

# What's Happening – In Brief

## A Note from Amanda Allen (CEO of Age UK North Worcs) – February 2026

- As you are probably aware on 23<sup>rd</sup>/ 24<sup>th</sup> of this month we were audited as part of Age UK national's Charity Quality Standard (CQS). The purpose of the audit is to ensure that we are a legal, safe and effective organisation that provides a positive experience for older people. We need to wait a few days before we receive the full report but the auditor, Denise Wilde (from the BSI), was particularly complimentary about the two focus groups, Staff & Volunteers plus the Service User group, so my thanks to all those involved. But, I thank all of you, because it is what you do each-and-every-day that demonstrates the key CQS requirements and our collective commitment to making North Worcestershire a better place to grow older!
- Coming up on 3<sup>rd</sup> March, the national Age UK team are holding their annual Influencing Conference to discuss how we work together and with older people to influence decision makers both at the local and national level. The Conference will also discuss changes coming to local councils (which directly impacts ourselves) and what opportunities this might present. At a local level we are currently making the petition, that has been started by Bradley Thomas MP to Save the Bromsgrove Post Office, more accessible by having paper copies of the petition available at our Windsor Street offices as well as at our High Street and Providence Road (Sidemoor) shops

## Working together to support our local communities and the environment

- You may have seen in the local newspapers/ on our website that we are involved in a new partnership project with Worcestershire County Council, Severn Waste Services, Primrose Hospice and Family Support Centre at **Redditch Household Recycling Centre**



- As part of the scheme, a dedicated reuse container has been installed at the Recycling Centre, giving residents a convenient way to donate good-quality items they no longer need. Instead of being thrown away, these donations are collected, sorted, and sold in charity shops operated by Primrose Hospice *and ourselves*. Speaking about the partnership, our CEO Amanda said *"We are thrilled with the success of this project. Not only are we reducing waste and promoting sustainability, but we're also raising money to provide our important local services and make a real difference for our community"*
- We are currently working with the County Council to look at additional Reuse Containers at other Recycling Centres across North Worcestershire to offer more residents a simple, cost-free and meaningful way to give back to their community, whilst also reducing waste and supporting the environment!

## Staff Handbook Updated

- Following a review of some of our key policies and a refresh to reflect our new branding, our **Staff Handbook** has recently been re-issued.
- The Handbook is the go-to resource for all current policies, guidance, and key information, and is updated regularly in line with legislative changes
- The Handbook is available via [this link](#) to our main SharePoint site. If you are having problems accessing the link please speak with you manager or contact **Kate Ware**



## Nominate Your Employee of the Quarter

To nominate a colleague who you believe has gone the extra mile for a client, gone out of their way to make a difference or always makes you smile, simply send a quick email to **Kate Ware** ([kate.ware@ageuknorthworcs.org.uk](mailto:kate.ware@ageuknorthworcs.org.uk)) with the name of the person you are nominating and the reason why you think they deserve this recognition. You can nominate as many colleagues as you like!

## Working together to help Digital Confidence

- Last September the **Amphlett Hall Computer Clubs** launched their monthly Digital Drop-In sessions (first Wednesday of every month, 1-3pm) for anybody that is seeking help with their mobile phone, tablet or laptop. To help to further develop the sessions we have linked with AbilityNet, a charity which focuses on supporting older people and those with disabilities to get online
- The first part of our Digital Drop Ins for March, April and June will include a 'themed' talk from AbilityNet. The focus for the 4th March session is **Curious about what your phone or tablet can really do?**
- Please can you help and share with anybody that might find these sessions helpful!
- These sessions are free, but donations are welcomed! Please contact Jo Hughes for more details



As part of its monthly Digital Drop-In sessions, Age UK North Worcestershire is working in partnership with AbilityNet

### Curious about what your phone or tablet can really do?

Join us for a relaxed, friendly session where we show how everyday technology can help you stay in touch, save time and feel more confident when you go online.

**Free session - donations are welcome**

- No need to book
- Bring your own phone or tablet
- Wednesday 4 March, 1.30-3.30pm
- Amphlett Hall\*, Crown Close, Bromsgrove, B61 8DW

\*Please note that Car Parking is limited, however Public Car Parks are available nearby (Aldar Recreation Road and Watnour St John Street)



## A Refresh for Windsor Street

- As part of our re-branding, our Windsor Street Office has had a refresh!



- Thanks to the generosity and support of **Falcon Contract Flooring Ltd** we have also been able to replace the carpet in our main Reception area!



## Trustee Opportunities

- Our Trustees play a key role in shaping our strategy, guiding the charity's growth and ensuring we continue to deliver vital local services To complement our existing Board, we are particularly seeking individuals with financial and commercial experience. If you know anybody that is interested in getting involved an **application pack** is available via [this link](#) or they can call the office on **01527 570490**



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