

# AUTUMN NEWSLETTER



# Our Autumn Newsletter

## A message from our CEO, Teri Stephenson



As we look back on autumn, I'm reminded of how this season reflects our work at Age UK Lancashire — full of change, colour, and community.

This newsletter is packed with stories that show the heart of what we do. From the joy of Silver Sunday events across the county to the quiet power of our Good Day Calls, we've seen how connection — whether through a choir performance or a weekly phone call — can improve lives.

We've also made strides in planning for the future. Our retirement workshops continue to support individuals to navigate their next chapter, and our Will Writing Clinics are helping people protect what matters most while supporting local services.

I'm proud that recent legacies have allowed us to extend vital services like our Good Day Calls and open new Day Clubs in Garstang and Morecambe. These gifts are a testament to the trust people place in us, and we never take that lightly.

As the nights draw in, we're here to help older people stay warm, informed, and supported. Whether it's through a tasty recipe, a digital tip, or a friendly voice on the phone, we're committed to making this season one of comfort and support.

Thank you for being part of our journey. Your support, in time, donations, or simply spreading the word helps us build a Lancashire where everyone can live their best later life.

Very best wishes  
Teri

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#### Leave it Local

# Silver Sunday

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On 6<sup>th</sup> October we celebrated Silver Sunday and this year we went a step further and held 5 events across the county which were all well attended both by members of the public, our members and external agencies such as the NHS, Specsavers, Galloways and Local Fire Services.

Our first event was at our Wellbeing Centre in Ormskirk and we had the best time with people coming in for tea, coffee and cake and listening to the Hope Street Choir who performed some beautiful renditions of both old and new songs. The centre was buzzing with chatter from everyone who attended and everyone enjoyed a slice of cake.

Our 2<sup>nd</sup> event was held on International Older People's day (1<sup>st</sup> October) at the Methodist Church Hall in Garstang. Normally, a day for carers in Garstang, we served tea, coffee and cake to those who came and had a guest speaker Lee Gascoyne from Hearing Care Partnership talking about hearing loss and aids and the event was supported by Marsden Building Society.

Friday 3<sup>rd</sup> October we held two events in Morecambe, with the morning at our Day Club and in the afternoon we moved to the Trimpell Sports Club where the Bay Information Hub is held. Our very own CEO Teri joined us on the day and we had a special visit from the Mayor and local MP.

We want to thank all the local businesses, staff and volunteers who made and donated cakes for our events, we always appreciate tasty treats.

We hope to extend the events next year to other areas of Lancashire, if you are interested in hosting an event with us next year please do get in touch with the team and we can explore ideas together. Email [fundraising@ageuklancs.org.uk](mailto:fundraising@ageuklancs.org.uk)



# Services

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## Retirement Planning

By Anne Oliver, Community Engagement and Project Manager

Age UK Lancashire recently asked older local people to give us an insight into their personal experiences of retirement for inclusion in the one-day workshops we deliver for individuals and organisations across the country.

Amongst other questions, we asked them what advice they would give their 50 year old self about retirement and the responses were surprisingly varied:

- Keep working in some capacity
- Stop working as soon as possible
- Keep healthy and active...keep strong... do regular exercise if only gentle walks...get out every day
- Take good financial advice...keep an eye on finances
- Stay in contact with friends and family...stay sociable...make new friends
- Don't move to a strange place
- Try new activities and hobbies...enjoy holidays...travel
- Plan, my husband and I did not plan!

and these topics are all covered during the day.

Our one day workshops are delivered over Teams or in the workplace and since the launch of the service in 2020 we have ensured the subject matter is holistic in nature. Not only do we discuss financial planning, pensions, investment, taxes and trusts we also consider the different ways we can move from work to retirement; legal planning for later life including wills and powers of attorney; maintaining our health and wellbeing and how to manage all that free time.

These workshops have been universally well received, and we are delighted that our regular clients include UK National Nuclear Laboratories, Suzuki, Barnet Homes and other local and national organisations. Feedback has included:

- "I was really impressed with the quality of content covered throughout the day."
- "I think this workshop is great preparation for anyone starting to think of and plan their retirement."
- "Fantastic facilitation and delivery – I am enthused to seek advice, use the tools and enjoy planning my future"

If you are an individual starting to think about the next phase of life, which we call "reirement" or an organisation interested in supporting your employees through this process and, in turn, aid your own resource/succession planning, please see our website or contact us for more details via [yourfuture@ageuklancashire.org.uk](mailto:yourfuture@ageuklancashire.org.uk)



# Services

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## Good Day Calls

Written by Janet Procter, Susan Croft & Michelle Duckett

Imagine, sitting waiting for our befriending call; you know it is the same friendly voice that has called you for over 6 months now. You have built up a 'connection.'

Many of us still have our mobility, good health, and choice to see friends whenever we want; to decide to pop to see someone, go for a coffee with a friend on the spare of the moment. Now, go back to the first line and read it again.

Our Good Day Calls may be the only time that person speaks to anyone that day or even worse; that week. Some have no choice. Their health and independence to socialise (as most are housebound) disappears, their world becomes silent.

We learn about them as a person, not as a parent or sibling to a family they were part of. Often, people are bereaved. They struggle to adjust to a different life without their spouse.

The isolation they face is something no one should ever feel.

I know we make a difference; I know the calls we make people feel connected and I too look forward to the calls to them each week. They know that someone cares, listens and this kindness makes an enormous difference to their silent and often difficult days.

Older people are especially vulnerable to loneliness and Social Isolation, to help combat loneliness, our lovely Good Day Call team provides approximately 180 calls a week, to lonely, vulnerable and isolated customers. The team provides reassurance and support as well as having a friendly chat, we may be the only person they get to speak to all day.

We listen carefully to any concerns, share laughs and give them further support and information to access and any other relevant services they may need.

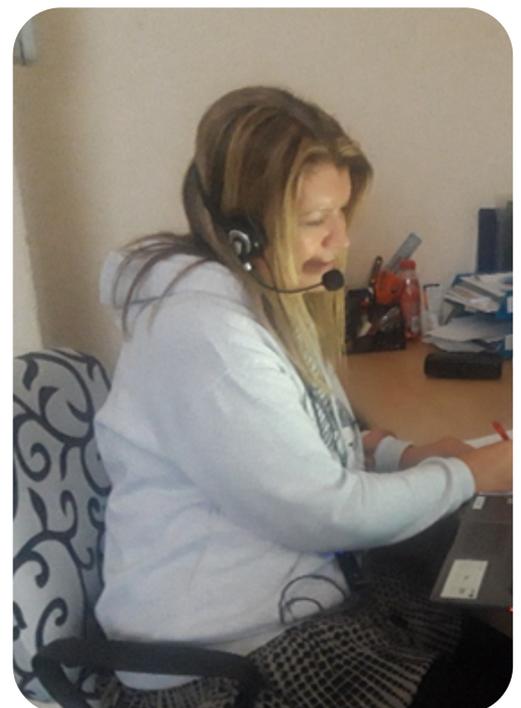
We have been fortunate to have been providing this service now for over three years, in this time we have supported 732 customers. Unfortunately this service isn't funded, and we rely on donations and legacies to help keep the service open. A recent legacy has helped fund the service, extending the service for a further 6 months.

**“Calling our clients is just part of our work, we support our customers to regain confidence, enabling them to have some face to face interaction, by signposting to other local services such as lunch clubs, coffee mornings and Activity groups, this can be beneficial and also helps reduce loneliness. Having continuity, support and reassurance is why so many people look forward to receiving a Good Day Call. Having this service is such a lifeline for many.” Sue - Good Day Calls Provider**

“I no longer feel alone with old age comes loneliness to feel you have someone who is there and who cares is very reassuring” M.H, Good Day Call Customer

“Having the calls makes me feel someone cares and someone listens I feel I can talk freely to you; you listen and care as I really have no one else I can talk to.” S.G, Good Day Call Customer

“I feel you care and you listen and don't judge me, I can tell you want to help me, and are there for me each week. I cannot thank you enough for listening to me. I have a lot to thank them for, and grateful to all the wonderful staff at Age UK Lancashire” K.S Good Day Calls Customer



# Fundraising

## How easy is easyfundraising?

By Victoria Harrison, Individual Giving Manager

Over the past few editions we have featured Easy Fundraising as a way for you to support us via your every day online shopping and I wanted to delve more into what Easy Fundraising is and the success so far.

Easy Fundraising isn't a new thing for us, in fact it was first set up nearly 10 years ago in 2016!

Over the past 9 years we have seen the supporter list slowly grow and we now have over 80 savvy shoppers who have chosen to support us; Thank you shoppers!

Online shopping has been growing rapidly over the past few years, and Covid pushed many of us to utilise online shopping and many have stuck with it. While it is convenient, you can also support us at the same time, and the best bit? It doesn't cost you anything extra (Other than that beautiful cosy autumn jumper you've just seen).

All you need to do is;

- 1) create an account on Easy Fundraising and depending on how you shop (either by your phone or desktop) simply download the app on your phone and / or add the extension to your browser.
- 2) Everytime you go to shop, open up the app or the website and search for the shop. Easy Fundraising will tell you how much the shop will donate to us, all you need to do is shop normally and check out.
- 3) Easy Fundraise do the rest.

## Mike's experience

"I have found Easy Fundraising extremely easy to use, once signed up I simply use the browser extension on my device. Whenever I shop it helpfully asks would I like to donate, it is available on most websites and super easy to use! I've bought a few items from a mobile phone contract to paint for a DIY project. The retailer provides the donation all I had to do was press "I want to donate", so far I've raised over £30 for a great cause"

## My experience

You have to practice what you preach right? While I love a day wandering the high street and browsing the shops I also shop online, more so over the past few months as we celebrated getting married. Etsy has become my go to online shop for all things personalised, wedding related and gifts, Etsy currently donates upto 1% to your chosen charity and so for me my donations to Age UK Lancashire have added up quite nicely. I added the browser extension and donation reminder to my phone and everytime I was on Etsy the reminder popped up asking if I wanted to donate and it was always a big thumbs up from me, so far i've raised just over £30 for Age UK Lancs through a variety of shops.

What I also found was it works alongside cashback sites, so not only was I donating but I was also getting cash back - result!



**If you're looking for a way to support us hassle free sign up to Easy Fundraising today, it really is easy and doesn't cost you a penny extra.**

**Scan the QR code or visit Easy Fundraising online at [www.easyfundraising.org.uk](http://www.easyfundraising.org.uk)**

# Winter wrapped up

The weather has certainly turned cooler and the dark nights are coming earlier every passing day. I want to take this opportunity to talk about how to stay warm this autumn and winter and what you can start doing now to take some pressure off.

## Heating

If you are worried about turning the heating on, please contact us to see make sure you are getting right support.



Other ways to stay warm:

- Wrap up - blankets, socks and thick jumpers can help us stay warm and cosy. If you are heading out make sure to wear warm clothing.
- Heat one room. If you are only utilising one room at home, make sure to keep this room warm, ideally to 18degrees.
- Ask us for a thermometer magnet which helps tell you how warm your room is.
- Consider investing in a thermos mug. Hot drinks can stay hotter for longer in a decent thermos mug.
- Hot meals
- Hot and regular meals are vital to keep your energy levels up and keep warm. If you are struggling to make hot food please get in touch with us.

## Recipes for a cosy winter

### Carrot and Ginger Soup

**1 tbsp rapeseed oil**  
**1 large onion**  
**chopped**  
**2 tbsp coarsely grated ginger**  
**2 garlic cloves**  
**sliced**  
**½ tsp ground nutmeg**  
**850ml vegetable stock**  
**500g carrot sliced**  
**400g can cannellini beans**  
**(no need to drain)**

Method

step 1

Heat the oil in a large pan, add the onion, ginger and garlic, and fry for 5 mins until starting to soften. Stir in the nutmeg and cook for 1 min more.

step 2

Pour in the stock, add the carrots, beans and their liquid, then cover and simmer for 20-25 mins until the carrots are tender.

step 3

Scoop a third of the mixture into a bowl and blitz the remainder with a hand blender or in a food processor until smooth. Return everything to the pan and heat until bubbling.

### Michael's veggie stew

**Carrots,**  
**Onions,**  
**Celery,**  
**Butternut Squash,**  
**Potatoes,**  
**Butterbeans**  
**Vegan Mince.**



**Tip**  
*Make a bit extra  
and freeze for  
another day*

Method

You can use a slow cooker or a covered oven proof dish for this recipe.

1. Heat some oil in a pan and brown off the mince, place onto a plate once cooked.
2. chop all your veggies into small chunks and place in your pot of choice. Add in your butterbeans and mince with 200ml of vegetable stock
3. If using a slow cooker, cook for an hour, if using a covered oven proof dish, cook for 30mins.
4. Serve with a crusty bread roll

# Digital Tips

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By Yulia Ikonnikova

Welcome to our NEW digital tips page! This will be a regular feature in our newsletter.

If you are struggling with anything digital try contacting your local library to see if they have a digital service.

## How to use a QR code

You may have seen small black-and-white square patterns on letters, posters, or leaflets. These are QR codes – a quick way to get information without typing a web address.

They're widely used by the NHS (for things like appointment details), restaurants and cafés (to show menus), charities and community groups (to share event information), and even on bills or travel tickets for quick access to services.

### How to Steps

- Open the camera app on your smartphone or tablet.
- Point it steadily at the QR code (as if you're taking a photo).
- A link should appear on your screen – tap it, and you'll be taken straight to the website or page.

If nothing happens, check in your settings that QR code scanning is switched on, you can do this by quickly searching for 'QR' in the search field box or try a free QR code reader app.



You can practice your QR code skills on ours here

## Using your voice instead of typing

If you find typing on a small screen tricky, your phone or tablet can do the hard work for you. Most devices have a built-in microphone button on the keyboard that lets you speak instead of type.

- Open the app where you want to write (Messages, WhatsApp, or Email)
- When the keyboard appears, look for a small microphone icon (usually near the space bar).
- Tap the microphone, then clearly say your message out loud. As you speak, you'll see the words appear on the screen.
- When you're finished, tap the microphone again to stop.



## Zoom in for easier reading

Struggling with small text on your phone or tablet? You can zoom in to make things clearer.

On most smartphones or tablets, place two fingers on the screen and gently spread them apart like you're stretching the picture. The text and images will become larger. To zoom back out, pinch your fingers together.

If you'd like everything on your device to appear larger all the time, go to Settings → Accessibility → Display & Text Size (wording may vary slightly depending on your device).

This small change can make reading messages, articles, or even bus timetables online much easier!

# Leave it Local

By Victoria Harrison, Individual Giving Manager



Give them a future they will be proud to be part of. Leave a gift in your Will to Age UK Lancashire to ensure we can be there for the next generation.

#LeaveitLocal

## PROTECT YOUR FUTURE AND HELP BUILD A COUNTY WHICH SUPPORTS OLDER RESIDENTS WITH OUR WILL WRITING SERVICE

Age UK Lancashire is offering a valuable Will Writing Service, providing individuals the opportunity to write a basic Will for a significantly reduced cost. The donation for this service supports the work of Age UK Lancashire in the local community.

This service is available through partner solicitors across the county, with upcoming Will Writing Clinics being held in various locations, including Ormskirk, Lancaster, Preston, Burnley & Nelson

By using this service, you can ensure that your assets are distributed according to your wishes, whilst supporting a local charity that benefits older people in Lancashire - [Find out more here.](#)

To book your appointment please call 0300 303 1234 or email [fundraising@ageuklancs.org.uk](mailto:fundraising@ageuklancs.org.uk) and we will send you the relevant information for your area.

### Upcoming Clinics available to book

27th November 2025- Hexagon Life Planning @ Age UK Lancashire office in Ormskirk.  
Includes Power of Attorney information drop in 1:00 pm - 3:00 pm.

3rd February 2026 - @ R&B Solicitors, Carnforth

10th February 2026- Ellen Faye Solicitors @ solicitor's office Liverpool Road, Penwortham

11th February 2026- Birchall Blackburn Solicitors @ solicitor's office Avenham Street, Preston

26th February 2026 - Hexagon Life Planning @ Age UK Lancashire office in Ormskirk.  
Includes Power of Attorney information drop in 1:00 pm - 3:00 pm.

# Remembering

By Victoria Harrison, Individual Giving Manager

We would like to remember those we have lost recently and those who we hold dear to our hearts. If you have recently lost someone we send you our thoughts and hope the coming days, weeks and months are kind to you and your family.

Please know there are organisations locally who can support you through a period of grief and loss and this can extend to our pets as they are a huge part of our life.

If you need any support you can visit;

- [NHS](#)
- [Mind](#)
- [Cruse Bereavement](#)
- [Macmillan](#)
- [Blue Cross](#)
- [RSPCA](#)

We would also like to take this opportunity to thank the families and friends who have thought of Age UK Lancashire during this time by making a donation in memory of someone they cared for. Thank you.



## “It’s who we are”. our new Gift in Will video

The start of September marked Remember a Charity week, a dedicated week to legacy giving nationally. For many charities and ourselves, we rely on gifts left in a Will (also called legacies). A gift left in someone’s will to Age UK Lancashire is quite simply the kindest gift we receive. When we receive a notification we are a beneficiary we are filled with gratitude and pride, knowing we must have made someone feel safe, secure and supported for them to leave something to us.

This summer we created a new video featuring staff from across the county proudly highlighting our achievements from last year. But without legacies these achievements would be less and we wouldn’t be able to support those who need help. To watch the video, head to our website or find it on our socials.

More so than ever charities are facing crisis with the loss of funding from every corner and we are in the same position. Recent gifts have given us hope that we can continue to support older residents and their families across Lancashire for the year ahead. With recent legacies, we have been able to extend our Good Day Calls Service, 0300 phone line, information & advice and support the opening of our Northern day clubs in Garstang and Morecambe.

If you are thinking of supporting a local charity in your Will, please consider Age UK Lancashire. The details you need are:

**Age UK Lancashire, Charity Number 1142294**

[CLICK HERE TO WATCH THE VIDEO](#)

# Good things to know

## Message in a bottle

If you live alone, with long term health conditions you may already have one of these little bottles in your fridge, if not I would consider requesting one for free through the Lions website \*you just need to pay postage.

These little bottles can be life saving and tell the emergency services everything they need to know if you can't tell them due to an accident.

Inside is a form for you to fill out which includes your details, your next of kin details, medications you use, allergies and health issues.

There are also two stickers, one for your front window or door, and one to stick on your fridge door. All emergency services recognise the stickers, and know that you have a bottle in the fridge.



To order your bottle visit the Lions website [www.lionsmessageinabottle.co.uk](http://www.lionsmessageinabottle.co.uk)

## Come and join our team

We are recruiting for both full time and part time rolls across the county and if you are looking for a career change or want to share your skills and knowledge, supporting older residents in Lancashire we would love for you to apply! All our jobs are on our website.

- ★ Living Well Support Coordinator in East Lancashire
- ★ Day Club Support Worker - Ormskirk and Nelson
- ★ Support at Home Worker - Lytham St Annes

## How safe is your password?

This handy table shows how easy it is for hackers to crack your password. Passwords that are more than 10 characters and include a mix of numbers, symbols, lowercase and uppercase letters are harder to crack.

### Let's have little bit of cyber fun

Note how many characters your password has and if it uses letters, uppercase, lowercase, numbers and special characters.

| Rank | Password  | Time to crack | Total uses |
|------|-----------|---------------|------------|
| 1    | password  | < 1 second    | 21,128     |
| 2    | qwerty123 | < 1 second    | 20,814     |
| 3    | qwerty1   | < 1 second    | 18,660     |
| 4    | 123456    | < 1 second    | 17,415     |
| 5    | liverpool | < 1 second    | 11,414     |
| 6    | 123456789 | < 1 second    | 7,998      |
| 7    | password1 | < 1 second    | 7,338      |
| 8    | qwerty    | < 1 second    | 6,249      |
| 9    | arsenal   | < 1 second    | 5,079      |
| 10   | 12345678  | < 1 second    | 4,643      |

### TIME IT TAKES A HACKER TO BRUTE FORCE YOUR PASSWORD IN 2024

Hardware: 12 x RTX 4090 | Password hash: bcrypt

| Number of Characters | Numbers Only | Lowercase Letters | Upper and Lowercase Letters | Numbers, Upper and Lowercase Letters | Numbers, Upper and Lowercase Letters, Symbols |
|----------------------|--------------|-------------------|-----------------------------|--------------------------------------|---|
| 4                    | Instantly    | Instantly         | 3 secs                      | 6 secs                               | 9 secs  |
| 5                    | Instantly    | 4 secs            | 2 mins                      | 6 mins                               | 10 mins                                       |
| 6                    | Instantly    | 2 mins            | 2 hours                     | 6 hours                              | 12 hours                                      |
| 7                    | 4 secs       | 50 mins           | 4 days                      | 2 weeks                              | 1 month                                       |
| 8                    | 37 secs      | 22 hours          | 8 months                    | 3 years                              | 7 years                                       |
| 9                    | 6 mins       | 3 weeks           | 33 years                    | 161 years                            | 479 years                                     |
| 10                   | 1 hour       | 2 years           | 1k years                    | 9k years                             | 33k years                                     |
| 11                   | 10 hours     | 44 years          | 89k years                   | 618k years                           | 2m years                                      |
| 12                   | 4 days       | 1k years          | 4m years                    | 38m years                            | 164m years                                    |
| 13                   | 1 month      | 29k years         | 241m years                  | 2bn years                            | 11bn years                                    |
| 14                   | 1 year       | 766k years        | 12bn years                  | 147bn years                          | 805bn years                                   |
| 15                   | 12 years     | 19m years         | 652bn years                 | 9tn years                            | 56tn years                                    |
| 16                   | 119 years    | 517m years        | 33tn years                  | 566tn years                          | 3qd years                                     |
| 17                   | 1k years     | 13bn years        | 1qd years                   | 35qd years                           | 276qd years                                   |
| 18                   | 11k years    | 350bn years       | 91qd years                  | 2qn years                            | 19qn years                                    |