



Welcome to our quarterly newsletter, the **Word**.

We hope to keep you informed of all our news, activities and services. Please do follow us on social media and share our posts.



If you have any suggestions for future issues please contact Jenny on:

Tel:
020 7386 9085

Email:
jenny@ageukhf.org.uk

Welcome to our Winter Newsletter!

As 2019 draws to a close, we are excited to share with you a round-up of what we've been up to.

Our Winter Newsletter has taken on a festive theme this year with 12 articles for you including:

- Chair's Notes
- Two Splendid Sponsors
- Three Terrific Talks
- Four Free Information and Advice Services
- Five Festive Dates
- Six Changing Faces
- Seven Reasons to be a Volunteer
- Eight Ways You've Made a Difference
- Nine Ways to Help Achieve our Vision
- Ten Painters Painting
- At the Eleventh Hour: The Poppy
- The 12 Apps of Christmas

It's been a busy year. We have welcomed aboard new staff and trustees, our Digital Inclusion team have become a key part of the many activities and services we offer, and we continue to benefit from the tremendous

Christmas Opening

Greyhound Rd Activity Centre:

Closed from: 1pm Tue 24th Dec
We reopen from: Friday 3rd Jan

Charity Shop:

Closed from: 1pm Tue 24th Dec
We reopen from: Thurs 2nd Jan

input of our sponsors, volunteers and other supporters.

We will be taking a break to recharge batteries, with the Activity Centre and Charity Shop closing at 1pm on Tue 24th Dec. But we will be open again for business early in the New Year (see above).

We wish you all a happy and peaceful time over the holidays and look forward to catching up again in January 2020!



Chair's Notes

One Good Turn.

Guess which is the most generous country in the world? The country which can be called 'the most charitable nation'?

No, I'm afraid it's not the UK, although we are at a very respectable Number 6 (out of 146 countries).

How about Australia – or New Zealand? They're generous people, aren't they?! Or even the US?

No, it's actually Indonesia. I bet you didn't guess that. It's largely because of a high take up for faith-based donations.

The 2018 Charities Aid Foundation (CAF) ranking on which this is based used a mix of people's donations of time and money and their tendency to help a stranger. So, to keep the UK up in the top 10, we hope you will consider making a 'donation' this Christmas. But we're not



Robin Fawcett – Chair of Trustees

just talking about money (extremely grateful though we are for this). Here are some ways you can help us make life better for those we serve:

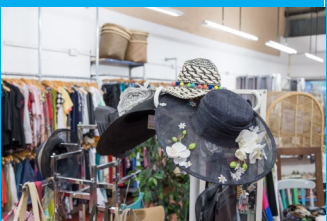
- Donate clothes or household items to our Shepherds Bush charity shop
- Mention us in your will: leave a legacy
- Give some of your time: we need volunteers to help at Greyhound Road and at the Charity Shop.

The fact is that Age UK Hammersmith & Fulham relies on donations, gifts and legacies to help fund the multitude of activities we offer. Please do give us a call if you'd like to help.

Visit our
Charity Shop:

Unit 21, West
12 Shopping
Centre
Shepherd's
Bush Green
W12 8PP.

Our shop's
opening
times are:
Monday to
Saturday
10am – 6pm.
Sunday
11am – 5pm.



Two Splendid Sponsors

"There is no power for change greater than a community discovering what it cares about," according to American theorist and writer, Meg Wheatley.

At Age UK H&F we are extremely fortunate that our local business community demonstrates, time and again, that it cares for the work we do through its ongoing energy, enthusiasm and creativity.



Helping our garden look its best

In September, we were pleased to welcome 15 enthusiastic volunteers from Thomsons Online Benefits. The team were among 83 who gave up their time during their 'Pay It Forward' charity week.

The volunteers worked tirelessly throughout the day to help make the centre look and feel brighter and more user-friendly. The long list of

tasks included decluttering, cleaning, weeding and painting as well as cooking, serving and enjoying a hearty beef casserole with the service users. Garden volunteer James said *"It's a great opportunity to pay it forward – for just a day of your time, it makes such a difference to older people."* Super organizer Jo echoed the sentiment, stating *"If this is the only chance older people get to talk to anyone in a day, I'm honoured to be that person."*

Thank you so much to all the Thomsons employees who volunteered their time and made a difference!



Corporate Partnerships

Could your organisation help make a difference? Contact us to find out how you can help transform the lives of older people.

If you want to talk to us about how you could help:

**Tel:
0207 386 9085**

**Email:
emily@ageukhf.org.uk**

We'd love to hear from you!



Reaching out to the community

In September we also welcomed an enthusiastic team of volunteers from Santander.

The group travelled across the borough visiting GP surgeries, sheltered housing blocks, libraries and other places across the community to share our leaflets and posters.

This really helps raise awareness about our activities and services,

ensuring that more people are aware of what we do. Jenny from Age UK H&F said *"Thank you so much for helping us with the leaflet drop across the borough! It's so important that people know there's a warm, friendly place where they can come for a cup of tea, to meet others or to get support."*

The team from Santander said: *"We had a great time and it was a nice opportunity to meet with people around the vicinity and interact with them. Thank you."*

**If you'd like to find out about corporate volunteering then contact Emily on:
emily@ageukhf.org.uk**





Kevin who attends the Love Music Group on Tuesday afternoons says he gets “great joy out of meeting all the people. They’re a happy crowd and we all get on well.”

Join Love Music running 2pm-3.30pm every Tuesday afternoon.



Three Terrific Talks

Variety is said to be the spice of life; offering a little flavour and colour to enliven and energise! Well, this autumn a little spice was most definitely added to some drizzly Wednesday afternoons by a series of fabulous talks at our Activity Centre on Greyhound Road.

The topics are eclectic, ranging from legal advice to local history and a talk by the president of the Ghost Club! Of the many which have enthralled us, here is a snapshot of three which illustrate what’s covered.

Wartime Photography: In October we were visited by a serving Police Officer and Police Historian who provided an insight into the amazing life and work of wartime photographer, Fred Tibbs.

City of London Police: Later in the month we were visited by a former City of London Police Officer who spoke about how the service has changed, in terms of threats it has to face and in its day to day policing. He spoke of the late night “beats”, the “old” city with its narrow lanes and the sense of the city’s unique “mystique”.

Grow Well Gardening Project: In November we

were delighted to welcome Katie from the Grow Well gardening project who spoke about the work they do in our Borough, providing therapeutic gardening sessions to help people build confidence.

In Peter’s words, we are very lucky to have these talks as they are “*delivered by informed and passionate people who know their subject intimately*”. For example, the talk about Fred Tibbs was “*a moving portrait*” of the destruction of London’s historic heart, “*brought to life in a series of wonderful black and white photographs.*”

We are currently working on a programme of dates for the New Year which will be released shortly. Keep an eye on our website and on noticeboards at the Activity Centre for further information.

So come along and add a pinch of spice to your Wednesday afternoons!

Talks are FREE and start at 1.45pm at:
Age UK Hammersmith and Fulham,
105 Greyhound Road,
W6 8NJ



Four Free Advice Services

Making life's important decisions can be difficult, especially if you have to do so on your own. At Age UK H&F we can support you when it comes to life's challenging subjects such as benefits, later life care, tax, wills and probate.

We offer FREE professional advice at 105 Greyhound Rd:

Wills & Power of Attorney:

15 min appointments on Fridays. Professional help and advice from the Probate and Wills Service.

Tax: Advice about any tax concerns or queries with Tax Help for Older People, a charity providing free, expert advice about tax

problems. To make an appointment, call them directly on 01308 488 066.

Care and Support Needs:

Advice about home adaptations, help from the Local Authority, or care and support needs from Lawstop. Private consultations of 20 mins, on the last Friday of each month, 11am-1pm.

Age UK H&F - Information and Advice:

Mon–Wed, 10am to 4pm, offers information and advice on: social care; your income; or housing. To book call: 0207 386 9085



FIVE FESTIVE DATES

To find out more about our upcoming events contact us on:
020 7386 9085



Five Festive Dates

Tuesday 3rd Dec Deck the Halls

Festive Decorating

Come along and share in this traditional preparation for Christmas as Greyhound Rd puts on its festive face. All Welcome!

Thurs 12th Dec 4pm-8.30pm

Volunteer Xmas Party

A celebration to say thank you to our volunteers for their hard work and dedication over the past year. To book call: 020 7386 9085

Tues 17th Dec 12pm Client Christmas lunch

3 course roast dinner lunch. Tickets £8
To book call:
020 7386 9085

Tues 17th Dec, 2pm Annual General Meeting

Clients, staff, volunteers and friends welcome to observe the meeting or join in 'any other business' Refreshments provided. All welcome!

Wed 18th Dec, 11-3pm Digital Day & Social Event

Celebration for our Local and Vocal Hub. Contact Sharon on sharon@ageukhf.org.uk

All events taking place at:
Age UK H&F
105 Greyhound Rd
W6 8NJ





Six Changing Faces

Hello to....

Liz Baran, Trustee

Liz hopes her new role as trustee will enable her to draw on skills derived from many years working in IT and HR worldwide. Her long-standing interest in this area comes from visiting older people since her school years: *"It has always been a thread in my life."* Having taught her mum, now in her nineties, to use a tablet and mobile phone, Liz understands the importance of *"keeping people in touch and making them less lonely"*. Liz is excited about her new role: *"Being an Age UK trustee was top of my wish list and I hope my passion comes across."*



Liz Baran
Trustee



Emily Cook
Volunteer
Coordinator



Elleni Messele
Project
Administrator



Elleni Messele, Project Administrator

Elleni joined the Digital Inclusion Team after previously working as an Information Technology (IT) support volunteer and trainer. Her role is to prepare and present data to enable the Team to help older people access digital technologies. The project aims to promote older people's independence in the use of phones, tablets and computers. Elleni says: *"I'm looking forward to the project reaching out to the whole Borough."*

Goodbye to....

Aileen Bremner, former Volunteer Coordinator.

We would like to take this opportunity to offer Aileen our thanks for her years of service with Age UK H&F and our best wishes for the future.

Roger Lintern, former Chair of Trustees

Our thanks go to Roger for bringing his considerable skills to this role for 12 years and for his invaluable input into all of our activities.

Janet Heath, Trustee

Our thanks also go to Janet for her many constructive contributions and her consistently valuable support of our activities and work.



Seven Reasons to be a Volunteer

Volunteers are our lifeblood. They come for many reasons, with a wide range of skills and for differing lengths of time.

Lili was only able to volunteer with us for a few months before her path took her on an exciting trip travelling through France, Spain and beyond! However, in that short time she volunteered as a Digital Champion, helping people to connect with the digital world through their computer, tablet or phone. She hopes to continue volunteering as a Digital Champion when she returns in June 2020.

Lili describes how she came to volunteering because she had always loved working alongside older people, describing it as *“an addiction, it’s fun and very rewarding.”* Lili explains that the joy of volunteering is being able to

“share your knowledge and a little bit of your time,” adding that for each hour you give you are *“getting back 100 times more”*.

Seven great reasons for volunteering, according to Lili and many of our volunteers, can be summarised in this way:

Do you think you could



It’s fun

It’s rewarding

It cheers people up

It gives you confidence

It’s a way to show you care

It helps you get back into work

It slows the pace in our busy lives

spare a few hours a week to give a little and get so much back?

Contact:
emily@ageukhf.org.uk to see how you could help.

Could you help support Age UK H&F and volunteer in one of our key volunteer roles?



Do you have a few hours a week spare to volunteer?

Volunteer Roles

- Volunteer Trustee
- Volunteer Cook
- Volunteer Shopping Escort
- Volunteer Digital Champion
- Volunteer Marketing Assistant
- Charity Shop Volunteer

Contact us on:
Tel:
0207 386 9085

Email:
emily@ageukhf.org.uk



Eight Ways You've Made a Difference



We want to say thank you to all our AMAZING volunteers who've supported us this year.

Your enthusiasm, energy and dedication is inspiring.

THANK YOU!!



Throughout the year your donations, the dedication of our staff, the guidance of our trustees, the generosity of our volunteers plus the energy and enthusiasm of our sponsors have combined to produce lasting impacts on the lives of older people in our Borough.

Here are just a few ways in which you have made a difference...

Joyce uses the Shopping Service *"They're very helpful. They help people on and off the bus and it takes the burden off you. It's a wonderful thing."*

Jane attends the Let's Paint Group on Mondays Joining the group has *"put me on a lovely pathway rather than a pathway to depression. Now I love my Mondays."*

Michael has used the Information & Advice Service The service has helped him understand about the services available to him, which has given him confidence to *"do things in the right way"*.

Madeline values the support of the Digital Champions and feels she is *"able to do many more things*

online."

Charles went on the trip to Kew Gardens supported by L'Oréal *"The trip was wonderful. They couldn't have done more for us. It was amazing and we'd love to do it again!"*

Samuel attends the Cyber Café He praises *"the friendliness of the staff"* who make you feel *"you are always welcome."*

Felicity attends the Love Music Group on Tuesday afternoons *"Music is healing and it cheers you up. When I leave here I feel happy."*

Margaret attends the Sewing Club on Friday mornings *"The company of the others is fantastic, we laugh, joke and no-one takes anybody too seriously, which has allowed me to build long-time friends."*

Thank you for your amazing support in helping us to make a real difference to older people's lives in Hammersmith & Fulham.



Nine Ways to Help Achieve our Vision

Generosity can be measured not only by the money we are able to donate, but also by how prepared we are to give up our time and our willingness to help someone we don't know. Age UK's vision is to make the UK a great place to grow older. There are many ways you can help us achieve this.

Volunteer

Join our great team



Fundraise

Get active



Get Colleagues Involved

Become a sponsor



Support our Shop

Visit us or donate



Make a Donation

See page 14 (the back page) for ways to donate

[Please Donate](#)

Bring Along a Friend

Share the fun!



Bring Along a Friend!

Do you know someone who might like to join one of our activities or stay for lunch?

Please do spread the word or bring along a friend.

Social Media

"Like" and "share" our posts



Read All About It!

Subscribe to our newsletter



Support us through Amazon Smile

Select Age UK Hammersmith & Fulham



Natalie's Story:

"I was keen to support a charity in my local community. I applied for a role to volunteer and someone got back to me within 24 hours. Given my experience, I felt that supporting on Social Media and Fundraising would most closely match my skills.

You can really make a difference here in a number of ways, from fundraising, IT support or gardening through to helping out in the kitchens to provide a hot breakfast or lunch. Many people don't realise that there is such a wide range of volunteer opportunities available to them.

If you have a little time to spare, I would recommend you take a few minutes to check out the Age UK H&F website. I have been so impressed by the amount of support they are giving to their local community, the commitment of the staff and the number of volunteers who help ensure quality services are delivered."





Ten Painters Painting

Fallen leaves of every variety, shade and hue lie scattered about the tables. There is a quiet hum and buzz of chatter as people settle to work with paints and brushes. The scent of coffee is in the air and a sense of purpose is on every face. The atmosphere in the Let's Paint Group is relaxed but focused. An early autumn trip to Kew Gardens has provided inspiration for the group who are now busy turning nature's spectacular annual show into colourful artworks.

Let's Paint is open to all, from complete beginners to more experienced painters. Jane was made redundant in April 2019, after almost 30 years working for the same organisation. *"I was shocked,"* says Jane. *"It knocked my socks off."* She came along to Age UK H&F for advice about her pension and, while in the Activity Centre, saw the artists at work and plucked up the courage to join them.

Despite having never previously picked up a paintbrush, Jane discovered that she absolutely loved it and has since encouraged other friends to come along. She is in no doubt as to how important the group has been for her, saying: *"it has put me*

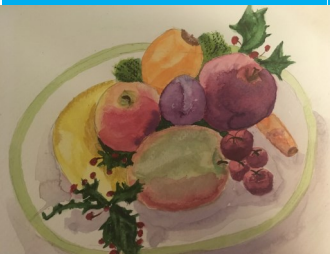
on a lovely pathway rather than a pathway to depression. Now I love my Mondays."

The group is run by local artist Lorna who, although she has no formal training or qualifications in art, has been drawing and painting for as long as she can remember. Her volunteering at Age UK H&F started after recovering from an operation, when she felt the need to *"give something back to the community."* Lorna decided to share her talent for painting with others and so the Let's Paint Group at Greyhound Road was formed.

Under Lorna's guidance and gentle instruction, the group is a warm and welcoming space. Each week Lorna brings in materials from home or suggests a theme that people can choose to work to, tailoring the classes to suit people's individual preferences, while also encouraging everyone to try new things and develop their skills.

This FREE group runs every Monday between 12pm-2pm at 105 Greyhound Rd.

Bring along your own materials or just pop in.





At the Eleventh Hour: The Poppy



Heather's painting created at the art group

At 11am on the 11th November, many of us took a momentary pause from the business of daily life to remember the people who have lost their lives in different conflicts around the world. You may also have reflected on the importance of finding ways to promote peace at a local, national and global level. The poppy has come to symbolize our act of remembrance on the 11th hour of the 11th day for many years; it is a worthy occupant of that role.

Not only is the poppy vibrant and resonant of the act of remembrance, but it is a plant known for its great resilience, growing on the more barren soil that other

plants turn their backs on. It also has the ability to lie dormant as a seed for many years before springing back to life again. What is more, it has the unfailing ability to create in us a small surge of optimism as it waves bravely in the breezes of summer.

As we approach the season of winter and upcoming bank holidays, perhaps we could let the poppy act as a reminder of the beautiful fragility of life, the importance of friendship and the perseverance we sometimes need to stay upright when the winds blow.

Age UK H&F is here to help if things are tough or when times are lonely. Rooted in our community, we strive to create a better world that we are all an equal part of.



Our Services:

- Shopping Service
- Information & Advice
- Footcare
- InTouch Befriending
- Practical Help & Gardening
- Digital Skills

Contact us to find out more:

0207 386 9085

Email:
info@ageukhf.org.uk



Visit us at:

**105 Greyhound Rd
W6 8NJ**

**We are open
Mon-Fri 10am-4pm**





The 12 Apps of Christmas



Would you like to learn more about the apps you can get on your phone?

Book in for a free 1-2-1 session with our Digital Champions

Call us on:
0207 386 9085

Or email:
digital@ageukhf.org.uk



Google Translate

Easy to use translation app. Over 100 languages available. Type or talk in to your device and it will translate as you do so. Hold your device's camera up to words in a foreign language and it will show you an automatic translation on the screen.

NHS Health Help Now

Find the right treatment if you are unwell, whatever the time, wherever you are. It lists common symptoms, offers suggestions for treatment, and shows you to the relevant nearby health and care services and their opening hours.

Pill Reminder and Medication Tracker by Medisafe

Award-winning pill reminder and medication tracker. Take control of your medication management with this free app – and never miss another med.

Stitch

Here's Stitch, an app which helps older people date, find companions, travel and enjoy hobbies together.

FixMyStreet

Users can report local faults and then send them directly to the council. Report problems like potholes, broken drains, graffiti, fly-tipping and much more directly to your local council. You can add photos from your phone's camera or gallery too.

Seizario

Originally designed for the Epilepsy community. It monitors the phone movement and attempts to detect convulsions associated with tonic clonic seizures, and different types of falls. No wearable device or hardware is needed (except for the phone).

WhatsApp

The world's largest messaging app. It allows you to share messages, pictures, videos and more with either one person, or multiple people at once in a 'group chat'. It allows you to make free video/phone calls with anyone, all you need is an internet connection.

CityMapper

Transport app, built for commuters. This journey planner combines all major transport modes to find the best route. All in real-time, including bus and train times and disruptions.

Uber

Uber have transformed the way the world gets a taxi. Simply tell the app where you are (or use the inbuilt location finder to do it for you), and where you're going. The app will give you an estimate of how much the fare will cost, how long until your ride arrives, and more.

Google Maps

It's essentially a digital atlas in your pocket or bag, with information on locations across the world, public transport routes, road, railway and more. It allows you to navigate between A and B quickly and efficiently with step-by-step directions and see live departures of buses and trains.

VoucherCodes

The internet age has meant companies must compete aggressively for our cash, with vouchers and discounts being one of the best ways to do it. VoucherCodes can use your location to view deals nearby, for example 20% off your food bill at a nearby restaurant.



FaceApp

Finally, a bit of FUN! A state-of-the-art photo-editor. Get magazine cover quality for any selfie. Have fun with gender swap, hair styling and other free amazing transformations.

Disclaimer: The information contained in this article is for general guidance only. While we have made every attempt to ensure that the information has been obtained from reliable sources, the use of apps and information detailed in this article is at your own risk.

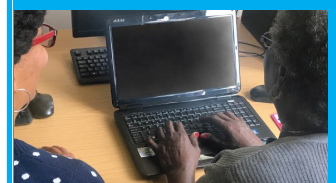


Could you help
teach digital
skills?

Volunteer as a
Digital
Champion and
help teach
someone how
to use their
mobile phone,
tablet or laptop.

To apply call us
on:
0207 386 9085

Or email:
digital@ageukhf.org.uk



Could you make a donation to Age UK H&F?



Payroll Giving: Donate directly from a salary or pension. Speak to Dawn on 020 7386 9085 for more information or check the website.

Support our Shop: Donate items or find a bargain! Call us on 020 8749 9888 or look on our website for more details.



Thank you to all our supporters! We are so grateful for all donations, both large and small.

Opening Hours

Activity Centre:

Mon – Fri
10am – 4pm

Charity Shop:

Mon - Sat
10am – 6pm
Sun 11am - 5pm

Age UK Hammersmith and Fulham.

Registered Office: 105 Greyhound Road, London, W6 8NJ.

Registered Company Limited by Guarantee and without Share Capital number 01685692.

Registered Charity number 289124.

Both registrations in England & Wales.

Age UK Hammersmith and Fulham is partly funded by the London Borough of Hammersmith & Fulham and is supported by donations from the public, income from our charity shop, and some charitable grants.

We rely on you!
There are many ways you can donate and help us to support older people in Hammersmith and Fulham.

Online: Through our Just Giving page:
www.justgiving.com/ageukhf

By Cheque: Payable to “Age UK Hammersmith and Fulham” and sent to our postal address.

Leave a Legacy: If you'd like more information then contact Dawn on 020 7386 9085 for more info.

Age UK Hammersmith & Fulham

Website: <https://www.ageuk.org.uk/hammersmithandfulham/>

Social Media



Facebook: [@AgeUKHF](https://www.facebook.com/ageukhf)



Instagram: [@AgeUKHF](https://www.instagram.com/ageukhf)



Twitter: [@AgeUKHF](https://twitter.com/ageukhf)



LinkedIn: [Age UK Hammersmith and Fulham](https://www.linkedin.com/company/age-uk-hammersmith-and-fulham)

Activity Centre: 105

Greyhound Road, W6 8NJ

Phone: 020 7386 9085

Email: info@ageukhf.org.uk

Charity shop: Unit 21, West 12 Shopping Centre, Shepherd's Bush Green, W12 8PP