



## Welcome from the Chief Executive

It is now 23 weeks since lockdown began, since demand went off the charts, since all of our lives changed so profoundly. Throughout, Age UK Devon has demonstrated the commitment, knowledge, skill and experience that comes from decades of working with Devon’s local communities.

It hasn’t been easy. Many staff, volunteers and service users shielded prior to lockdown, resulting in suspension of our community activities and events including our Platinum Jubilee. We closed our office and following lockdown suspend our Enabling and Home Support Service, furloughing 85% of our workforce. Almost all of our income stopped overnight. Remaining staff worked from home to:

- Provide Information and Advice five days a week
- Complete Welfare Benefit Forms via telephone
- Conduct welfare calls to the vulnerable older people we support
- Connect older and younger people through our new Pen Pal scheme
- Deliver goodie bags containing essential items to vulnerable older people

As lockdown started to ease we gradually brought furloughed staff back, restarted our Enabling and Home Support Service and began planning how to safely resume our community activities. Sadly we have been unable to run our planned Platinum Jubilee fundraising campaign, but you can read about our amended plans on page 14 and how you can get involved.

Age UK Devon is smart, determined, driven by its cause, and has survived over 70 years by its ability to adapt as times have changed. This is one of our biggest challenges in recent years, but I believe we will emerge out of this crisis stronger than ever and resolved to meet the changing needs of Devon’s older population.

  
Sophie Littlewood

## A Message from the Chair of Trustees

The recent months have been extremely difficult for all of us but it’s heartening to hear Age UK Devon continued good work and suspended services are resuming. It is disappointing to not be able to celebrate our Platinum Jubilee as hoped but we can all still take part by holding our own cream tea events.

Age UK Devon has been through one of our biggest challenges to date but we are determined to continue to improve the lives of 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](mailto:info@ageukdevon.co.uk).

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# Active in Later Life

## Our Outdoor Activity Club

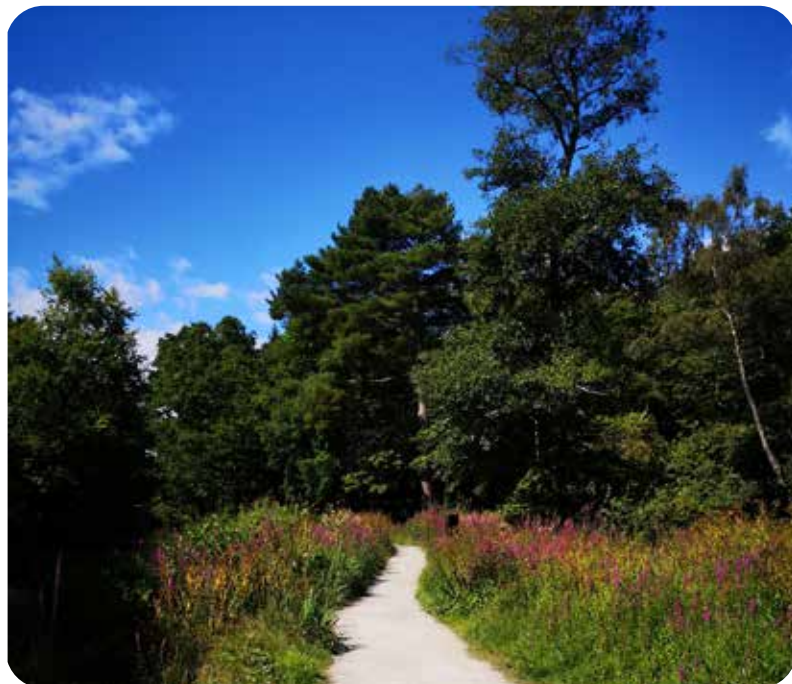
As the second year of our Outdoor Activity Club at Stover Country Park draws to a close, Age UK Devon, would like to say a huge 'Thank you' to the amazing volunteers, Park Rangers and wonderful members with whom many memories have been made.

The Outdoor Activity Club is part of the 'Connecting Actively to Nature' project funded by Sports England, which aims to improve the mental and physical wellbeing of older people through connecting with nature. Our Outdoor Activity Club is a social club for people over 55 to enjoy a variety of outdoor activities from bird watching to exploring local wildlife during guided walks.

Before we unfortunately had to suspend our community activities earlier in the year, we were privileged to witness a club who were developing firm friendships, improving their physical and mental well-being and becoming experts on the local wildlife. We also welcomed new members to the club from a local care home, whose enjoyment of being at Stover Country Park was easy to see with their endless smiles. The affect, the Outdoor Activity Club had on them was truly inspirational and reminded us of the power of the great outdoors on a persons' wellbeing.

Age UK Devon is looking forward to being able to resume our Outdoor Activity Club and to reconnect with everyone involved over the next few months. New members are always welcome to join this friendly club, so if you are interested, please call us on 0333 241 2340 or email [info@ageukdevon.co.uk](mailto:info@ageukdevon.co.uk).

Stover Country Park were successful in winning funding from the National Lottery Heritage Fund and have asked Age UK Devon to work with them this autumn to develop and provide further activities for older people. Our Active in Later Life team are very excited to be involved, so please keep an eye on our website and in the next edition of engage to find out more.



## Seated Vitality Online Training

Age UK Devon offers a comprehensive Seated vitality training package for individuals who want to deliver chair – based exercise sessions for groups of older people. As with all of our Active in Later Life services, all of our training sessions were put on hold when we went into lockdown due to Covid – 19.

Now when it is so important to adhere to social distancing guidelines we are adapting to our new normal by launching our Seated Vitality training package as an online course.

The one day course will provide an understanding of the physical and psychological benefits of exercise for older people, facilitate a wide range of exercises from warm up to cool down and ensure trainees have all the tools they need to plan a fun and interactive session including health and safety risk assessments with the addition of the new guidelines for Covid 19. Everyone who attends an online course will be provided with the necessary learning resources.

Our Seated Vitality online training course will be led by our Active in Later Life Manager, Trish Warren. Trish is a qualified chair-based exercise instructor and accredited trainer. She has experience in delivering a variety of courses to organisations, charities, volunteers and professionals.

Trish said, "This is a new and exciting way to deliver training to people in their own homes and workplaces which allows us to reach those who would find it difficult to attend a training venue that may be outside their area. It is so important to continue with our training delivery which ultimately will enable attendees to engage with their participants to help to ease any social isolation and build on their fitness and mobility in a fun way."

For more information about our new online course please contact Trish Warren on 0333 241 2340 or [info@ageukdevon.co.uk](mailto:info@ageukdevon.co.uk).





# Advice and Wellbeing

## Better Later Lives for Veterans in Devon

Earlier this year, we were successful in applying for funding from the Armed Forces Covenant. The funding will allow us to focus our Better Later lives project on older veterans in Devon.

### Who is a veteran?

If someone has served in the UK Armed Forces – even for just one day – they are recognised as being a veteran. This is true whether they had a career in the Forces or did National Service.



### Did you know?

Devon has strong historical ties with the military and 1,000 service leavers settle in Devon every year. There are 73,000 veterans living in Devon.



### What will we do?

We know that specific information and advice can be particularly helpful to older veterans. Our Better Later Lives project provides one-to-one advice and support to meet the needs of older veterans who are experiencing a significant life event. This might be a time of change, such as retirement, a new health diagnosis or a change in caring responsibilities.

Many people who have served in the Armed Forces speak about the close-knit relationships they experienced there – that there was always someone to turn to, or someone to help. After leaving the Forces, it can be a shock to be without that support.

Our worker will provide one in-depth face-to-face (or telephone) session, to explore what is important to you, and help identify goals to make life better. Our team can provide a full benefit check, help to apply for benefits, and put you in touch with other organisations. Perhaps you need advice on care or would like to explore a new hobby.

We have teamed up with SSAFA The Armed Forces Charity, to combine our expertise for the benefit of older veterans. SSAFA Devon Branch are holders of the Queens Award for Voluntary Service and we are very pleased to be working more closely with them. Last year fifty-five SSAFA Devon volunteer caseworkers helped 456 veterans with practical, emotional and financial support. We know that together we'll be able to offer creative solutions to improve life for older veterans.

If you or someone you know would benefit from Better Later Lives for Veterans, please call our friendly advisors on 0333 241 2340 or email [infoandadvice@ageukdevon.co.uk](mailto:infoandadvice@ageukdevon.co.uk).





## Stay safe from TV licence scams

TV Licensing have started sending letters to anyone aged over 75 asking them to either pay for their TV licence or apply for a free one. The letter TV Licensing sends will include your licence number, your title and your last name and they will only ask you to pay using the following options:

- By post using the address TV Licensing, PO Box 578, Darlington DL98 1AN.
- Online at [tvlicensing.co.uk/75pay](http://tvlicensing.co.uk/75pay) or [tvlicensing.co.uk/75apply](http://tvlicensing.co.uk/75apply)
- Over the phone on 0300 790 615.

The changes to the licencing rules might be an opportunity for scammers. If you are contacted and asked to pay for your TV licence using a different phone number, a different website or by posting your details to a different address, this is a scam. TV Licensing will not come to your doorstep to collect the licence fee if you are over 75, so anyone who claims to do so is also a scammer.

If you're unsure about anything, you can call TV Licensing on 0300 303 9695 to speak with someone who can help.

Have you responded to a TV Licence scam? Report it to Action Fraud on 0300 123 2040. If you provided your bank account details, talk to your bank immediately.

Free TV licences are still available for people over 75 who qualify for Pension Credit. You can call Age UK Devon's Information & Advice service to check if this applies to you 0333 241 2340.

Age UK continues to campaign for free TV licences for everyone over 75.



# Our Services

We provide a wide variety of services and activities including:

- **Digital support**
- **Enabling and home support**
- **Foot care**
- **Help with benefits**
- **Home visits following a life change**
- **Information and advice**
- **Physical activities**
- **Social groups**
- **Will writing, will reviews and LPAs**

To find out more please contact us:

**0333 241 2340**

[info@ageukdevon.co.uk](mailto:info@ageukdevon.co.uk)

[www.ageuk.org.uk/devon](http://www.ageuk.org.uk/devon)





# Enabling and Home Support

## Getting Out and About

Age UK Devon are pleased to be able to take our Enabling and Home Support clients out again, both for shopping and socialisation. The safety of both our clients and our staff is paramount and so we will be putting in place the recommendations from the government's social distancing guidelines during these outings.

Our Support Assistants will wear facemasks in the vehicle and in shops. We will also be asking clients to wear a mask unless they have a reason for being exempt. We are happy to help clients source face masks or coverings, but in the short term we are able to provide a disposable mask for each journey. We will be asking our Support Assistants to keep the car as ventilated as possible while clients are with them by keeping windows open when we can and bringing fresh air into the vehicle by fan at other times.



Age UK Devon will provide hand sanitiser for clients to use before getting into the car and again after visiting shops. Support Assistants will wipe down car doors, handles and seatbelt clasps before and after clients travel in the car.

We understand going out again might make you feel anxious, but our Support Assistants will make it as safe an experience as possible for you. Please be assured we are monitoring the information regarding Covid 19 and if we have any concerns we will postpone this service until it is safe to resume again.

If you would like to talk to Sue or Tracey about going out please contact them on 0333 241 2340 or [homesupport@ageukdevon.co.uk](mailto:homesupport@ageukdevon.co.uk).

## Our Support Assistants' New Look

When Age UK Devon restarted our Enabling and Home Support Service in June we ensured all our Support Assistants were equipped with facemasks and gloves, which are used during every client visit. In addition we have now been able to source and purchase face visors for all of our Support Assistants to also use.

We hope the face visors will help our clients who find it difficult to hear when their Support Assistant is wearing a facemask and rely on lip reading to help with communication. These face visors will also make visits less stressful for our clients who have dementia and cognitive difficulties as they will be able to see the Support Assistant's face. Furthermore we are also now able to combine the use of a face visor and face mask so our more vulnerable and anxious clients are reassured we are taking all measures possible in line with government guidelines.

All of our Support Assistants will be more recognisable in the future as they will no longer be wearing their blue tabards and instead will be donning one of our new branded polo shirts. The lovely Tracey can be seen here modelling the new shirt and PPE. This new uniform will not only help our support staff to stand out as representing Age UK Devon but are also easy to wash and so support the Covid- 19 measures we have put in place. Please do let us know if you like them as much as we do!



## Service Extension

Our Enabling & Home Support Service is pleased to announce that we are extending the areas we cover in East Devon!

Our service is already well established in Sidmouth, Honiton, Axminster, Seaton and surrounding areas, but we can now provide help with housework, shopping, light meal preparation, companionship and more in Exmouth, Budleigh, and Woodbury as well.

For more information and prices call 0333 241 2340 for a friendly chat with Tracey or Sue or you can email [homesupport@ageukdevon.co.uk](mailto:homesupport@ageukdevon.co.uk)



# Free goody bags for vulnerable older people during Covid-19 Lockdown

Age UK Devon delivered 150 free goody bags to make sure vulnerable older people had the things they needed to stay safe and well at home during lockdown.

It was an unsettling time for many older people, particularly those with serious underlying medical conditions and at higher risk of more serious complications from Covid-19. Stringent social distancing and self-isolation measures introduced by the Government had a significant impact on everyday practical tasks such as shopping for groceries.

At a national level, Age UK was inundated with offers of food, hand sanitiser, soap and other goods from companies and manufacturers who wanted to help with the current situation. Age UK set about working with their Retail Division to develop a system to get the donated items to local Age UKs across the country for distribution to older people.

Age UK Devon quickly placed an order for donated items, and although we didn't know what the products would be, we were informed all food items were store cupboard staples with a long shelf life. As our office was closed the boxed items were delivered to our Chief Executive's home where she, with the help of her family, unpacked the items, made up 150 goody bags and planned the distribution process.

Each bag contained a variety of food items (e.g. soup, beans, tea bags, biscuits, jelly), hand sanitiser, soap, shampoo, toilet rolls etc and a copy of our engage magazine. A postcard attached to each bag provided useful information about how the charity could help and what the person should do if they thought they had Covid -19 symptoms.

SSAFA Devon secured £6,000 from an anonymous donor and partnered with Age UK Devon on this initiative. Both charities recognised the difficulty older people had with accessing their money when unable to leave their homes,



which meant paying for ongoing essential shopping could be problematic. With the donors consent, 150 Tesco gift cards were purchased, one for each bag, to enable the older person to pay for their supermarket items by giving the gift card to whoever was shopping for them.

The goody bags were distributed over several weeks during lockdown by Age UK Devon's staff and volunteers, local community volunteers and TRIP Honiton. The feedback from older people receiving the bags, or the people who had nominated them was overwhelming.

Both SSAFA Devon and Age UK Devon will be expanding on this project in December by delivering deluxe Christmas hampers, worth £100 each, to vulnerable older people. The hampers will be purchased from Greendale Farm Shop, and delivered to older people in need as identified by both charities.

“We are pleased to have been able to contribute to the successful Age UK Devon initiative during lockdown. We look forward to future joint ventures.”

Terry Cuthbertson MBE, Treasurer for SSAFA The Armed Forces Charity Devon Branch

“I was delighted to join forces with SSAFA Devon on this project. When arranging the deliveries, I spoke to several older people who were really worried about not having enough money at home and not being able to access their money to pay for their shopping, so the £40 gift card was very welcomed. Delivery of the goody bags would not have been possible without the help of our amazing staff and volunteers, and other dedicated community volunteers. It was a truly lovely project to have been so personally involved with.”

Sophie Littlewood, Chief Executive of Age UK Devon



# Fundraising

## Platinum Jubilee Cream Tea

Friday 26th June 2020 was National Cream Tea Day. For us at Age UK Devon, we had planned to host our Kings Manor Care Home Garden Party on this date, where we would be enjoying cream teas with residents, their families and local dignitaries and raising vital funds for our Information and Advice Service.

Sadly this event as with others arranged for our Platinum Jubilee year were cancelled as the Covid - 19 Pandemic hit and we all went into lockdown. At this point our Platinum Jubilee Fundraising Campaign was put on hold, while we worked tirelessly from home, to adapt our services and ensure older people across Devon, had access to the support they needed at this difficult time.

Through our social media channels and website, we relaunched our Platinum Jubilee Fundraising Campaign on National Cream Tea Day. Although we are currently not able to come together to mark our 70th year we are asking you to celebrate for us at home by enjoying your own cream tea and supporting us by donating through our Virgin Money page. You could have a cream tea on your own, or with friends and family either virtually or adhering to the current social distancing guidance set by the government.

All monies raised will be used to help fund our Information and Advice Service. As a autonomous and independent charity, who is responsible for raising our own funds for this service we rely heavily on donations and grants to keep our phone lines open. During lockdown our team of advisors were busier than ever being a vital point of contact for worried, scared and isolated older people, their families and carers across Devon. Every penny raised will support our Information and Advice Team to help even more older people across Devon.



## What to do next:

- First decide whether you are going to host a virtual cream tea or face to face. If you decide to hold a socially distanced cream tea, please ensure you are adhering to the government's current guidance. Could you make it more interesting by hosting a 1950's quiz or bake-off style competition to see who cooks the best or most unusual scone?
- Invite friends and family, share with them how funds raised will support our Information and Advice team.
- Bake or buy your scones ready for the big day.
- On the big day, enjoy your cream tea and remember to ask those attending to donate to our Virgin Money page at [uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?charityId=1004851](https://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?charityId=1004851)
- Finally please do make sure you send photos to us either through our Facebook and twitter pages using the hashtag; #AUKDPlatinumJubilee or via [info@ageukdevon.co.uk](mailto:info@ageukdevon.co.uk) as we'd love to say thank you to you and see you all celebrating our Platinum Jubilee.

It's really that simple. Now just remember the correct way to prepare your scones is cream first then jam!





# Focus on Volunteers



## Neighbourly Volunteering

We have been receiving a number of calls from members of the public asking to volunteer with us during this difficult time. Volunteering with us requires completing the volunteer application and training process, which can take several weeks depending on the role. As there are older people across Devon, who would appreciate more immediate support, we are suggesting those interesting in volunteering consider becoming a Neighbourly Volunteer. This would allow you to provide support to older people in your community in a more timely manner.

The role of Neighbourly Volunteer is up to you as you know how best to support your local community. Perhaps you could collect shopping for an older neighbour or set up a regular call or visit where you check in and provide companionship. It really is up to you. When volunteering as a neighbourly volunteer we highly recommend you ensure to follow the latest government guidelines regarding social distancing and hygiene. For more helpful information can be found at [ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering/](https://ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering/).

To help you get involved we have produced a postcard that you can complete with key information (including our contact details) and post to older people in your area to let them know you are available should they need support.

If you are interested in volunteering with us in the future we would love to hear from you and will keep your contact details on file ready for when we are resuming normal service.

**Hello!**  
I'm doing neighbourly volunteering for those nearby who may be self-isolating due to coronavirus (COVID-19).

**My name is:** \_\_\_\_\_

**My phone number is:** \_\_\_\_\_

**You can:** ☐ **Call me** ☐ **Text me**

**I live locally:** \_\_\_\_\_

**I'm happy to help with:**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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I'm doing neighbourly volunteering for those nearby who may be self-isolating due to coronavirus (COVID-19).

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\_\_\_\_\_  
\_\_\_\_\_

**• If you need information,** call Age UK Devon's advice line on 0333 241 2340, 9am to 4pm, Mon - Thurs, 9am - 3pm Fri. Or contact Age UK's free advice line on 0800 169 6565, 8am to 7pm, 365 days a year. Or The Silver line, a free confidential helpline providing information and friendship to older people, open 24 hours a day, every day of the year on 0800 4 70 80 90.

**• If you have a cough, high temperature or shortness of breath** and feel you cannot cope with your symptoms at home, your condition gets worse or your symptoms do not get better after 7 days, please call NHS 111.

**• As a neighbourly volunteer, I am acting independently.** I pledge to not profit from the help I provide you and I will maintain social distancing and take extreme care to keep clean hands to ensure I don't jeopardise our health.

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# Other News

## SSAFA Devon



SSAFA Devon exists to relieve the need, suffering and distress amongst the Armed Forces, veterans and their families in order to support their independence and dignity.

At SSAFA Devon, we are dedicated to helping service personnel, veterans and their families, in the local community. Our network of experienced, non-judgemental and friendly caseworkers are here to provide a variety of practical services that cover a range of emotional, practical and financial issues. We understand the unique demands of service life and are committed to providing support to those in need throughout Devon.

We provide a range of support services to assist with a variety of issues, including addiction, relationship breakdown, debt, homelessness, depression and disability. Many of these problems only become apparent when an individual must leave their life in the Forces and join 'Civvy Street'. SSAFA is committed to helping our brave men and women overcome these issues, whenever and wherever they need us.

SSAFA Devon Client, Jane, contacted us during "lockdown" for assistance with caring for her mother who had served in the Women's Royal Naval Service during the Second World War. Jane's mother is living with Dementia so Jane was looking for help in finding a suitable Care Home and also for Financial Assistance with the care costs.

Our SSAFA Devon Caseworker, Maureen, and Jane identified a suitable Care Home and SSAFA Devon was able to provide an emergency grant to cover the first 2 weeks of funding. Jane's mother moved into the Care Home in June and ongoing care costs are being provided by the Statutory Agencies. Jane is still being supported by Sue who is her telephone befriender.

Jane said:

"It is with heartfelt thanks that I am writing to you to let you know how much your support has meant to me and my mother. Having cared for my mother for eight years I was at my wits end, totally exhausted and feeling utterly isolated. Then along came Sue, Claire and Maureen – it was as though a huge, black engulfing cloud had been lifted. Within days all was being sorted. From the dead ends and general mazes I had travelled before, the path was now clear. I felt like Pilgrim at his journey's end.

Mother is now safe and established in her Care Home and I, after some eight years can now go shopping, swim and do things (even with the restrictions of Covid) that I have been unable to contemplate for years. With the entrance of SSAFA my life has finally begun again. Thank you, thank you, thank you."



Recently, we were awarded the Queen's Award for Voluntary Service (QAVS) which is the equivalent to the MBE and is the highest award given to local volunteer groups across the UK. The award was created in 2002 to celebrate the anniversary of The Queen's coronation. SSAFA Devon is one of the only three SSAFA branches in the country to obtain this award.

We work with a number of local organisations, such as Age UK Devon, to ensure those suffering receive the help and guidance they need in a supportive and timely manner.

We would usually play an active role in the local community and organise events to raise awareness and funds for SSAFA Devon. However, as is the case with many other charities and organisations, our activities have been hit hard by the coronavirus outbreak and lockdown. These uncertain times makes the support we receive from the local people of Devon even more valuable.

The support from the local community is vital in the overall running of SSAFA Devon. Without the generous voluntary support from our caseworkers or the funds raised at local events, we wouldn't be able to provide the service we do to the Armed Forces community here in Devon.



If you would like to find out more, contact SSAFA Devon on **01392 254 611** (Opening times: Monday to Friday 09:00-17:30) or visit [www.ssafa.org.uk/devon](http://www.ssafa.org.uk/devon).





## Stover Country Park Lottery Success

Stover Country Park Local Nature Reserve owned by Devon County Council, has been awarded a £341,000 grant from the National Lottery Heritage Fund for its “Restoring Stover Park” project. Devon County Council has been working in partnership for many years with Stover School, Sibelco Minerals, Imerys, local landowners and statutory organisations to restore the wider Stover Park’s historic and wildlife heritage.

The two-year National Lottery Heritage Fund grant will fund preparations for major projects within Stover Park, in turn informing the second grant application round in 2022 for the project delivery funding.

The main projects covered in this first development phase are:

- Technical surveys for the conservation of James Templer’s eighteenth century stables, the Duke of Somerset’s nineteenth century Gatehouse and the Duke’s Ionic Temple. All are Grade II Listed Buildings, two of which are on the Heritage at Risk Register.
- A feasibility study on the possible restoration of the designed ornamental lake situated below Stover School either side of the ornamental bridge.
- Options and costings will be finalised to remove the toxic silt from Stover Lake to restore it as a healthy fresh-water ecosystem, benefitting a wide range of aquatic plants and animals.
- Ecological and archaeological surveys will be carried out at all historic structures, Stover Lake and silt receptor sites, ornamental lake, site of the extended café and new workshop, and car park extension.
- Develop plans for Stover Park to be sustainable and carbon neutral.
- Investigate the creation and expansion of walking routes throughout Stover Park, linking the Country Park, Heritage Trail and historic buildings and structures.
- Community activities and events will be trialled for all ages and abilities with an emphasis on the historic environment. New educational opportunities will be developed in partnership with Age UK Devon and Action for Children.



Age UK Devon and Stover Country Park have worked together for several years. The Outdoor Activity Club has proved to be a success giving local older people the chance to take part in walks of varying distances, improving fitness levels and wellbeing. Stover Country Park also held an Age UK Devon activity taster day in July 2019 where participants tried out different activities and enjoyed a cream tea. The National Lottery Heritage Funding will enable further partnership opportunities with Age UK Devon such as a ‘Men’s Shed’, facilitating more activities and trialling lunch clubs. For those who find it difficult to access the Country Park at present transport will be provided.

A project team responsible for taking the Restoring Stover Park project forwards will be appointed in the Autumn. Covid-19 has delayed the project however it is hoped with some inventive ideas regarding possibilities involving social distancing the outcomes from the project can all still be achieved.

If the second grant application round is successful in 2022, then the realisation of the Stover Park restoration will be achieved by 2025. Visitors will be able to view all historic buildings and structures, enjoy a larger network of walking routes, observe freshwater species such as dragonflies and waterfowl on the pollution free Stover Lake and restored Ornamental Lake, eat and drink in the new café, enjoy a greater range of guided walks, activities and events, volunteer days and attend workshops on a variety of topics including climate change.

Stover Country Park has seen a marked increase in visitors, with numbers up by over 50% since the lockdown restrictions were lifted, demonstrating how valuable green space is for people to improve their health and wellbeing. By opening areas of Stover Park, presently inaccessible, more visitors will be catered for and given the opportunity to enjoy our heritage, wildlife and environment, while relaxing the pressure on the wildlife of Stover Country Park.

Stover Country Park are interested to hear from you to find out how you feel about the “Restoring Stover Park” project. Therefore if you have any feedback you wish to share please either write to them at Ranger’s Office, Stover Country Park, Newton Abbot, Devon, TQ12 6QG or email them on [stover@devon.gov.uk](mailto:stover@devon.gov.uk).





# 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...

## Better Later Lives

The Better Later Lives project is for people over pension age in Teignbridge and East Devon, who may have experienced a life change and need some support to think about what happens next. Perhaps you have lost a loved one and are wondering how life will be in the future; or you have had a diagnosis of a medical condition and would like to explore how you can live as well as possible. Our co-ordinators can visit you at home, or meet in a local place of your choosing, to help you explore what really matters to you and what steps you would like to take. Perhaps you'd like to find out about things to do locally, or you'd like help to apply for benefit entitlements. Our aim is to help you get more out of later life!

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.

We are particularly interested in supporting people who are feeling lonely and are looking to get more out of life.

If you think this service might be useful for you or someone you know, please get in touch with us to discuss further.





# Outdoor Activity Club



**Become more active in a natural environment,  
improve your fitness and meet others**

**2nd & 4th Monday of every month  
10am–12.30pm**

Join our social club for people over 55 to enjoy a range of outdoor activities, such as walks and learning about the natural environment and wildlife. £3 per session including refreshments.

For more information please call

**0333 241 2340**

email **[info@ageukdevon.co.uk](mailto:info@ageukdevon.co.uk)**

or visit **[www.ageukdevon.co.uk](http://www.ageukdevon.co.uk)**

**Based from  
Stover Country Park  
Newton Abbot  
Devon  
TQ12 6QG**