









A Letter from our CEO



Dear Reader,

Welcome to our latest newsletter.

In these pages you will see the tremendous support given to our vital work in the city by so many people and organisations over

the last year. You will also read about the difference their generosity has made for those people who use our services.

Age UK Exeter is privileged to work with over 300 committed volunteers and this, coupled with the passion of our 100+ staff, means that we can provide opportunities and support to over 1,200 older people in the city each and every week.

From social groups and wellbeing activities to help in the home and dementia support we are all about enabling older people to get the most from life.

The individuals and groups who have been so brilliant in raising funds to support our efforts are intrinsic to the difference we can make. Our thanks and appreciation go to them.

Martyn Rogers

Chief Executive.

An Evening with Angela Rippon

We were delighted to be joined by 80 guests for a fascinating and engaging talk by Angela Rippon in March. The event was sponsored and hosted by Chris Hampton of auctioneers Bearnes Hampton and Littlewood, who provided a welcoming setting along with canapés and fizz. Angela talked about her 50 years in broadcasting and was warm, friendly and highly entertaining.

We were delighted to raise £1,103 from the evening which thoroughly was enjoyed by all.



Keeping **People Safe Cowick Street and**

Sycamores Defibrillators

As a result of a generous donation from local Estate Agent, Fraser and Wheeler we now have a Community Defibrillator at our centre in Cowick Street. Chris Parkes of Fraser and Wheeler said: "It was by attending first aid courses themselves that the directors of Fraser and Wheeler learned first hand of the vital importance of these life saving machines. Many people have lost someone close to them through heart disease and yet these wonderful machines are much too sparsely spread.

There are countless locations in our area where a defibrillator should be found and whilst numbers of them are growing, any efforts to speed up this process are to be welcomed. The directors and staff at Fraser and Wheeler all recognise the importance and need to be involved in the local community and are involved with a number of local organisations. Fraser and Wheeler also believe in the importance of, when it is possible, providing financial help to deserving community needs such as the need for a defibrillator".

Following the kind donation Catherine Calvert, a member of staff at the Age UK Exeter East Exe Day Centre, took it upon herself to raise further funds for a defibrillator to be installed at our Sycamores Centre in Mount Pleasant. Catherine undertook the City to Sea Marathon on 1st September raising over £700. Local supporters, St Thomas Parish Church, St Thomas Emergency Group and friends of Age UK Exeter have paid for the installation of the defibrillators at both centres.

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Age UK Exeter News from Age UK Exeter, Winter 2018 **Contact us:**

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Charity No: 1010973

Pedal Power Thousands raised in memory of John Poustie, described by friends as 'an absolute legend'

£17,000 raised so far!



Over £10,000 was raised for Age UK Exeter's dementia services through the pedal power of the friends of former Exeter Rugby player and much-loved local teacher John Poustie. John was diagnosed with early-onset dementia at the age of 65 and sadly passed away in December 2017. John and his wife Lindsey were supported by Age UK Exeter during his **66** he Was a brilliant teacher and an

inspiration to many **>>**

illness, coming together with other couples also coping with dementia, on the charity's allotment as part of our 'Budding Friends' project. They also attended regular carers support group meetings and then utilised our specialist dementia day care services.

In August, Simon Day, an Exeter Rugby team mate of John's back in the seventies, Ian Cunliffe and Richard Jones cycled from England's northernmost Premiership rugby club, Newcastle Falcons, to Exeter Chief's Sandy Park, raising over £9,000 for our Dementia services. Simon Day said of his friend: "My great friend John was one of the most charismatic people I have ever come across. We shared a house as students, played club and county rugby together, taught for many years at the same school, played squash incredibly competitively and had an unbelievable amount of adventures and laughs. Above all, he made people of any age smile, whatever he was doing, and he was a brilliant teacher and an inspiration to many. In July more friends of John's, Jeremy Newcombe and Steve Arnold, completed the London to Paris Bike Ride in John's memory raising over £2,000.

The two bike rides follow various other activities that have raised funds in John's Memory. Last summer, before John passed away, his friend, Jon Wills, walked over 200 miles to raise funds for the services that John and Lindsey accessed. Exeter School, Exeter Fit Club and others who knew John have all organised fundraising events, raising over £17,000 for us in total!

John is greatly missed by all who knew him. He has left behind a lasting legacy.



Budding Friends Dementia Support Service

Anne and Clive met in 1965 on the dancefloor at Queen Mary College, London University, where Clive was studying for his PhD in Geology. Clive told us that he saw Anne standing with her red-headed friend and decided to ask her to dance rather than her friend who he thought might be a 'bit too fiery'! They danced to Alan Elsdon and his Jazz Band, and as Clive had tickets to see Duke Ellington two weeks later, he asked Anne to go with him.



Anne, who was training to be a nurse at the time, remembers the exact date of their first meeting as it was the evening of Winston Churchill's funeral.



Clive proposed 5 months later, they married in 1966 and had two sons and a daughter who now live in different parts of the country. Clive and Anne moved to Devon in the seventies after living in Yorkshire and Cornwall. Anne was signposted to Age UK Exeter in August this year following Clive's diagnosis of dementia. Since then, we have supported Clive to claim Attendance Allowance and his Council Tax reduction. They have also joined our Budding Friends allotment group, and Anne comes to our monthly carers' group.

Clive reflects that they have always had 'a good life' but his diagnosis of vascular dementia and dementia with Lewy Bodies has made a 'difference' to their lives.

They look forward to meeting up with the Budding Friends group which they feel offers friendship, support and fun. Anne knows that without our carers' support she would feel more isolated and less informed.

They both feel that it is lovely to have a focus each week and they thoroughly enjoy the activities and laughter and being part of the Age UK Exeter family.

Creativity with The Craft Group

Early in the year we were approached by long term supporter Alison Caswell, who was keen to start a fundraising craft group. The Age UK Exeter Craft Group met for the first time in March and now has 21 members. They started by making paper flowers which led to them being invited to take part in Exeter's Chelsea Fringe Festival organised by the British Academy of Floral Art. The group's flowers were on display at St Nicholas Priory. Following the success of the paper flowers they moved on to a range of other products including fairies, wands, knitted flannels, hand bags, cushions, gift tags, wrapping paper and a



range of other seasonal items. Some members, who are keen knitters, were even commissioned to make hats for local shop, Sanchos. The Craft Group have attended a number of community events and run a Christmas pop up shop at Cowick Street. They have their own Facebook Page - just search for Age UK Exeter - Craft Group on Facebook. We are very grateful that they have, so far, raised over £1,000.

Day Care

If you find it hard to get out and about, or have memory difficulties, and are looking for company and enjoyment in a supportive setting then talk to us.

Our specialist day services give a great day out as well as time off for carers. To find out more phone **01392** 202092 or visit us at **www.ageukexeter.org.uk**

Men in Sheds Age UK Exeter started its 'Men in Sheds' project in 2012 due to the lack of activities available to older men in the city



Age UK Exeter started its 'Men in Sheds' project in 2012 due to the lack of activities available to older men in the city. It proved so successful that it won a Nesta National Innovations award a year later. There are now over 70 men involved in the project, many of whom have a range of health and social care needs. Everyone plays a part in refurbishing the tools and garden implements which are so generously donated to us by the public. Shed life provides a real sense of camaraderie and banter for its members. The refurbished tools are sold through the shop which the men run themselves. All money raised goes straight back into the work of Age UK Exeter. The shop is an absolute Aladdin's Cave of tools, old and new, and is well worth a visit if you're looking for a bargain.

Find our shop next door to Exeter **Bus Station on Paris** Street opening hours: 10am – 4pm, Tuesday to Saturday. Our workshop is in Wardrew Road, St Thomas, where the guys also make benches, bird boxes, planters and garden trugs with equipment donated by The Exeter Foundation. We are currently raising funds to improve the workshop facilities and any support would be

greatly appreciated. Donations should be made to Age UK Exeter and marked 'Men in Sheds'. Please see page 17 for information on how to donate.

A pub quiz in May and football match in June were held in memory of much loved Men in Sheds member Robin Davis. These two events along with a collection in his memory, raised £815.

Robin's daughter Claire

told us "Dad loved his weekly visits to Men in Sheds. He loved being one of the lads! He made some great friends there. They helped him both physically and emotionally to cope with his MS"

Who are our Information and Advice Team?

The Age UK Exeter Information and Advice department is made up of manager, Caroline, and a team of 14 highly skilled and dedicated volunteers. They guide clients through a maze of health and social care queries and a myriad of other issues too.

Last year they responded to 3,473 enquiries and helped claim £1,148,500 in benefits for local people and their carers in the city. Recently, Caroline visited Charles and Mary who live in a Park Home in Exeter. The couple, in their 70s, are both unwell and find it difficult to get out. Caroline identified that Charles might be eligible for Attendance Allowance which is a non-means tested benefit and can be a valuable source of income to help pay for additional help.



Caroline is now also assisting them with an application for both this and financial support towards the cost of a new boiler. The work the team does is life-changing and they receive wonderful feedback from everyone they support.

Meet a Trustee: John Cartridge



John is one of our trustees who is making a fantastic contribution to the work of Age UK Exeter. Following a career as a solicitor, John has now been volunteering on the board of trustees for 10 years. As a trustee, John

monitors Age UK Exeter's strategic objectives and ensures the financial security of the charity. As well as undertaking this role, John is an Information and Advice volunteer offering impartial advice on welfare benefits, social care and housing.

John was very grateful for the services Age UK Exeter offered his mother when she was diagnosed with dementia, so understands first-hand how important the work we do is. When asked why he decided to become a volunteer on top of his trustee role, John said he felt the most effective way to learn about the organisation would be to integrate himself into the services we offer. He was interested in using his experience as a solicitor to provide personal services in legal areas to those in need. However, this time the services are free! John enjoys being fully integrated into the organisation, working with a variety of people including other trustees, the management team, other volunteers and of course clients. He says the people at Age UK Exeter are fantastic to work with due to their enthusiastic approach and clear enjoyment of the work they do.

We would like to thank John for his amazing commitment to the charity and are extremely grateful for the support he gives us.

LASTING POWER OF ATTORNEY (LPA)

An LPA is a document that allows you to plan ahead and ensure that someone you trust is legally able to act and make decisions on your behalf, if, in the future, you're not able to do those things for yourself. There are two types of LPA. One covers your money and property, and is called the Property and Financial Affairs LPA. The other one covers your personal and health care and is called the Health and Welfare LPA.

If you want to complete and register an LPA or LPAs, you have several options.

- You could complete the forms yourself online at www.lastingpowerofattorney.service.gov.uk/home.
- You could go to a solicitor and they will complete the documents with you.
- You could use an online LPA service, such as that provided by unforgettable.org.
- You could use Age UK Exeter's LPA service. £200 for one person to complete both LPAs (2 documents) or £300 for a couple to complete both LPAs (4 documents). You will also pay the Office of the Public Guardian registration fee of £82 for each LPA unless you are exempt.



What you can expect from us

- A face to face, personalised service: two appointments with plenty of time to answer your questions and to explain how the process works and what the implications are.
- Competitive fees: we have to cover our costs, but our aim is to make this important service as affordable as we can; including a significant reduction for couples. We will also check if you are eligible for any reduction in the OPG's registration fees
- Clear guidance and checklists, so you know what you need to do at every stage.
- A checking service: we will go through the completed document to ensure that everything has been signed and dated correctly. LPAs that are submitted incorrectly can be revised later, but the OPG will charge for this. In the unlikely event that we make a mistake in checking your document, we will bear the cost of putting it right.
- We do not offer legal advice.

Call Caroline Aird on 01392 202092 or email c.aird@ageukexeter.org.uk to make an appointment or to request a copy of Age UK's factsheet 22 'Arranging for someone to make decisions on your behalf', which gives much more detail about why LPAs are important and how they work.

Our 10k Retro Run finally went ahead on June 17th having been postponed due to snow in March. 450 runners took part on the day, raising over £12,000.

> The annual 10k event is now in its fifth year and the 2019 run is set to be our best yet. After last year's unexpected snow storm wreaking havoc, we have decided to stick with a June run in 2019, in a bid to avoid poor weather.

We have a new theme too - our 2019 event will be a Superhero extravaganza. The run takes place on Father's Day so all superhero Dads will be encouraged to sign up. You don't

409

have to be a Dad though, you can run on behalf or in memory of your very own superhero, male or female!

If the 80s Retro theme made it all the more fun

Iovely route...
friendly marshals...
a race to remember...

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JUNE 16TH 2019



@AgeUKExeter facebook.com/AgeUKExeter

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Finding a Friend

Bill was 85 years old when he approached Age UK Exeter. He had lived alone since 2015, when his wife had to be placed in nursing care as he could no longer manage to look after her at home. He visited her every afternoon. His dedication to his wife meant that the only people he saw during the day were the nursing home staff. As a result he could only see his son, daughter and grandchildren when it was possible. His world shrank in size and he became isolated from the world that he had known with his wife. His mood changed and he became low because of his wife's health

Bill has now become a member of the family having met Janice's husband and children and through spending time socially together.

condition and his loneliness. Sadly his wife passed away and the contact he had with the staff at the home came to an end leaving him without any focus or company.

He contacted Age UK Exeter to see if there was any support available to him and the Voluntary Visiting service was the obvious choice. He felt he needed to have the chance to meet someone he could talk to, share experiences with and feel listened to. Someone who could simply become a new friend.

Our Social Support Co-ordinator, Claire Morse, arranged to meet Bill at his home and talked



Bill with Social support co-ordinator Claire Morse

with him about his life, his career, his hobbies, his likes and his dislikes. It was an opportunity for Claire to understand his situation and personality. She says: "It was my role to find the right voluntary visitor who I thought would be the best person or match for Bill. Luckily it wasn't difficult. I introduced Janice to Bill and two years on they are the best of friends".

Bill has now become one of the family, having met Janice's husband and children, and through spending time socially together.

Janice regards him as a 'grandfather' and really enjoys his company. Bill thinks Janice is the "nicest, kindest person he has ever met"

Bill feels they have a meaningful friendship and is overcome by her genuine concern for him. He now cannot imagine life without her and her family - an extension to his own.

Bill says: "I really look forward to seeing her every week. She is a loving person, she really cares." Janice says "He's like a grandad to me. He's a member of the family now".

Trustee Rachael Goes the Extra Mile

At 2.30 am on a Sunday morning in September, one of our Trustees, Rachael Whitson, set off on an epic challenge to swim the English Channel as part of a four woman relay team. The challenge took Rachael and the rest of Team H2 Oh! ten and a half hours, arriving on UK land at lunchtime on Sunday. Rachael raised over £1,800 for our Social Support Services (which includes matching voluntary visitors with older, isolated people) and Careline, a group of volunteers which make regular calls to housebound, older people to check they are ok and have a chat.



calling all knitters



Easter Trail a Big Success



Following the success of last year's Cowick Street Easter Trail we decided to host it again this year with a 30 creatively named bunnies. Over 100 children searched for the hidden bunnies in Cowick Street shop windows. Everyone who took part received a chocolate bunny, kindly provided by Clear Property and £320 was raised.

Lord Mayor's Charity of the Year



We were honoured to be selected as The Lord Mayor of Exeter's Charity of the Year 2017-2018. Cllr Leslie Robson said she chose Age UK

I knew Age UK Exeter were in real need of some funds and would use the money we raised wisely...

Exeter because "I was very aware of how well it was run and how dedicated the volunteers are. I knew Age UK Exeter were in real need of some funds and would use the money we raised wisely, so for me it was an easy decision."

Over the course of the next 12 months we hosted monthly coffee mornings at the historic Exeter Guildhall and took part in a whole host of events raising a fantastic £23,667! As well as our own events, a number of other Lord Mayor events took place including Exeter Philharmonic Concert, Exeter Symphony Orchestra concert, Lord Mayor's Banquet, a Very Vintage Tea Party and a match day bucket collection at Exeter City FC.



Our year as Lord Mayor's Charity culminated in the annual Simpkins Edward's Really Big Quiz at the Corn Exchange. This event, now in its 15th year, raised an all-time record amount of £9,174. Seventy - three teams battled it out and the champions on the night were 'On Your Marks' from St Mark's Church who collected the Really Big Quiz trophy.

Gala Dinner raises over £3,000!

It was the Age UK Exeter Gala Dinner on Friday 19th October at the Mercure Roguement Hotel in Exeter. Everyone who attended had a wonderful time. We were entertained by Magician, Gary Jones; Jazz singer Annika Skoogh and her band; and DJ Paul Webber who all went down a storm with the guests.



We raised over £3000 on the evening, all of which will go to supporting older people in Exeter. This wouldn't have been possible without the generosity of companies who donated prizes for our auction and raffle. Thank you to everyone who donated and who came along for the evening – see you next year!

Volunteer Long Service Awards



Our AGM this year was a little different. The formal business was followed by our first Long Service Awards Ceremony for our volunteers who have dedicated 5 or more years to volunteering with us. Amazingly some volunteers have been with us for 25 years or more.

The volunteers who attended the presentation represented all areas of the charity including Careline, day services, social and activity groups, the Men in Sheds shop, finance and members of our board of trustees. Between them they have given a whopping 260 years of volunteer service!

We are immensely grateful and honoured to have so many volunteers who continue to work with us for such long periods of time. In fact our current team of volunteers have altogether dedicated over 1,200 years of volunteer service.

Our Year in Numbers

3,473 I&A enquiries answered 70

each week

0,496 Service places

places a week

\$3,500 befriending visits

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Careline calls to

people living alone



What is Big Eat Exeter?

#BigEatExeter is a local fundraising initiative created by Age UK Exeter.

#BigEatExeter can involve anything from a simple supper club with friends to a bake sale. It is a series of events run by you and others, across the city to raise money to help combat loneliness in Exeter.

"Sharing food nurtures more than our physical body. It feeds our friendships, bolsters our bonds and nourishes our sense of community - those factors are vital to our happiness"

(Meik Wiking - The little book of Lykke).

#BIGEATEXETER

See our website for more information

@AGEUKEXETER У 🗗 🥥 01392 202 092 FUNDRAISING@AGEUKEXETER.ORG.UK WWW.AGEUKEXETER.ORG.UK

Enabling and Home Help

Independence. Choice. Support. for the over 50s Call 01392 455606 www.ageukexeter.org.uk Help with: Shopping Paperwork Bills Appointments Carer Respite Sitting Service Getting Out Cleaning Errands Solving Problems Social Visits & Outings and lots more!

carers of

people with dementia

supported



Where your money goes



Start making a difference today

Please help us to sustain our vital services for older people across Exeter.



Make a donation

You can send us a cheque made payable to **AGE UK EXETER** addressed to **Age UK Exeter, 138 Cowick Street, St Thomas, Exeter EX4 1HS**. If you want to make your donation go further, please complete the Gift Aid declaration below and include this page with your donation.

I enclose £.....as a donation to Age UK Exeter

By signing below I confirm that I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Exeter. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.



Set up a Direct Debit

If you would like to make a regular donation to us you can set up a Direct Debit. Fill in your details above, tick this box and return this page to us and we will send you a Direct Debit form to complete.

Signed...... Dated.....

Alternativly you can download a Direct Debit form from our website at **www.ageuk.org.uk/exeter/get-involved/donate**



Donate via our Website

Go to www.ageuk.org.uk/exeter and click on

Please Donate



Leave us a gift in your Will

Your thoughtfulness and generosity in supporting our work through a bequest could make a lasting difference to the lives of older people in Exeter.

Thank you!

We have been overwhelmed by the support we have received this year. Just some of the businesses and individuals who have contributed are:



Sainsbury's Pinhoe named us as their Charity of the Year 17-18, raising £4,937

Co-operative Community Fund raised £5,029.51 for our Dementia Carers Support project

Kitsons Wills event raised £1,770

Gallery at 36 raised £358 for our Budding Friends project

Cartridges Law continue to support Budding Friends and prepare the allotment for the season

Stephens Scown provide ongoing support and are wonderful Big Knitters!

Crosse and Crosse sponsored our Volunteers Party

Clear Property supported the Eater Trail, Halloween Fun Run and held a cake sale.

Pi Society regularly donate a proportion of their membership fees

LV donated £1,254 from their Pennies from Heaven scheme

Mary Dinham organised The Barnfield Music Club Showcase raising £810

Penny Briggs organised a Variety Show raising £1,000

Graham Madge ran a pub quiz in memory of his mother raising £300

Karen Brooks raised £202 through her Children's Clothes Sale.

Catherine Calvert raised £700 for the Sycamores defibrillator

Lynette Ferrari took on the Three Peaks Challenge raising £400





Emily Hurford completed the Great West Run raising £300

Exeter Literary Festival ran a short story competition raising £100.

Rugby Car Parkers who have marshalled in all weathers. Exeter Foundation presented us with £6,875 for all their hard work.

Various Community organisations have donated: St. Thomas WI, Moose International 283, St Thomas Parish Church, Exeter City Community Trust and The Exeteers.

Thanks to all the other people who have donated or raised money in memory of a loved one, pledged legacies or come and supported one of our events. You make such a difference.





4 April An Audience with Steve Knightly

- 8-18 April Cowick Street Easter Trail
- 19 May Exeter Marathon
- 16 June 10K Superhero Run
- 4 October Gala Dinner

From Age UK Exeter

13 October Exeter's Great West Run

Join the Taskforce

The Taskforce is a group of volunteers who help out at our events. Some Taskforce members also volunteer in other Age UK Exeter services while some help on an adhoc basis. The Taskforce is designed to suit everyone, regardless of how much time they have to spare.

If you would like to join the Taskforce or find out more contact us at fundraising@ageukexeter.org.uk

VOLUNTEER WITH US



If you'd like to make a difference to the lives of older people in Exeter, we've lots of opportunities.

Find out more by visiting us at www.ageuk.org/exeter/ getinvolved/volunteering or call us on 01392 202092