touch to find out more. Speak to our friendly advisers on 0333 241 2340, or email infoandadvice@ageukdevon.co.uk.

Enabling and Home Support

Happy Birthday Miss K!

At Age UK Devon we are always genuinely interested in hearing about the things our clients get up to. So when Miss K, one of our Enabling & Home Support clients, told us, during a recent phone call that her family were taking her tenpin bowling for her 95th birthday. We couldn't wait to hear how she got on!

As Miss K had promised, when her Support Assistant, Molly, next visited she told her all about her trip to the bowling alley and the lovely day she had had with her family. At Miss K's request, Molly contacted the office to share her story and lovely photo with us.

Through our Enabling and Home Support service we are privileged to build amazing working relationships with our clients just like we have with Miss K. If you, a friend or family member is looking for support with getting out and about our Enabling and Home Support Service maybe able to help.

For more information on our Enabling & Home Support Service contact Marie or Sue on 0333 241 2340.



Our Holiday Package

You might be someone who normally provides help for a family member and are wondering how they might be supported while you take a few days holiday.

Or maybe your daughter usually gets your shopping, but is having a couple of weeks away with the children in the school holidays?

We might be able to help with our short term Holiday Support Packages, tailored and priced individually and suitable for those who don't want the commitment of a regular Enabling & Home Support Service, but just need some temporary help.

Mrs S is one such client who has used our service several times now. We normally visit her four days a week while her daughter is on holiday. Our service doesn't operate in the evenings or at weekends, but Mrs S has other help then.

Our support assistant, Josie, visits for 2 hours a day, Monday to Thursday, over the lunch period and helps Mrs S heat up a ready meal, soup or make a sandwich. Josie makes the bed, puts on a load of laundry, makes sure the recycling bins are out on the right day, cleans the kitchen and bathroom and pops to the local shop for bread and milk if needed. She has even been known to sort out a problem with the TV remote control! And, of course, she spends time with Mrs S each day just having a cup of tea and a chat.

If you feel this service might be what you need, please contact us for a chat on 0333 241 2340. (Please note we cannot give medication or help with personal care)



Reminiscing on Seaton Tramway

Memory Cafés are informal, social places where you can go for advice and support if you, or someone you know, are experiencing the challenges of memory loss or are newly diagnosed with some form of dementia. They aim to provide a safe, social place where people can talk and share their experiences, and where support can be given to the person who is experiencing memory challenges.

Meaningful and enjoyable activities help people to live well with dementia. Whilst they don't necessarily slow the progression of dementia, they do improve the person's quality of life, and encourage a 'closeness' and emotional connection between the cared for and carer. Relatively short periods of shared activity and social interaction help to improve behavioural symptoms, and lessen anxiety.

In June, Age UK Devon planned a reminiscence themed event for members of four East Devon Memory Cafés to enjoy, and reap the benefits of remembering the historic Seaton Tramway.

Seaton Tramway is a 2ft 9in narrow gauge electric tramway. The 3-mile route runs through East Devon's Axe Valley, between the coastal resort of Seaton, the village of Colyford, and the ancient town of Colyton. It operates over part of the former Seaton Branch Line, which closed in March 1966.

When guests arrived at the Seaton station they were offered drinks and shown some historical video footage of the Tramway before boarding a choice of two single decker trams. Throughout the journey to Colyton each tram driver stopped at particular points of interest and provided commentary about the two nature reserves, the wildlife and some history of the tramline.

Once at Colyton Station, everyone posed for a photograph on the station platform before visiting the tramstop café to enjoy an afternoon cream tea, music and some digital reminiscing using iPads. During the journey home everyone enjoyed a sing along which, for some, rekindled long-forgotten memories.



“On behalf of everyone from Honiton Carers Group and Honiton Memory Café, I would like to say a sincere thank you. We all had a fabulous afternoon. The tram journey was lovely and the cream tea to die for. What a treat.”

Fundraising

Sue's Jurassic Coast Challenge

At the crack of dawn on Saturday 8 June, our Enabling and Home Support Manager, Sue set out from Poole Harbour heading towards Bridport to complete the Jurassic Coast Challenge and raise money for us.

Not one to shy away from a challenge, Sue decided to take on one of the toughest events in the Ultra Challenge Series, walking 100km (62 miles) continuously with 2600m of ascent, which is the equivalent of climbing Mount Snowdon two and half times.

Having taken in the sights of Lulworth Cove, Durdle Door and Corfe Castle, Sue reached the finish line in 27 Hours and 48 Minutes. 553 people finished the continuous 100km with Sue being the 390th person and 130th woman to cross the line.

Sue's amazing challenge has raised over £200 for us, which will be used to support the delivery of our services and activities across Devon.

Well Done Sue – we are all in awe of you!

If you've been inspired by Sue's adventure and would like to raise money for Age UK Devon, please contact us on 0333 241 2340 or info@ageukdevon.co.uk to find out how we can support you.



The Big Knit

Our Big Knit campaign came to an end on 31 July 2019 with our nimble fingered knitters creating an amazing 20,770 hats. This means that innocent will be donating £5,192.50 to us, which will be used to support the delivery of services and activities across Devon for older people.

Thank you so much to everyone who has been knitting during this campaign. We loved seeing your colourful creations and we're always surprised by the variety and creativity of what we received from the simplicity of the traditional woolly hat to cute animals and well-known characters.

In Autumn 2019 the Big Knit hats will be found perched on top of innocent smoothie bottles in participating stores.

A big thank you to...

- South West Water whose employees choose Age UK Devon as one of their official charity partners for the fifth consecutive year. Their annual donation of £5,625 will help to support the delivery of our Information and Advice service.
- The Jamieson Bystock Trust for supporting Age UK Devon by awarding a grant of £1,000 to support our core costs and allow us to continue to help older people across Devon.
- The David Gibbons Trust for supporting Age UK Devon by awarding a grant of £1,000 towards the costs of designing and printing our engage magazine.
- The Harworth group for donating 15 computers and 6 laptops with docking stations which were surplus to requirements following a security software upgrade.
- The 29th May 1961 Charitable Trust Grant for supporting Age UK Devon by awarding a grant of £5,000 to support our core costs and allow us to continue to help older people across Devon.
- Willmott Dixon for donating office furniture to Age UK Devon which were surplus to requirements following their recent office move.



Celebrating 70 Years

2020 will be a very special year for Age UK Devon as we celebrate 70 years of supporting older people in Devon.

Our charity was founded in January 1950 as the Devon Older People's Welfare Committee working under the umbrella of National Old People's Welfare Committee. Our objectives were to assess the needs of older people in Devon and encourage the provision of voluntary clubs and services to support identified needs.

When the National Old People's Welfare Committee adopted the name of Age Concern, in 1971, we changed our name to Age Concern Devon and became part of the Age Concern federation. This is the name that many people still remember us by.

The Age Concern federation ceased in 2009 when Age Concern England and Help the Aged joined forces to create Age UK, a new national charity dedicated to improving later life for everyone. A year later we became an adopter of the Age UK brand and became Age UK Devon.

Whilst we are a member of the Age UK network (one of over 130 Age UKs in the UK) we remain autonomous and independent, and we are responsible for raising all our own funds and delivering services for older people in Devon.

To mark our 70th anniversary we will hold a number of promotional activities and encourage our staff, volunteers, Trustees, clients, community groups and corporate partners to host, or support, some fundraising events throughout the year.



Fundraising activities can be big or small; here are some ideas of how you, your friends and family can support Age UK Devon:

Auction of Promises: Visit local businesses and ask them to donate their services for you to auction off. Or rope in your friends, who could promise to wash cars, mow lawns or do housework for the highest bidder.

Bingo: Make your own bingo cards and invite your friends around for a few games. Charge them for each game.

Quizzes: Quizzes are very popular and hence a good way to make money. Pubs are the usual venue, but you could also hold one at a local college, at a community centre, or in a town or village hall.

Raffles: Get friends and local companies to donate prizes.

Scavenger Hunt: People pay to enter. They each receive a list of items they need to scavenge (a beer-mat, a yellow flower...etc.) Give a prize to the person who brings all the items to you first.

Sponsored activities: Take part in a sponsored activity such as a swim, walk, silence or reading challenge. These can be done individually or with groups of people.

Coffee morning/cake sale: Have a coffee morning or cake sale at home with friends or at work with colleagues. Charge for coffee and cakes.

We really want to use this special occasion to raise money to support the delivery of our services across Devon. If you would like to help raise funds to support us in our 70th year, please contact us as we will provide further information to support your activities.

Focus on Volunteers

Be part of something special . . .

Volunteering is a great way to share your life skills and experience. You can make an invaluable contribution to your local community.

We welcome a diverse range of volunteers from all backgrounds, abilities and ages. If you have some spare time and would like to make a difference to older people in the community then Age UK Devon would love to hear from you! Many activities that we run would not be possible without the support of volunteers.

As well as the satisfaction of knowing you are giving something back it can provide you with a feel good factor, adding to life's many achievements, and will really make a difference to those whose lives you enrich.

Information about our volunteering roles can be found on our website www.ageuk.org.uk/devon/get-involved/volunteer/. If you have some time to spare and would like to help us make later life a fulfilling and enjoyable experience for many local people, we would like to hear from you.

All volunteers must provide two references and some volunteering roles are subject to Disclosure and Barring Service checks.

If you would like further information or would like to volunteer with us please contact our office on 0333 241 2340 or info@ageukdevon.co.uk.

One-off volunteer opportunities

We understand that many of you lead very busy lives and therefore it can be difficult to commit to volunteering for us on a regular basis. So why not help out at one-off events and activities that take place throughout the year.

Volunteers are required to help with general setting up of the event, welcoming older people, helping to serve refreshments and signpost guests to the outdoor exercise taster sessions.

To find out more please contact Trish Warren by email: p.warren@ageukdevon.co.uk or telephone her on 0333 241 2340.



Other News



South West Water - Supporting Customers

At South West Water we offer a range of free services if you have additional needs or require a little extra help due to your current circumstances.

Support with bills



We understand that some of our customers may have problems paying all of their household bills. If you're having difficulty please do call us as we offer a number of payment plans and other support to help you get back on track with your water bill.

We have a range of support available to help customers, from flexible payment plans to help you spread the cost of your water bill, to home visits from one of our WaterCare advisors who can talk you through the tariffs available and support you with completing any application forms.

WaterSure

The WaterSure tariff can help if you receive certain state benefits and you're on a water meter and you, or someone living in your household, has a medical condition which causes extra water to be used, or has three or more children under the age of 19.

WaterCare

The WaterCare tariff is for metered customers who are on a very low income. To qualify, you must be receiving one of the following benefits:

- Housing Benefit
- Income Support
- Income-based Job Seeker's Allowance
- Income-based Employment and Support Allowance
- Pension Credit (guaranteed element)
- Universal Credit (housing element or standard allowance element)

Priority Services Register

We offer our Priority Services customers additional support during supply interruptions. This is available to anyone living within our region, even if you are not the bill payer. It is free of charge and perfect if:

- You, or someone in your house, have a medical condition that requires constant access to a supply of water
- You would find it difficult to reach an alternative supply during an interruption to the mains supply.

We can also help if you have specific communication needs, for example if you'd like to receive a large print or braille bill, or if you'd like us to send your bill to a nominated person.

Assisting customers like Dorothy

Dorothy, from Exeter, joined the Priority Services Register in September 2018 after attending a presentation given by the WaterCare team.

She said: "I realised that following a hip replacement I'm less mobile and would find it a struggle to carry water from a collection point."

Dorothy benefited after a burst main, caused by third-party damage, cut the supply to her home for several hours.

"Because I'm on the register I received a water delivery from South West Water, she said. "Later on, I also received a follow-up call to see if I needed any more water as the supply was still being repaired. If I hadn't been on the register I would have found it very difficult to cope and wouldn't have been able to carry water from a collection point due to my mobility issues."



For information on any of the support available or to join our Priority Services Register please contact us on 0344 346 1010 or visit our website at www.southwestwater.co.uk.



Contact us

Accounts contact centre open
8am-6pm Monday – Friday, 9am-1pm on Saturday
closed on Sunday and bank holidays.

Visit: www.southwestwater.co.uk

Email: customercontact@southwestwater.co.uk

Accounts helpline: 0344 346 1010

Services helpline (24 hours): 0344 346 2020

Debt helpline: 0800 083 0283

Water conservation: 0800 378937

Minicom: 0800 169 9965

Text relay, please ring 18001 followed by the helpline number.

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.

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, South Hams and Teignbridge.

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.

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.

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.

Age UK Stairlifts



Stay safe & independent in your home

Call today to find out more

0333 241 2340
www.ageukmobility.co.uk



Age UK Stairlifts are provided by Handicare Accessibility Ltd, in association with Age UK Trading CIC. Handicare will raise a minimum of £1.2 million during 2018/2019 for Age UK (registered charity no.1128267). Contact us for information.



Summer Raffle 2019

Tickets
only **£1**

Which first prize
would you choose?

£10,000 cash
or a fabulous stay in Madeira

Second prize
£1,000 cash or a Wedgwood dinner service



Every ticket helps Age UK support people in later life.

Buy your tickets here.

Draw closes: 9th September 2019

Draw date: 16th September 2019



Entries not to be sold to or by anyone under 18 years of age. No tickets to be sold to or by any person in a street. Late entries will be transferred to the next available raffle. The Promoter is a wholly owned subsidiary of Age UK (charity no. 1178267) and raises funds to support the good work of Age UK through local programmes delivered through Age UK's local network. Winners will be notified by post or telephone within two weeks of the draw date. First prize is £10,000 cash or a fortnight's stay for two at the Savoy Hotel in Madeira. Second prize is £1,000 cash or a beautiful Wedgwood dinner service. Third prize is £500 cash or a gorgeous bouquet of fresh flowers sent every fortnight. If the prize is unavailable we reserve the right to substitute for a prize of a similar nature and of at least equal value. Images for illustration purposes only, models may vary from those shown. The Promoter is Age UK Local Programmes Lottery CIC. Registered company no: 11335613. Registered office address: 1-6 Tavistock Square, London, WC1H 9NA. The Promoter is licensed and regulated by the Gambling Commission www.gamblingcommission.gov.uk with Licence no: 52413. The responsible person is Steph Horland. A full list of terms and conditions are available at www.ageuk.org.uk/raffle