



agematters

Issue 39 Winter 2015

Celebrating Volunteers

Meet Trustee

Derek Skingle

Pat and Anne's 25 Years
of volunteering

Friends and fun

At our 10 to 3 Clubs

Information and Advice

Happy 5th Birthday

Help in the Home

Mid and North Herts

Fabulous fundraisers

St Catherine's School
and Carpenders Care

Pension Scams

How to avoid them



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**Hertfordshire
ageUK**

Calls may be recorded for quality, monitoring and training purposes.

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Age UK Hertfordshire Information and Advice Tel: 0300 345 3446

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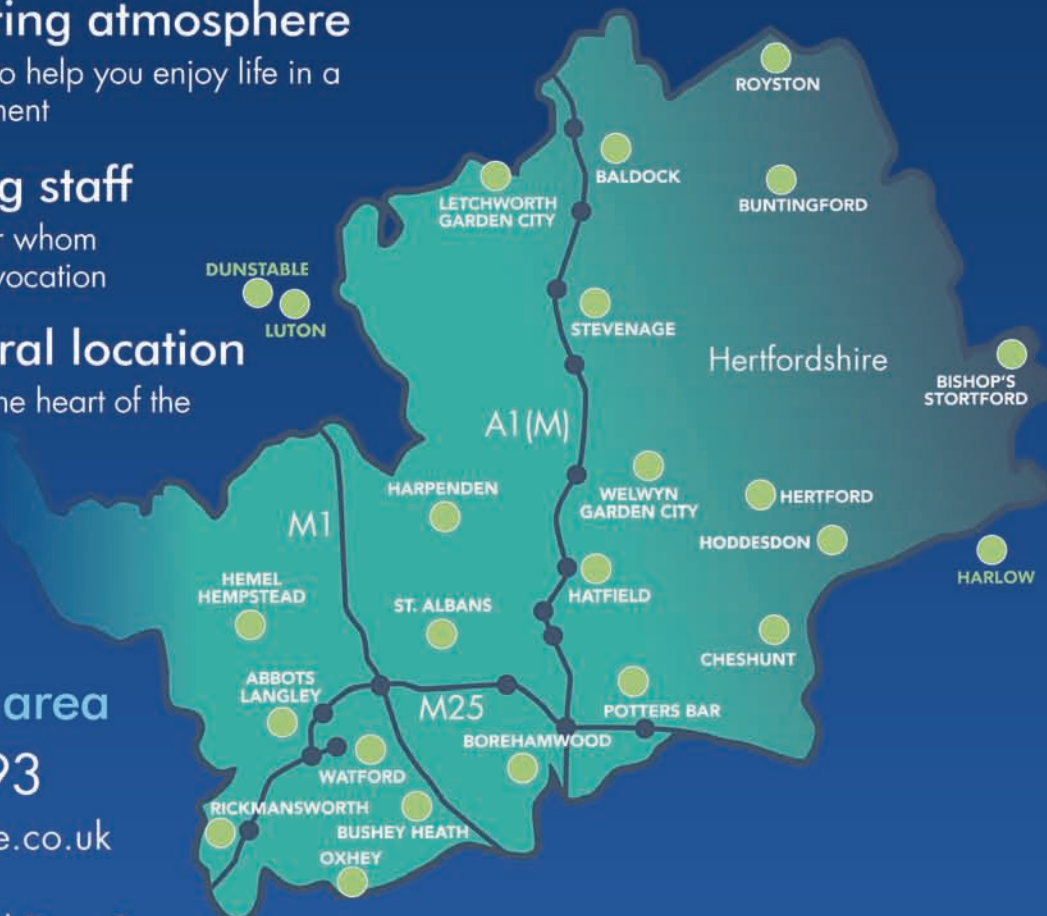
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Welcome

Why volunteer, and why become a Trustee with Age UK Hertfordshire?



It has been said by some that the way a community cares for its sick and its older people, defines us as a community and as a society.

As a volunteer, the personal satisfaction and fulfilment I get from volunteering, is easily defined.

As both a volunteer for the Visiting Scheme, and also as a Trustee, my satisfaction and fulfilment is that I not only actively participate with the older community, but I also have the ability to be part of the shaping of policy and values within Age UK Hertfordshire.

Volunteers support the charity in a variety of roles within Age UK Hertfordshire. One of the lesser known volunteer roles is that of a Trustee who sits on the organisation's Board of Trustees.

The Chief Executive and Senior Management Team report to the Board of Trustees, which is comprised entirely of volunteers, who are intentionally diverse as a group. Operationally, the Senior Management Team deal with the day to day management of Age UK Hertfordshire, and the Board of Trustees oversee this and work with the Chief Executive, offering guidance and support.

The Board is responsible for establishing the essential mission of the organisation. They are also responsible for guarding its vision, values and finances.

The Age UK Hertfordshire Board is comprised of a Chair, Vice Chair and other trustees, who also sit on various sub-groups/committees that cover Scrutiny and Audit, Health and Wellbeing and Fundraising and Marketing. The Board comes together, along with the Senior Management Team, four times a year and also an Annual General Meeting is held once a year. Sub groups/committees meet around three times a year, with policies being approved at Board level.

Potential Trustees apply for the role and undergo interviews, and also a selection process to ensure suitability. It is vital that the Board is seen to be as diverse as possible, with people from various backgrounds and walks of life being represented. As a Trustee representing the 500+ volunteers in Age UK Hertfordshire, my role also provides a voice supporting the views of other volunteers, at Board level.

Derek Skingle

Vice Chair, Board of Trustees

If you would like to volunteer for Age UK Hertfordshire contact our Volunteering Team
Tel: 01707 386060. For information about becoming a Trustee please call Dr Jan Gough, Acting Chief Executive on **Tel: 01707 323272**

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From the Editor

It is winter and the nights are drawing in. The hedgerows are dotted with red berries and our gardens are full of colourful birds.

In this bright new issue we're celebrating volunteering. Derek Skingle, who is on our front cover, gets great satisfaction from his role as a Visiting Scheme Volunteer and fulfilling the vitally important function of Trustee. We meet Pat and Anne who have volunteered for Age UK Hertfordshire for an impressive 25 years! Pat has enjoyed assisting clients at our 10 to 3 Club in Codicote whilst Anne, a Visiting Scheme Volunteer, has helped countless older people feel less lonely. Jan Gough, Acting Chief Executive, adds "I am very proud that our organisation attracts and retains so many wonderful volunteers like Pat and Anne, who contribute so much to the success of the charity. Many congratulations to you both on such a brilliant achievement." Michael Freeman, another of our

volunteers, has researched an excellent article on the subject of Pension Scams. It includes some useful tips on how to protect your money.

Vicky Kelly, Head of Active Ageing, introduces us to members of the Healthwise Steering Group who are helping to ensure our clients get the very best from this service. Our Information and Advice Service welcome two new and enthusiastic members to their Team and discuss the support they offer. We have a wealth of stories about how our services are benefiting older people and how we are working with organisations to ensure that our clients get the best support available.

So keep warm and well and enjoy another brilliant issue of your favourite magazine.

agematters winter 2015 – bright as a berry.

Alison Smith Editor

Tel: 01707 386070 Email: publicity@ageukherts.org.uk





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Gifts in Wills – support for your local charity

Phil Martin, Head of Business Support, discusses how you can do something amazing

It's a common misconception that only the rich and famous leave money to charity after they're gone. The reality is that without gifts left in Wills by people like you and I, the charities that we know and love may not exist.

Leaving a gift in your Will is a wonderful and positive way to leave a lasting legacy and to support a charity close to your heart. There are a number of different ways to leave a gift in your Will and we explain some of the most commonly used terms below.

A residuary gift

The amount of money that is left in your estate after all debts, expenses and taxes have been paid, and after any pecuniary and specific legacies that are included in your Will have been distributed, is known as the residuary estate (from the word residue). Therefore a gift of the total (or a proportion) of your residuary estate, is called a 'residuary gift'. This is often the preferred way of defining a legacy because it is the easiest way of making sure that all of your estate passes to your chosen beneficiaries.

A pecuniary gift

Leaving a specified amount to a specific beneficiary is known as a pecuniary gift. The value of pecuniary gifts will decrease over time, as the cost of living increases.

A specific gift of an item or asset

You may have something valuable that you would like to gift in your Will, such as items of jewellery, shares or even a property and these can be specifically gifted to a beneficiary in your Will.

Did you know?

- There are now 14.9 million people aged 60 or over in the UK¹
- The number of people aged 60 or over is expected to pass the 20 million mark by 2030²



- Nearly one in five people currently in the UK will live to see their 100th birthday³

While it is great news that people are living longer, it does also increase the amount of older people that might face isolation and loneliness in the future. After you have remembered those closest to you such as family and friends, please consider leaving Age UK Hertfordshire a residuary or pecuniary gift from your remaining estate. A gift in your Will to Age UK Hertfordshire will help us to continue to provide vital support to older people throughout the county and help isolated older people to live more active lifestyles and maintain their independence.

So, you don't have to be rich and famous to make a difference, we can all do something amazing for our local community, by remembering Age UK Hertfordshire when making a Will.

Please contact Wendy, Carole or Phil in our Legacy Team if you would like to discuss leaving a gift in your Will to Age UK Hertfordshire.
Tel: 01923 252947
Email: legacy@ageukherts.org.uk

¹ Mid-2014 Population Estimates UK Office for National Statistics, 2015

² National population projections, 2012-based, Office for National Statistics, 2013

³ Department of Work and Pension estimate based on ONS population projections, DWP press release, 30 December 2010

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WD18 0PL

Open: Weekdays 9am-3.30pm

Or call **01923 252947**

Please quote reference **AMT020AC**



Pupils give fundraising the thumbs up

Phil Martin, Head of Business Support reports on the latest fundraising activities in aid of Age UK Hertfordshire



Playing ball for charity –
St Catherine's (C of E)
School football team

all about their busy year of fundraising. Derek Skingle said “I was really impressed with the enthusiasm of all of the students and enjoyed hearing about what they had undertaken throughout the year to fundraise; you could tell they were proud of their achievements. I am really pleased that a group of schoolchildren chose to fundraise for a charity for older people; I think it goes to show that they are engaged with the older generation.”

A very big thank you to all of the students and teachers at St Catherine's (C of E) Primary School for choosing Age UK Hertfordshire as their charity of the year and for all of their hard work over the past 12 months, well done!

Carpenders Care held a 'Picnic in the Park' to fundraise in aid of Age UK Hertfordshire

Over the summer, Carpenders Care held a 'Picnic in the Park' at Pinner Memorial Park in order to fundraise for Age UK Hertfordshire. Every year Carpenders Care holds an event locally and chooses a charity to fundraise for. This year they selected Age UK Hertfordshire and put on a fun family event packed with live music, food stalls, a bouncy castle, face painting, a raffle and much more. The event was a great success and Carpenders Care raised an impressive £576 for Age UK Hertfordshire. Thank you to the team at Carpenders Care for choosing Age UK Hertfordshire and for putting on such a great event.

Are you planning to take part in a challenge or event for charity? If so, why not do it in aid of Age UK Hertfordshire? Participating in a challenge or event can be really rewarding and also great fun. By fundraising for Age UK Hertfordshire you'll be helping older people in your local area get the vital support they need. Interested? Please get in touch as we would love to hear from you. **Tel: 01707 386070**
Email: fundraising@ageukherts.org.uk



Giving fundraising the thumbs up - Derek Skingle and Phil Martin with students from St Catherine's (C of E) School

St Catherine's (C of E) Primary School in Ware chose Age UK Hertfordshire as their charity of the year 2014-15

Back in September 2014, the student council of St Catherine's (C of E) School were given a choice of local charities to select as their charity of the year and decided to choose Age UK Hertfordshire.

For the next year the students took part in various activities in order to fundraise for the charity. Many of the students created and sold items at a Christmas Bazaar, including decorative tea light holders, and sock snowmen. Baking and selling cakes was another fundraising initiative that a lot of the students took part in, but the fundraising did not stop there. Several students organised and took part in a 5 a side football tournament charging a 50p entry fee.

Other students showed some real entrepreneurial skills by making loom bands and Christmas wrapping paper and tags and selling them to family and friends. In total the students raised an inspiring £930 for Age UK Hertfordshire which will help us to support local older people.

On the 7 October Phil Martin, Head of Business Support and Derek Skingle, Age UK Hertfordshire Trustee, were invited to the school's assembly to hear

If you need help and don't know where to turn, then look no further



Susan Carter, HertsHelp Project Manager reports on how working in partnership is delivering better results for residents

We often find it difficult to find our way around the many and varied local health, social care and voluntary services that are there to help us. Hertfordshire County Council, working in partnership with the NHS and a range of community and voluntary services created HertsHelp in response to the Government's call for central information, advice and support services for residents.

One of the first of its kind in the country, HertsHelp offers free, independent services to everyone who lives in Hertfordshire. It provides a single route into the wide range of expertise, support and resources offered by a network of organisations across the county including Age UK Hertfordshire. HertsHelp has provided this service for over four years giving advice, information and support to thousands of residents across Hertfordshire.

Friendly advisors take time to talk through the range of support on offer, to make sure you get the help you need when you need it most. For example HertsHelp, Age UK Hertfordshire and the British Red Cross work closely together to deliver Home and Hospital



Susan Carter

Support Services to aid safe hospital discharge and prevent readmission to hospital.

Hertfordshire has a wealth of voluntary services building strong partnerships to support residents to live independently in their own homes. The following case studies help to illustrate how HertsHelp supports Hertfordshire residents to stay healthy and safe in their own homes. Working together we can HertsHelp you!



Staff from Age UK Hertfordshire and the HertsHelp Team working in partnership. L-R Jan Gough, Ruth Horn, Dawn Martin, Susan Carter and Kim Ho

Helping Gordon get back on his feet

Gordon* was referred to the service following a stroke and now needed a frame to walk. His home was full of clutter and he was at risk of tripping so his discharge from hospital would be delayed.

The overgrown path and brambles were cleared and help was provided to pack away items in the house making it safer for Gordon and allowing him to be discharged from hospital much sooner.

He was also put in touch with a Help in the Home service and Community Meals and given support to access benefits, gardening services and carer support services.

Keeping Doris safe at home

Reg* was worried about the fast failing eyesight of his wife Doris* and how this would affect their lives. As a result of his call to HertsHelp, Reg was provided with adaptations including grab rails and a stair gate to keep Doris safe at night.

Reg now worries less about Doris' safety at home and their quality of life has improved as a result of the help they received. Reg said "I sleep better at night because Doris is safe; our whole lives have been improved simply by contacting HertsHelp."

How can we help you?

- Do you want to be more active?
- Would you like to meet more people?
- Need advice on benefits and debt?
- Are you caring for someone?
- Are you going through a crisis?
- Do you need independent financial advice on funding your care?
- Can we support you to stay safe and independent at home?

If you need help and don't know where to turn, with our network of over 500 community and voluntary services, HertsHelp makes getting the right support easy in Hertfordshire.

The HertsHelp information helpline has qualified staff waiting to offer independent information and advice for you.

To get in touch, call **0300 123 4044** or email: **info@hertshelp.net**

Minicom: **0300 456 2364**

Text hertshelp to **81025**

Skype: HertsHelp

HertsHelp is open Monday to Friday 8am-6pm

For further information visit **www.hertsdirect.org/hertshelp**

* Names have been changed

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Green Aiders – Transforming Gardens Changing Lives



By April Cowen, Senior Marketing and Communications Officer for Groundwork

Groundwork is the community charity with a green heart. Our Green Aiders project, funded by Hertfordshire County Council, helps older people and disabled residents across the county to regain control of their overgrown or unruly gardens, helping them to continue to live in their own homes (and enjoy their gardens!).

The project provides opportunities for local volunteers to undertake work that provides regular exercise, and to gain confidence and skills, by completing gardening tasks while supervised by experienced Groundwork staff. Residents usually receive one Green Aiders visit, focused on larger or more difficult tasks. As a result of this visit, the garden is returned to a condition that enables the resident to manage it him/herself, or that allows a private gardener to maintain it inexpensively for the resident.

The service reduces residents' social isolation through visits by friendly local volunteers. There is also clear evidence that well maintained gardens can reduce the threat of burglary and doorstep crime, simply by ensuring that homes look lived in. The project can also help to prevent trips and falls, (and even visits to hospital) as a result of unruly brambles and other vegetation along paths. Groundwork asks recipients of the service to evaluate whether it has:

- Reduced their risk of having a fall
- Enabled them to be more active / take more exercise
- Improved their mental wellbeing / mood
- Reduced their social isolation

As part of the service, Groundwork discusses any additional needs the resident may have, and assists in referring them for other home support services provided by local authorities, housing associations, police and fire services, local charities like Age UK Hertfordshire and other organisations.

After the visit, Green Aiders' clients can begin to enjoy the benefits of being outdoors. To help clients



Green Aiders

maintain their garden and to ensure that problems don't resurface, Groundwork's Project Officers give them advice and tips for future support.

"Before the Green Aiders visit, I considered moving as a result of the garden. In a little over two hours, [the] Green Aiders tamed the garden by trimming the perimeter hedges, trimming and mowing the lawn, and weeding and digging over the flower beds. The completed work looks fantastic and it's reduced my risk of having a fall. It's made me feel like I fit with the community and the other gardens on the street."

Lucy, a resident

"The ladies were happy, cheerful and left everything neat, tidy and very smart"

Mrs Doe, a Watford resident

"This is a great opportunity for vulnerable and older residents to get their garden back to a space they can enjoy and be proud of, thanks to the help of committed local volunteers".

Daniel Du Gard, Community Team Manager, Groundwork East

If you or someone you know would benefit from a Green Aiders visit, please contact Daniel Du Gard, Community Manager
Tel: 01707 260129
Email: daniel.dugard@groundwork.org.uk
Visit: www.groundwork.org.uk/east

Rita finds her perfect retirement at a Churchill lodge

Rita, originally from Chalfont St Peter, was not considering retirement living when she first visited a Churchill Retirement Living lodge.

However, after viewing the apartments and lifestyle on offer, she knew it was the right move. Rita explains: "After my husband passed away, I was keen for a new start. Although I was living in a bungalow, it had a large garden, which was becoming too much for me to manage and I decided that an apartment would be more suitable.

"A friend recommended a Churchill lodge so I decided to visit to see if it was for me. I called into a local estate agent who suggested the lodge. At first I was reluctant as I didn't think retirement living would be for me, but I was delighted when I looked around – the apartments were modern and full of light, the facilities

looked fantastic and it had a lovely atmosphere.

"I asked my sons to take a look around and they agreed with me, it was perfect. I am quite sociable and since moving in I have enjoyed spending time with my fellow owners and there is always someone to chat to, but you can also have your own quiet time and privacy here.

"The town has also proved to be ideal due to Chalfont St Peter being very hilly and with little public transport. I can easily walk to the shops or hop on the bus. I still drive but, as I keep saying to friends and family, I don't think it will be long



before I give up my car as everything is so handy.

"I am enjoying having the time to pursue my interests, for example I have joined the local Decorative and Fine Arts Society, which is within walking distance."

Rita made the most of Churchill Retirement Living's removals service, as she continues: "The removals team were excellent and made my move stress free. I had help from my family with other aspects of moving

home, but it is great that Churchill offers so much support for people should they need it. My family are so happy for me and it has given my sons peace of mind as they know help is on hand here should I ever need it. I would definitely recommend retirement living, it is the best move I have ever made."

For more information on our lodges or Churchill Retirement Living, call 0800 458 1847, log on to churchillretirement.co.uk.

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"In the short time since I moved into my Churchill Retirement development, I've made some wonderful new friends.

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Regain your independence with the Home and Hospital Support Service

Dawn Martin, Head of Health and Wellbeing, explains how this invaluable service can help



Hertfordshire



During winter life can seem much harder for some of our older clients and it's often the time when they need our help the most. They may be more susceptible to illnesses, there is an increased likelihood of having a fall and sometimes it is a struggle just to stay warm. However, our

Home and Hospital Support Service can provide the extra help that you need as Alan* discovered.

"I feel everything is really coming together for me now" Alan

Alan was referred to our Home and Hospital Support Team by the nursing staff at Lister Hospital following an admission for recurring falls and various other health problems.

Alan has Type 2 diabetes and was neglecting his diet. His living conditions were very poor: his house was in need of a deep clean and was very cluttered and his garden was completely overgrown. Alan was on a very limited income, had no family or friends that could help him and was feeling really down.

Louise Casey, Home and Hospital Support Service Coordinator, visited Alan several times on his ward to discuss his options with regards to deep cleaning his home and gardening services. Louise accompanied him to the hospital cash point where he was able to check his bank account; she worked with the integrated discharge and social work teams at the Lister Hospital to prepare for his return home and the support that the team could provide, in partnership with other service providers in his local area.

When Alan arrived home Louise was there to meet him and help him settle in. She cleaned out his fridge

and stocked it up with fresh food, including some microwave meals, so he could have a hot dinner during the day.

Louise contacted Social Services who arranged for a deep clean and declutter of his house. She referred Alan to Age UK Hertfordshire's Information and Advice team for help with sorting out his bills and applying for Attendance Allowance. She then contacted HertsHelp who will support him with ongoing help with paperwork and bills and put him in touch with a gardener. Louise also gave Alan information about Hertfordshire Action on Disability (HAD) who can help with any equipment he may need and also Hertfordshire Independent Living Service (HILS) if he wants a hot meal delivered each day.

Over the next few weeks Val, a Home and Hospital Support Service Volunteer, kept in touch with Alan, taking him shopping and making sure that other services were in place and supporting him. He started going to the shops on his mobility scooter again and Val would meet him there to help him with his shopping and then help to pack it away at home.

On Louise's last visit to Alan he was in a very positive mood. The deep clean and decluttering of his home had taken place and he was very pleased with his new living conditions.

Alan said how grateful he was to the staff and volunteers of the Home and Hospital Support Team: "I feel everything is really coming together for me now and that is down to the support that I have received from Age UK Hertfordshire. Thank you so much".

If you have recently been in hospital or feeling unwell and are struggling to manage, please give our Home and Hospital Support Service Team a call:

Tel: 01707 386076 Monday - Friday

Tel: 01438 285300 Saturday - Sunday

Image copyright©Age UK *Name has been changed

A Lifetime's Savings Lost in a Moment

Michael Freeman, Age UK Hertfordshire Volunteer, discusses how to avoid pension scams

Types of pension scams

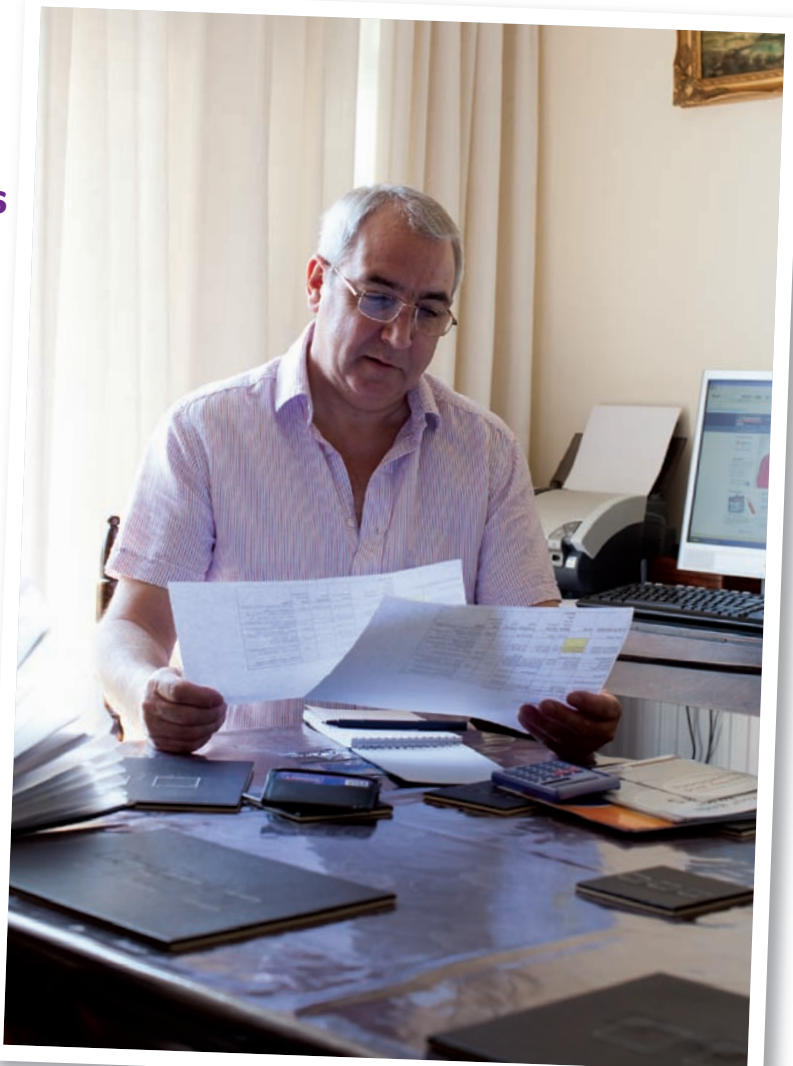
Since April 2015 there are now more choices available to pension savers when accessing their pension. However, the increase in interest around pensions has meant scammers are now using these new options as a way of persuading people to enter into high risk or illicit investments. They do this by getting them to transfer their pension into illegitimate pension arrangements or unrealistic 'once in a lifetime' investments, where their money is misappropriated and unfortunately lost. To spot the scams, you should watch out for unsolicited calls or adverts claiming to offer free pension reviews or no obligation consultations. Scammers typically:

- Promise extra tax savings and/or very high returns from overseas, or new/ 'creative,' investments
- Talk about 'legal loopholes' that allow you to get more than the usual 25% tax free cash
- Offer help to unlock your pension before age 55
- Encourage you to transfer your pension quickly, sending documents for signing by courier

If you are under 55 you can only access your pension in exceptional circumstances, such as ill health. Taking your pension savings early can result in tax charges of up to 55% of the value of your pension. This is in addition to high charges, typically 20% to 30%, for entering into these types of arrangements, as well as your remaining pension savings being placed into high risk investments.

Common signs it's a pension scam

- Unsolicited phone calls, text messages or personal callers



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- Creating a false impression of legitimacy by referring to being part of a government initiative
- You feel pressured into making an immediate decision
- The only contact details given are on their website, a mobile number and a PO Box address
- When a firm doesn't want or allow you to call them back

Scammers are sophisticated and may have convincing websites. Some may imply that they are part of the government backed Pension Wise service or calling from the Pensions Advisory Service. Neither The Pension's Advisory Service nor Pension Wise will contact you first. If you receive a call claiming to be from them or a government initiative on pensions, put

the phone down. For more information on scams, visit www.pensionsadvisoryservice.org.uk or the official Pension Wise website www.pensionwise.gov.uk. Remember, **once you have transferred your pension or handed over your pension savings, it is too late.** Victims have lost all their savings and/or ended up with a large tax bill.

Oliver's Story

Oliver* is 45 and has been in a company pension scheme for 15 years. He gets a call from Paul* who says he is a financial adviser authorised by the government. He asks if Oliver would like to make his pension money work harder – as well as releasing some funds for Oliver to spend. Paul says he could get Oliver an initial cash back bonus of 30% of the value of his pension, and a much better return on his money – around 8%. All Oliver needs to do is sign a document saying he wants to transfer his pension into another scheme, and the money will get invested in a hotel complex in Cape Verde.

Paul tells him that if agrees to be locked in to the investment for 10 years; he will get an annual cash back payment of £1,000. Oliver is keen to make the most of his money – he's heard that he will be able to do what he wants with his savings when he's 55, so he thinks this could be a good way round current low interest rates that mean his pension pot isn't growing very quickly.

Oliver is concerned that the offer sounds too good to be true, but Paul reassures him, promising to send over some marketing material and encouraging Oliver to check the website. Paul tells Oliver that it's a time limited offer, so he should act quickly.

A brochure arrives next day which looks professional and the website appears legitimate. Paul calls back that afternoon, he seems very credible, and Oliver decides to go for it. Within hours, a courier arrives with papers to sign. When Oliver looks through them he is surprised to see that he is named as a company director and trustee of his pension scheme. He doesn't recall Paul mentioning making him a company director but he keeps thinking of the time limited offer so he signs them.

When Oliver later checks up on his investment the phone line is disconnected. After trying to locate his money and Paul, Oliver calls the police. He realises that he has probably lost all of his pension money. By signing the papers and becoming a company director,

he has taken on new legal duties with Companies House and HM Revenue and Customs (HMRC) that he didn't know about. This leads to HMRC fining him for tax related offences. Not only has Oliver lost 15 years' worth of savings – he also has to pay thousands of pounds in fines.

What should Oliver have spotted?

- Cold call
- Claims of adviser being authorised by Government
- Promises of cash back under the age of 55
- Unrealistic returns of at least 8%
- Promises of higher returns if he agrees to being 'locked in' to a single investment for a number of years
- Being rushed into signing couriered documents with promises of a time limited offer
- Documents naming him as a company director and trustee of the pension scheme

What to do if you think you are being targeted

- Never be rushed into making a decision. Before you sign anything, always contact the Pensions Advisory Service (TPAS) on 0300 123 1047
- Make sure the firm is registered with the Financial Conduct Authority (FCA) before you agree to anything. Use the FCA's online register or call 0800 111 6768
- Look at the FCA's Scamsmart warning list – this will tell you the names of known investment scheme scams: www.scamsmart.fca.gov.uk
- Visit the Pensions Regulators website www.thepensionsregulator.gov.uk for more information about how to scamproof your savings.
- If you have accepted an offer or think you've detected a scam, raise the alarm by calling Action Fraud on 0300 123 2040 or go to www.actionfraud.police.uk

It is important to check the facts before you make any irreversible decision or you could lose all your savings.

Article reproduced from the official Pensions Advisory Service website.

*Names have been changed

The Information and Advice Service

Tel: 0300 345 3446

Mark Hanna, Head of Information and Advice, discusses the support on offer

Simply put, the aim of Age UK Hertfordshire's Information and Advice service is to make people aware of their rights and entitlements, and to provide support to those who need help to access them. This could be in assessing a person's eligibility for benefits and helping with an application or making people aware of how to access statutory support and what type of service they should expect.



The Information and Advice Team

Our locally based Information and Advice service can help advise people in areas such as housing, social care, benefits and grants, education and leisure opportunities as well as providing information on other services which can offer additional support such as transport, gardening, handyperson services and help for carers.

Getting support after being diagnosed with Alzheimer's

Mr and Mrs Cook* came to one of our regular advice drop in sessions with concerns over their situation. They were reluctant to come as they felt that there wouldn't be any support available to them. The couple had been married for over 50 years and Mr Cook had recently been diagnosed with Alzheimer's. Mrs Cook was concerned about their finances and wanted to know what help was available. After an initial assessment we found that Mr Cook had a strong case to qualify for Attendance Allowance (a non-means tested benefit for people over 65 who have difficulty with managing daily living tasks independently). We arranged to provide a home visit to help with the application, which led to an award of the higher rate of Attendance Allowance (currently £82.30 per week, tax free). After a follow up discussion about other benefits, we established that

their income from State Pensions, Private Pensions and their savings took them over the limit for Pension Credit and Council Tax support (both means tested benefits). However, because Mr Cook had a formal diagnosis of cognitive impairment (Alzheimer's) and now received Attendance Allowance, he would be disregarded for Council Tax purposes and so they were eligible to apply for a 25% discount on their Council Tax bill. Annually their bill for Council Tax was over £2,000 and so a 25% discount made a significant difference to their budget. We advised them on how to apply and helped them with the application. Through further discussion we referred them to our Healthwise service (Tel: 0300 345 3446 for information about joining) which helps people with early stage memory impairment through classes of chair based exercise, healthy eating advice, computer skills and social interaction. Mr and Mrs Cook have really benefited from making the initial contact with our Information and Advice service and were very grateful for our help.

Providing support when and where you need it

You can now get the support you need from us from wherever you live in Hertfordshire, by phone, via

email, through Skype, by post, through a drop in advice session or by requesting a home visit. We carry out thousands of home visits each year helping people with:

- Application forms for benefits
- Housing
- Blue badges
- Lasting Powers of Attorney

Help with computer skills

We also frequently visit people to help them with computer skills training. This has proven to be very popular as it helps people who have no, or very basic, knowledge of computers, to learn how to use them. The number of services that are available online is increasing and the aim of this service is to increase the number of older people able to use these services. We do this by supporting older people who have little or no experience of using computers or those who lack confidence by providing the access to get the support they need.

We are on Skype

We have recently added Skype to the ways in which people can contact us, as we have found that we receive an increasing number of calls from people who live abroad and who are concerned about their older relatives in Hertfordshire. By using Skype we can save these people the cost of using their phone and so make our service more accessible to those who need to speak to us over long distances. Skype is offered to anyone, not just those living abroad, wishing to contact our service and speak to our advisers without having to use their telephone, as the conversation is made possible through the person's internet connection. If you are unfamiliar with Skype and how to use it please contact our team via one of the other methods listed above and we will talk you through it.





**Countywide
Information and Advice**
Tel: **0300 345 3446**
Email: info@ageukherts.org.uk
Skype: [ageukhertfordshire](https://www.skype.com/name/ageukhertfordshire)

Registered charity number 1116662

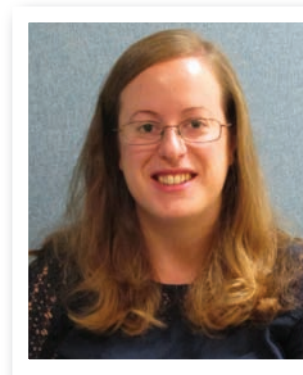
  

The Information and Advice service has also increased its hours to help more people. We are now open 8am to 5pm Monday to Friday as well as Saturday mornings between 8am and 12pm, to enable people to contact us at a convenient time to them.

Meet our new Information and Advice Coordinators

Since the autumn issue of *agematters* we are pleased to welcome two more members to our team.

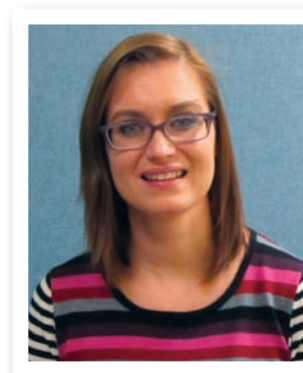
Leila Ward



I am keen to make a difference to older people's lives in my new role with Age UK Hertfordshire. I have previously worked for the NHS as an Occupational Therapist, and with another charity, helping older people and people with disabilities to be as

independent as possible. I was keen to work with Age UK Hertfordshire in a service that would enable me to continue to work directly with older people and I look forward to building on my skills and experiences.

Jana Kycinova



Ahoj (that's Slovakian for Hello!). My career before joining Age UK Hertfordshire was in the Service and Hospitality sector including managing front of house service at a Michelin starred restaurant and running a busy high street coffee shop. One of my

absolute passions is dealing with the public and ensuring that they receive a first class service and a memorable experience. It is these skills that I wanted to use in a more meaningful way, to give something back to the community and help people have a better quality of life, hence my attraction to working for Age UK Hertfordshire. I am really excited and motivated to not only offer practical help and support to people over the course of the project, but also to let them know that there are people here that genuinely care.

*Names have been changed

Help in the Home

Are you struggling with cleaning, shopping or household tasks?

We can help. Call:

South West Herts: **01923 224472**

Mid, North Herts: **01707 386066**

East Herts, Broxbourne: **01992 747959**

St Albans District: **01727 477970**

Making life easier for you

www.ageuk.org.uk/hertfordshire

*Available to older people in
the county of Hertfordshire*

Registered charity number 1116662



Happy 5th Birthday Help in the Home Service in Mid and North Herts

Sarah McKie, Help in the Home Coordinator, says “there is much to celebrate”

In November 2015 Age UK Hertfordshire celebrated the 5th birthday of the Help in the Home Service in the Mid and North Herts area and to mark the occasion I thought I would share some stories of our Home Helpers and the clients they visit.

In November 2010 Age UK Hertfordshire signed up its first client in the Welwyn Hatfield area and today about 80 Home Helpers clean the homes and help with shopping for over 300 clients, stretching from Potters Bar to Royston (the Help in the Home service helps over 1000 clients countywide). Although the numbers are impressive, it is the satisfaction we get from knowing we have helped each individual person that gives us most pleasure.

Lorna was one of our first Home Helpers and still visits one of her original clients. The familiarity between them has meant she could support him through a major transition in his life, when his wife went into a care home. Lorna was there to help him to readjust to living alone and set up a new routine for him so he could look after himself and his home.

Another Home Helper, Hannah, still treasures a note sent by a client after the lady moved to be nearer to her family. The client said “The cleaning aside, you showed care and concern for me on each visit.” The clients family added “You really made it possible for her to live in her own home for a while longer.”

We can help people in other practical ways around the home as well. For example, Brian* was struggling to cook a hot meal. His Home Helper, Fay, talked through the problem and they decided that if he bought a microwave oven and a mini fridge/freezer he could buy himself ready meals. He said that it has given him a new lease of life and that he couldn't have done it without Fay's help.

By working with Age UK Hertfordshire's other schemes we offer an all round service. For example we first met our client, Violet*, when Trudie Harrington,

Visiting Scheme Team Leader, went to visit her when she returned home after a hospital stay. Trudie did some shopping and arranged for our Information and Advice

Team to reassess her benefits and she now receives the higher rate Attendance Allowance which helps towards the cost of her Home Helper. The other week Violet was very grateful when she realised she didn't need to worry about how to operate her newly installed stairlift as her Home Helper, Grace, was coming the next day and she knew she would be able to help her work it out, which she did.

What our clients are mostly looking for is a good cleaning service, someone who will turn up when they say they will, be friendly and polite, complete the jobs they are asked to do but also to show some initiative and make suggestions. What they get in addition is a trusting relationship, always professional but with a friendly face, someone who can maybe help with a problem in a practical way - as well as keeping their home sparkling.

Help in the Home – making life easier for you.

If you are interested in our service or would like to be a Home Helper please get in touch with our Help in the Home Service in your area

Mid and North Herts

Tel: 01707 386066

South West Hertfordshire

Tel: 01923 224472

East Herts and Broxbourne **Tel: 01992 747959**

St Albans City and District **Tel: 01727 477970**



Image copyright © Age UK Hertfordshire *Names have been changed

Stay Well This Winter

A national Stay Well This Winter campaign launched in October 2015

This campaign is aimed at helping people stay well during the winter months when people are often more vulnerable to becoming unwell. The campaign is particularly aimed at those with long term health conditions, people over 65, pregnant women and parents of young children.

The NHS are supporting the campaign here in Hertfordshire and encouraging people to:

- Seek immediate advice and help from a pharmacist as soon as you feel unwell, before it gets more serious
- Make sure you get your prescription medicines well before pharmacies close on 24 December

- Always take prescribed medicines as directed
- Keep yourself warm - heat your home to at least 18°C (or 65°F)
- Get your flu jab if you are eligible
- Keep an eye on older people or frail friends, neighbours and relatives
- If you need medical help fast or you are not sure where to go, call NHS 111

The campaign activity will raise awareness so together we can help everyone stay well this winter.

Visit the website at: www.nhs.uk/staywell



We help over 3000 older people each week with...

- information and advice
- Lasting Powers of Attorney
- befriending and social clubs
- household tasks
- benefits advice
- healthy exercise
- support after a stay in hospital
- computer skills training

...and much more. Find out how we can help you by calling

Tel: 0300 345 3446 Email: info@ageukherts.org.uk

Monday – Friday 8am to 5pm Saturday mornings 8am – 12 noon

www.ageuk.org.uk/hertfordshire



Registered charity number 1116662



LOTTERY FUNDED

Jean's never looked back since joining Hitchin 10 to 3 Club



Helen Grant, Active Ageing Team Leader, reports on a life changing experience

When Jean* enquired about joining the 10 to 3 Club in Hitchin, she was quite nervous and lacking in confidence because she has mobility issues. However, Jean was very keen to get out and meet new people so, with the encouragement of a friend, she made the first tentative steps.

Farida, 10 to 3 Club Supervisor, went to visit Jean at her home and quickly put her at ease. They discussed Jean's likes and dislikes and what she was hoping to gain from joining the 10 to 3 club. Farida told Jean all about the different activities on offer at the club such as: board games, talks and information sessions, seated ten pin bowling and cake and biscuit decorating. After their discussion Farida invited Jean to visit the club for the day to see if she would like to join. Farida organised transport which meant Jean was picked up from her home by one of the friendly drivers and met by a member of staff at the club.

During Jean's first day at the club, Farida welcomed her with a cup of tea and introduced her to the club members who then discussed what activities they would like to take part in for the day. At lunchtime, Jean enjoyed a tasty hot meal and some socialising around the dinner table. In the afternoon she joined in with a quiz and some chair based exercises. At the end of the day, Farida caught up with Jean to see if she had enjoyed being at the club as much as they had enjoyed her company for the day. Jean said that she had "loved every minute" and that she was really looking forward to becoming a permanent member.



Since this first visit, Jean has become a valued member of the 10 to 3 Club at Hitchin and has made some great new friends. Jean joins in with the activities and enjoys "all the laughter and fun" that she shares with fellow members and says that her confidence has really grown by attending the 10 to 3 club.

It is wonderful to see the remarkable transformation that has taken place in Jean from her first phone call, when she was so uncertain, to the friendly and enthusiastic 10 to 3 Club member she now is.

If joining a 10 to 3 Club could make a real difference to you or someone you know, please do get in touch with your nearest 10 to 3 Club Supervisor.

East Herts and Broxbourne
Telephone: 01992 747956
North Herts and Welwyn Hatfield
Telephone: 01462 420911

Image posed by model. Copyright©Age UK *Name has been changed.

A great place to socialise



Vicky Kelly, Head of Active Ageing, reports on Clitheroe Health and Wellbeing Centre

The Clitheroe Health and Wellbeing Centre is located in South Oxhey near Watford and its success is testament to the strong working relationship between Age UK Hertfordshire and Sanctuary Housing.

The centre itself is light, airy and staff and volunteers offer everyone a warm welcome. A real hub of activity within the local community, there is always so much going on, such as:

- Exercise sessions
- Coffee mornings
- Entertainment days
- Games and quizzes
- Health and wellbeing sessions
- Information sessions and speakers
- Computer lessons within our on site computer suite
- Chiropody sessions

Age UK Hertfordshire continues to build strong links within the South Oxhey Community, working in partnership with local schools in creating intergenerational opportunities and also other community support providers such as Neighbourhood Watch, Hertfordshire Trading Standards and local area Police Community Support Officers.

The Clitheroe Health and Wellbeing Centre also operates a lunch / activity club, five days a week. The club runs Monday – Friday, from 10am – 2pm and attracts members from all over the Watford and Three Rivers area, offering a daily programme of activities and entertainment. It is an opportunity to socialise, have fun, gain information on a variety of interesting topics, make new friends and try something new.



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The Clitheroe Health and Wellbeing Centre is not the only location for the lunch club as day trips and visits are arranged to other locations throughout the year, with transport included.

Men in Sheds

The Age UK Hertfordshire Men in Sheds project has two sessions each week taking place at the Clitheroe Health and Wellbeing Centre on Monday and Thursday from 10am to 12pm. The Men in Sheds project is a great opportunity to meet new friends, share knowledge and learn new skills.

This exciting and innovative project was initially funded by Three Rivers District Council and we are pleased that Thrive Homes will be funding the continuation of Men in Sheds for another year.



If you would like to learn more about the Clitheroe Health and Wellbeing Centre, the Men In Sheds Project or arrange a visit, then please call our team on **Tel: 01923 256360**

So much can happen in one day at Douglas Tilbe House



Helen Grant, Active Ageing Team Leader, guides us through a day at this vibrant Health and Wellbeing Centre

Douglas Tilbe House Health and Wellbeing Centre is a brilliant venue where older people can socialise, enjoy a hot meal and / or take part in a variety of activities.

The centre is open on a Tuesday, Wednesday and Thursday between 9.30am and 4pm. Volunteers and staff arrive at the centre as soon as it opens to start preparing for the day ahead. They set up morning activities, arrange the rooms, write up the lunch menu, brew a few pots of tea and ensure that the centre is ready to welcome its members for the day. Shop volunteers also prepare the on site charity shop by making sure all stock is arranged attractively and that the shop looks neat and tidy.

From 9.45am minibuses start arriving with our members on board. The drivers are very helpful and will assist members into the club. Members will often settle themselves in the lounge area where staff and volunteers serve tea and biscuits.

Once members have finished their drinks the activities begin. Douglas Tilbe House offers a wide range of activities for members to participate in: from quizzes and crafts to dancing and singalongs. All of our members have a say in which activities they would like to have at the club and which they choose to take part in. During the week we run chair based exercise classes which many of the members really enjoy and find extremely beneficial. Chair based exercises are a great fun way to increase mobility, help keep muscles supple and improve general health and wellbeing. Douglas Tilbe House Health and Wellbeing Centre members also enjoy listening to guest speakers from organisations that we feel will benefit and entertain members. A hairdresser visits the centre once a week and there are monthly visits from a chiropodist.

We host regular legal surgeries, which includes a free session with a local solicitor for any legal advice members may require. If you would like to book an appointment at the legal surgeries or with either the hairdresser or chiropodist please call the centre on Tel: 01707 334564.



After the morning's activities, members make their way into the dining area. A hot meal is provided during the club day and is usually served at 12.30pm. In the afternoon another activity takes place. It is usually something a little less strenuous but equally as interesting. If it is one of the monthly entertainment days members will enjoy fish and chips for lunch followed by some fabulous local acts. Entertainment days are always very popular so members are encouraged to book early.

Transport arrives at the club at around 2.45pm and members are assisted onto the buses for the return journey home. After the members have left, staff and volunteers are busy ensuring the centre is clean, tidy and ready for the next day's activities.

Douglas Tilbe House is the perfect venue to meet people, make friends, try new things and have fun whilst receiving support from our fantastic and dedicated team of staff and volunteers.

If you're interested in joining this brilliant and vibrant centre please get in touch on:

Tel: 01707 334564

We look forward to meeting you.

We are always looking for volunteers to help out at Douglas Tilbe House Health and Wellbeing Centre. If you are interested please contact our Volunteering Team:

Tel: 01707 386060

Email: volunteering@ageukherts.org.uk

Apply online at:

www.ageuk.org.uk/hertfordshire

Image copyright © Age UK Hertfordshire

“I enjoy the friendship. We have a laugh”



Kerry James, Project Lead at Clitheroe Health and Wellbeing Centre, talks to clients Keith and Graham about Men in Sheds

Age UK Hertfordshire's Men in Sheds project provides a friendly and supportive environment where older people aged 50+ can learn new hobbies, pass on skills and have the opportunity to socialise.

A change in circumstances such as becoming unemployed, caring for someone or retiring can have a real impact on a person's life. People often feel lonely after a lifetime at work; they miss their colleagues and may experience a loss of purpose. It can be a particularly challenging time for men who may have limited social networks. It is these people that Men in Sheds was set up to help.

Keith and Graham reflect on their experience of Men in Sheds at Clitheroe Health and Wellbeing Centre in South Oxhey. Both men come from different backgrounds but share a common interest of model making.

“I have been coming to Men in Sheds for a couple of months on both a Monday and Thursday”, said Keith, “I read about the project in *agematters*. It coincided with my wife, who has dementia, going to another club. It gives me a break and Men in Sheds is open to anyone aged 50 and over.” Keith said that what he really likes about attending the club is, “meeting other people and relaxing. I would recommend other men joining the club for conversation and friendship”.

Graham is retired, but, along with his wife, has the full time responsibility of looking after two young grandchildren. Graham reflects on his experience of Men in Sheds, “I enjoy the friendship and speaking to people of my own age and younger. At the moment we have a core of model makers at our club, but also some artists and sketchers.



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We chat and have a laugh. I would say to anyone sitting at home to get out of their chairs and come along to try something different. We are open to new ideas and other table top hobbies.”

Men in Sheds is a new venture with a loyal but growing following and we are keen to attract new members at both our Monday and Thursday sessions. Model making, art and small craft projects currently form the core activities, but we welcome new ideas with respect to the hobbies that members want to take part in.

Like Keith and Graham, you may be a carer in need of some time out, or simply someone looking to make new friends or in need of some company; whatever your situation you are very welcome to join us – no prior skills are necessary.

Men in Sheds meet on Monday and Thursday mornings 10am to 12pm at Age UK Hertfordshire's Clitheroe Health and Wellbeing Centre in South Oxhey near Watford.

If you would like to join Men In Sheds or would like more information about this innovative project we would like to hear from you. Please call Kerry James, Project Lead at Clitheroe Health and Wellbeing Centre:
Tel: 01923 256360

Evaluating Healthwise

Vicky Kelly, Head of Active Ageing, reports on the work of the Healthwise Steering Group



Vicky Kelly, Head of Active Ageing, left, with members of the Healthwise Steering Group

Healthwise is a countywide service designed to improve the health and wellbeing of people 50+ who have depression and / or early stage dementia. Healthwise aims to make a positive difference to clients, promoting empowerment and the retention of independence. Each set of Healthwise sessions lasts for 10 weeks and includes:

- Healthy eating
- Gentle exercise
- Digital inclusion
- Social interaction

As part of the Healthwise project there is a steering group that meets quarterly. The steering group has a diverse range of members consisting of clients, Age UK Hertfordshire volunteers, staff and trustees and representatives from other organisations who have worked in partnership with Healthwise, such as the Alzheimer's Society.

All the members of the steering group have a vested interest, not only in the success of the Healthwise project but also in ensuring that the service fulfils its aims, in terms of who we reach and how we reach them, and achieves successful outcomes for our clients.

The role of the Healthwise Steering Group is invaluable because as well as being an opportunity to reflect and evaluate on the work that has been done it is also a forum to test out and discuss new ideas, such as publicity and the session activities. Not only does the steering group oversee the current work of the Healthwise project, it

is also an opportunity to input and influence the future direction of this person centred service.

The quarterly meetings usually last for approximately two hours and provide a balanced overview of the project from the varied perspectives of all members. They take place at Age UK Hertfordshire's Head Office in Welwyn Garden City. The meetings are structured with a relaxed friendly atmosphere and work to an agenda.

Having the opportunity to share views and experiences is a brilliant tool not only for the service and its aims but also having the forum for direct feedback is a great source of motivation for staff and volunteers.



If you are interested in finding out more about Healthwise or the work of the Healthwise Steering Group, then please contact our Information and Advice Line:
Tel: 0300 345 3446

Help with short term Live-in care?

Are you one of the 6.5 million people in the UK who provide unpaid care by looking after an ill, older or disabled family member or friend? If so, you will understand the demands of juggling modern day life with your caring responsibilities.

Being a carer can be very rewarding, but there are times when it can have an impact on your work, social and family life. Finding time for yourself is hard and it's easy for your own health and wellbeing to become low priority. The danger is that without any 'respite', it is all too easy to become exhausted, physically unwell or depressed, which can in turn affect the level of care that you can provide.

There are many times that carers seek extra support. You might need to be away from home for business, want to take some time out for a family holiday or simply need a "helping hand" with care. But, where do you start looking for someone who could replace you and support for the person you look after? Thankfully, it's not as difficult as you might imagine.

ProMedica24 has launched a new short term care package, offering people the option of live-in care at home for a 2 week period. This offers people support for a range of situations including:



- **Respite Care:** short term support so that carers can have some recuperation and relaxation "time out"
- **Holiday Care:** support for a relative whilst the carer takes a holiday
- **End of Life Care:** to support you and your loved one in the later stages of life

ProMedica24 is Europe's largest provider of live-in care and support services, helping people to live as independently as possible in the comfort of their own homes.

The live-in care teams are made up of fully trained and skilled care and support workers who are experienced in a range of conditions affecting people including dementia, Parkinson's, stroke, arthritis and diabetes.

Companionship, compassion and comfort are at the very core of Promedica24's service offering and its teams are passionate about offering home care as an affordable and dignified option for people.

CALL 0800 086 86 86 NOW for a free assessment

PROMEDICA24 UK Limited

E: info@promedica24.co.uk W: www.Promedica24.co.uk



Meeting new people and making friends

Jackie Noonan, Visiting Scheme Coordinator, discusses how the service helped two clients

Age UK Hertfordshire's Visiting Scheme is 37 years old and is a well respected provider of volunteer befrienders who visit lonely, and often, isolated older people in their own homes. As well as providing friendship, Visiting Scheme volunteers can also help clients in other ways.

Doris – getting out and meeting new people

Doris* lives in a village and sees her family at the weekend, but she spends a lot of time on her own during the week. Doris told me that she had been very unwell for quite some time earlier in the year. However, she felt that she was slowly recovering and potentially now able to get out and about.

Doris explained that she would like to meet other people but that, as far as she knew, the village didn't have any social clubs for her age group. I made a few enquiries and discovered that a sheltered housing scheme in the village held a coffee morning once a week and that the scheme manager was happy for non residents to pop in.

I introduced Doris to a Visiting Scheme Volunteer called Elaine*. They immediately hit it off and have since become great friends. Elaine took Doris along to the coffee morning where they got chatting to a couple of the residents. They found out that, as well as the coffee mornings, weekly bingo sessions are held at the scheme and so Doris and Elaine have been along to these as well.

The sheltered housing scheme is about five minutes walk away from Doris' home and we hope that eventually she will feel able to go there on her own. So the Visiting Scheme has not only brought a new friend into her life but also broadened her social circle, in a way that she can build on.



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Peggy – getting support and finding friendship

Peggy* has poor mobility and poor eyesight caused by a stroke. As a consequence she felt rather isolated and was struggling to deal with some of the practicalities of life. The Stroke Association contacted Age UK Hertfordshire and asked if someone could pay Peggy a visit.

I arranged for a volunteer called Michelle* to visit her. Since Peggy isn't able to get out much she often shops by mail order. Occasionally, purchases need to be returned and Michelle takes them to the Post Office for her. By offering this kind of help there is a benefit for her family too, as their visits don't have to be all about offering practical help. Given Peggy's sight problems I also felt that she might benefit from specialised advice to make her life at home easier to manage. A home visit from The Hertfordshire Society for the Blind has now been arranged.



If you are a lonely older person or you know someone who would benefit from a weekly visit or telephone call please contact your local Visiting Scheme Coordinator.

North Herts and Stevenage
Tel: 01462 446095

Watford and Three Rivers
Tel: 01923 256361

Welwyn Hatfield
Tel: 01707 375814

East Herts and Broxbourne
Tel: 01992 631989

St Albans, Harpenden and Hertsmere
Tel: 01727 859583

*Names have been changed.



Providers of quality residential and dementia care homes for older people



Tremona Care Home, Watford NOW OPEN



St Josephs



St Andrews



Willowthorpe



Clare Lodge



Tara's Retreat



Milford Lodge

- Purpose built private care homes for older people
- Exclusive locations
- 24hr person centred care and support from experienced staff
- Specialist dementia care in safe, purpose designed environments
- Short stay, respite and holiday breaks available
- Fully inclusive dining and laundry services
- Affordable fully inclusive weekly rates
- B&M Care have an industry envied staff training programme

Montrose	Watford	01923 804337	Ashlyns	Berkhamsted	01442 870565
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Celebrating 25 years of volunteering



Pat Smith, 10 to 3 Club Volunteer, shares her memories of Volunteering with Helen Grant, Active Ageing Team Leader

Pat Smith is a very familiar face at Age UK Hertfordshire's 10 to 3 Club at Poynders Meadow, a sheltered housing scheme in Codicote. This year, Pat celebrates her 25th year of volunteering at the club.

Pat started her journey with Age UK Hertfordshire back in 1990 when she was part of her local church's Pastoral Care Team. A social worker contacted the vicar of the church looking for volunteers to provide support to a group of lonely and isolated older people. Many of whom were experiencing difficulties getting out and about and Pat wanted to help. This led to Pat becoming a permanent part of the 10 to 3 Club Team at Poynders Meadow where she has enjoyed supporting and enabling many different members and working with lots of fantastic volunteers and staff.

Pat says that some of her fondest memories of volunteering at the 10 to 3 Club include the Christmas entertainment that the staff and volunteers have put on for club members and all the wonderful festive outfits they have worn. The club has welcomed many different speakers over the years and Pat recounts how they once had a visit from an owl keeper who gave a really interesting talk and introduced members to his friendly feathered companion.

As a 10 to 3 Club Volunteer, Pat has enjoyed a variety of responsibilities including booking the entertainment for the club. These days she focuses on supporting members through socialising, assisting with activities and lending a friendly ear to anyone who feels like having a chat.

Pat feels that the support, strength and friendship she has received whilst volunteering for Age UK Hertfordshire has been a very important part of her life, as well as all the laughs and fun times she has experienced. Pat's dedication over the years has been phenomenal, especially as she has continued to



Pat, left, enjoys her celebratory cake with fellow 10 to 3 club volunteer Margaret

volunteer throughout a serious illness. Pat always has a warm smile and a kind word to offer and all the members, staff and volunteers at the 10 to 3 Club at Poynders Meadow are very fond of her indeed.

On behalf of Age UK Hertfordshire I would like to say a very big 'thank you' to Pat for her incredible achievement and selfless dedication. We hope that she enjoys celebrating 25 years of volunteering with our charity.

If you would like to join one of our 10 to 3 clubs please contact your local supervisor:

East Herts and Broxbourne

Tel: 01992 747956

North Herts and Welwyn Hatfield

Tel: 01462 420911

We are always looking for volunteers to assist at our 10 to 3 clubs and if Pat's story has inspired you please get in touch by contacting the Volunteering Team:

Tel: 01707 386060

Email: volunteering@ageukherts.org.uk

Apply online at:

www.ageuk.org.uk/hertfordshire

“I feel very privileged to have been welcomed into their lives”

Maureen Leman, Visiting Scheme Coordinator, discusses the benefits of volunteering

Among the many services provided by Age UK Hertfordshire, the Visiting Scheme is designed specifically to give social support to those over 55, who live alone and may be feeling isolated. They may find it difficult to get out and have little other social contact and support at home.

Volunteer befrienders are carefully matched with the service users. This is achieved by looking at mutual interests, hobbies, and any special requirements on either side. Usually the volunteer will visit for about one to one and a half hours per week and soon a mutually beneficial friendship is established. We currently have over 339 volunteers providing this valuable service across the county.

As a coordinator of this scheme, in East Herts and Broxbourne, I am sometimes asked about the benefits of volunteering. Our experience has shown that older people benefit from social support. Alleviating loneliness and social isolation can help to prevent a decline into depression.

What is not normally recognised is the enormous pleasure that volunteers gain from this new friendship. Anne Shields has been a volunteer for the Visiting Scheme for over 25 years so I asked her to explain her motivation.

“When I first heard about volunteering it was through a slip of paper in my letterbox back in 1990. I thought that it seemed like a very nice thing to do and it would fit in with my, then, young family. I have never looked back. Over these 25 years I have visited seven older women and my weekly visits to them have been mutually enjoyable.”

“I have always enjoyed the company of older people and I have gained great satisfaction in the knowledge

that I have given these people friendship and support. I feel very privileged to have been welcomed into, and become, a part of their lives.”



Anne Shields

Anne and her husband are about to move to Norfolk so sadly she will be leaving Age UK Hertfordshire to enjoy a well earned retirement but she has already contacted Age UK Norfolk about becoming a volunteer visitor for them. Anne will be greatly missed and on behalf of Age UK Hertfordshire I would like to say a very big ‘thank you’ to Anne for all her hard work and unstinting support over the years.

There are many other volunteers who will share Anne’s sentiments but perhaps it has been best said by the American poet Ralph Waldo Emerson “It is one of the most beautiful compensations of life that no one can sincerely try to help another without helping himself.”



If you can spare a little of your time, please call our Volunteering Team:

Tel: 01707 386060

Email: volunteering@ageukherts.org.uk

Visit: www.ageuk.org.uk/hertfordshire

For details of all of our volunteering opportunities and to apply online

Find us on Facebook  Follow us on Twitter  Age UK Hertfordshire

“Becoming a volunteer changed my world completely”

Robert Coleman discusses his experience of volunteering

Volunteering can be a really worthwhile thing to do as it opens up a whole new world of opportunities to you. It is so easy when you find yourself alone during the day, to worry about everything and anything, and the more you do so the worse things appear to be. By becoming a volunteer you get the chance to work with others and at the same time make new friends. When this happens you are taken out of yourself and any long term worries that you have had and any lack of self confidence you may initially have felt, soon disappears. I have noticed this myself when someone who had recently joined as a volunteer initially seemed very withdrawn and barely said a word. Then after a short time, they became much more relaxed and friendly towards the other members of the team.

Becoming a volunteer has changed my world completely as it has given me the opportunity to do something positive with my life and at the same time provide help and support to the local community. One of the many good points about volunteering is that it encourages people of all ages and from all walks of life to get involved and work as a team. When a group work together on a project and see it through to its final successful conclusion there is a tremendous feeling of achievement felt by all.

Volunteering boosts self confidence as more often than not you will be working with like minded people who have a common interest and the effort that you put in will be appreciated by everyone.

There is almost a never ending range of volunteering opportunities available to you, so whatever your interests there is something out there that will suit you. However, another great advantage to becoming a volunteer is the fact that you can learn a completely new skill, which may well be of help if you are considering a new career.

If travelling any great distances presents a problem to you, then don't worry as there are volunteer



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opportunities right across Hertfordshire. This means that you could well find something that suits you within a few miles from where you live.

At this point I would draw your attention to Age UK Hertfordshire, which has a number of current volunteering roles across the county.

If you can spare a little of your time, please contact their Volunteering Team:

Tel: 01707 386060

Email: volunteering@ageukherts.org.uk

Visit: www.ageuk.org.uk/hertfordshire



For details of all of the volunteering opportunities and to apply online

You may also like to try Volunteering Herts, the network of accredited Volunteer Centres in Hertfordshire, which can be found by visiting: www.volunteeringherts.org.uk

If you would like to find out more about my own volunteering experiences with the Waste Not Want Not Garden Nursery in Stevenage or would like me to research a particular subject for you online, please visit my community website at:

www.volunteeringherts.org.uk

Image posed by models

Find us on Facebook  Follow us on Twitter  Age UK Hertfordshire

Information and Advice Tel: 0300 345 3446

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Join our team of volunteers helping local older people

To find out more and to apply online visit the 'Volunteer for us' pages on our website www.ageuk.org.uk/hertfordshire Alternatively: **Email volunteering@ageukherts.org.uk** or **Tel: 01707 386060**

Find us on Facebook  Follow us on Twitter  Age UK Hertfordshire @AgeUKHerts

Home and Hospital Support Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home (not personal care)

**1-2 hours or more a week
Weekdays and/or weekends
Urgently needed in North Herts, Stevenage, Welwyn Hatfield, East Herts, Broxbourne and surrounding areas**

For more information call Joy or Lynne Tel: 01707 386060

Information and Advice, Benefits Outreach and Telephone Advice Volunteers

Help older people access the information, advice and support they need

**In all parts of the county
Flexible weekday hours available
For more information call Joy or Lynne Tel: 01707 386060**

10 to 3 Club Volunteers Urgently needed

4-5 hours each week between 10am to 3pm

To help deliver our programme of activities at the following clubs:

Ware and Letchworth on Mondays, Great Offley, Baldock, Codicote, Hitchin and Cheshunt on Tuesdays, Royston on Wednesdays, Hertford and Whitwell on Thursdays and Letchworth on Fridays

For more information call Joy or Lynne Tel: 01707 386060

Clitheroe Health and Wellbeing Centre in South Oxhey needs Driver Escorts

**Approx 6 hours a week
Weekdays**

Ideally based in Abbots Langley/Garston area

**For more information call Joy or Lynne
Tel: 01707 386060**

Hospital Discharge Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home (not personal care)

**1-2 hours or more per week
Daytime weekdays
Urgently required in St Albans, Watford and Three Rivers**

For more information call Joy or Lynne Tel: 01707 386060

Do you live in Welwyn Garden City?

Would you like to volunteer on a

**Tuesday, Wednesday or Thursday? 10am-3pm
Help older people socialise at Douglas Tilbe House Health and Wellbeing Centre**

Assist with activities at this friendly and welcoming club.

**We also require
Kitchen Volunteers
on Tuesdays, Wednesdays and Thursdays
10.30am-2pm**

To serve lunches and help with kitchen tasks

**For more information call Joy or Lynne
Tel: 01707 386060**

Visiting Scheme Volunteers

**Approx 1-2 hours a week on a regular basis
In all parts of the county**

You can make a huge difference to the lives of lonely older people by simply popping in for a chat

For more information call Joy or Lynne Tel: 01707 386060

Do you speak Punjabi?

If so we need volunteers at our friendly and vibrant

Asian 10 to 3 Clubs

in Hitchin on Tuesdays from 9.30am – 3.30pm and Letchworth on Tuesdays, Wednesdays and Thursdays from 10am – 3pm

For more information call Joy or Lynne Tel: 01707 386060

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Nichole Giddings, who runs the Older and Vulnerable Client Department in the Private Client team, is a member of the Alzheimer's Society, the Parkinson's Society and Solicitors for the Elderly. She is also a former trustee of Age UK Hertfordshire.

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Pop in to our shop and say hello - we'll put the kettle on - and who knows, we might even have a slice of cake with your name on it!

Whilst you're there, you can have a look at the wide range of really helpful things we have in stock. You can chat with one of us about your exact needs, so we can make sure you get just what you need without breaking the bank.

Whether it's a pair of Cosyfeet wider-fitting shoes, a comfy fireside chair or even a stairlift, Life's Wonderful can help you make the best choice from a range of trusted brands, in a no-pressure, friendly environment.

Visit Life's Wonderful today or give us a ring on **01992 44 38 44** to discuss your special requirements.

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