



AGE UK STW's FIRST LOCAL CHARITY SHOP IS OPEN

Age UK STW's first charity shop is open for business! We opened our first charity furniture shop at the Riverside Shopping Centre in Shrewsbury at the beginning of September. We needed to do this to raise money to help us deliver our services which are in such great demand and support local older people in the county. The shop sells donated furniture and electrical items and we are looking for donations of individual pieces of furniture or house clearances. We will pick up furniture free of charge but there is a small charge for delivering items of furniture that customers have bought.

Please tell all your friends, neighbours and people that you come into contact with about our shop, and ask them to call us if they have any furniture that they no longer need. Give us a ring on 01743 588 870 and we will arrange to pick it up.



New shop manager Paula Hinks and Lin Foley enjoying a relaxing moment before the Grand Opening! Lin has been providing us with her expertise to get us started.

*Happy birthday to us, happy birthday to us, happy birthday dear
Age UK Shropshire Telford & Wrekin, happy birthday to us!*

**Age UK Shropshire Telford & Wrekin
is 65 years old this November!**



SAD NEWS

Judith Greenhalgh, our Administrative Assistant, passed away very unexpectedly at the beginning of August. Judith had been involved with Age UK for many years, not just as a paid member of staff but also as a volunteer both in our Shrewsbury office and at the Shawbury Day Centre. Her loss has been a huge shock for everybody and we will miss her greatly for her wonderful fun personality as well as for all her hard work. Our sympathies go to all of her family and especially to Lucy, her daughter.



Also, Shrewsbury's hugely successful Walking Football group was rocked recently by the death of one its members, **Allan Lamsdale**. Allan collapsed at one of the sessions and, sadly, never regained consciousness. A number of Allan's fellow footballers, trained in first aid, administered help whilst waiting for the ambulance. Their actions have been commended. At a packed St Peters Church in Cound, Allan's family spoke warmly of his love of walking football, and stressed how much he would want his fellow players not to be deterred from carrying on playing. Allan's son, Gary, attended the group's session the week after his dad passed away to thank the group for the support and companionship that they had provided. Everyone at Age UK STW offers their sincerest condolences to Allan's family.

AU REVOIR *** GOOD LUCK *** FAREWELL *** GOODBYE

Lyn Briggs, one of the organisation's longest standing members of staff, has left to pursue her own interests. Lyn played a pivotal role in the organisation as Deputy Chief Executive during a time when the organisation was growing substantially and, in more recent years, as our Project Development Officer. Lyn led on our very successful Diamond Appeal and, more recently, on our Gift of Friendship appeal. It is in no small part thanks to Lyn that we have retained and developed many of our services. She will be much missed by us all and we would like to give our thanks for all that she has done for the organisation over the years. THANK YOU!!



Work colleagues and trustees wishing Keith (seated) a fond farewell at our new office in the Riverside Shopping Centre where the Volunteer Recruitment staff are based along with trading.

Keith Gallop retired from the organisation last July after over eleven years as the organisation's Volunteer Recruitment Officer. As you know, volunteers are at the heart of all we do and provide the bulk of our services and Keith has been instrumental in ensuring we have enough volunteers to meet the needs of older people in Shropshire. Over his time with the organisation Keith has built us up to be the Age UK with the most volunteers in the West Midlands, and possibly the country! We would not have been able to provide anything like the amount of services we currently do without his hard work and determination. He is a much respected colleague and we wish him well for the future.

Ruth Jones, who worked with us for two years as our Fundraising & Research Assistant, also left this summer. Ruth's work mainly focused on our Gift of Friendship Appeal and she brought fresh new ideas and approaches to this project. Many of you will have seen her dressed in the bright blue cube in the town square, promoting the appeal; or have heard of the exciting aerobatics event that she organized. We wish her every success for her future career.



Helping older people keep warm this winter

It is shocking that Shropshire has one of the highest death rates amongst older people caused by the cold weather. This is partly because in Shropshire there are a lot of homes that are not on the mains gas supply, or are older homes that are badly insulated. Some older people can struggle to pay their bills, or to keep rooms at the right temperature to make sure that they stay healthy, and it is better to take action now, rather than wait until the weather gets really cold, or there is an emergency situation. If you are an older person, or you know an older person who may struggle to stay warm this winter, we can help:

- We can carry out a benefits check to make sure an older person is getting all the help they need to pay their bills.
- We can signpost people to get support and advice on making their home as energy efficient as possible.
- Age UK STW has small grants available for older people on a low income to help with fuel bills or repairs to heating systems.
- We can offer advice about other organisations and charities that may be able to help, either with grants or more practical help.
- Age UK can also offer general advice on keeping warm through our “Winter Wrapped Up” booklet and free thermometers to check those room temperatures.

If you know someone who may benefit from some help or advice, please ask them to get in touch with us.



Do you know someone who finds it difficult to get away on holiday?

Every year Age UK Shropshire Telford & Wrekin organises a week’s holiday in Llandudno for older people who, for whatever reason, find it difficult to get away. The holiday, complete with great food, trips out and nightly entertainment was much enjoyed by 95 Shropshire older people and a small team of volunteer helpers in July this year.

We are always trying to reach more older people who find it difficult to get away on holiday. If you know someone who may like to come along next year, please tell them about it. If they need to pay for a carer to come along with them, or are finding it difficult to find the money for the holiday, we may be able to help, so please talk to us. Adverts for next year’s holiday will be out in February 2016. You can leave your contact details at any of our offices now in order to be sure of receiving an application form.



Safeguarding Adults in Telford & Wrekin

No More Secrets – Please say something

The Safeguarding Adults Board in Telford & Wrekin includes all the organisations which work with people who are elderly, frail, poorly, disabled or who have learning disabilities or mental health problems. The Board is committed to making sure that everyone in the community stays as safe and healthy as possible, especially those who are or may be at risk of harm from other people. To do this, we need everyone to keep a look out for people who may not be able to protect themselves, and to tell us about anything which is worrying or which looks wrong. Let us know, and we'll do all we can to find out more and to work with the person to reduce the risk and to help them keep safe.

If you are worried about a vulnerable person being abused or neglected by other people, please say something.

Call one of the numbers below:

Access Team (Telford & Wrekin) 01952 381280

Your local police (non emergency) 101

Police (in an emergency) 999

The Care Act 2014 describes different types of abuse which can affect people, especially when they are unable to protect themselves or tell their own story. These are:

- **Physical** being hit or slapped, being given the wrong medicine, being locked in or being force-fed
- **Sexual** rape and any kind of uninvited intimate touching, being made to do sexual things you don't want to or being made to listen to sexual comments or to look at pornography
- **Psychological** emotional abuse being threatened, tormented or bullied, not being given choices or being left alone for a long time
- **Financial** having money or possessions stolen, being tricked out of benefit money, being bullied into giving or lending money or into letting people use credit cards or cheques
- **Discriminatory** having your religious beliefs ignored, not giving you the right food for your religion or culture or making jokes or comments about your disability, race or sexuality
- **Neglect**, acts of omission not being given enough to eat or drink, being left in dirty or wet clothes, not being given the right medication or not being given health care promptly when it's needed
- **Organisational abuse** repeated instances of poor care and rigid care routines, usually to suit staff
- And also includes:
 - **Domestic violence**
 - **Modern slavery**
 - **Self-neglect**

Abuse can happen anywhere, in people's own homes, in care and nursing homes, in hospitals or out in the community. The people who carry out abuse and are responsible for the harm or risk can be from all walks of life, family members, neighbours, health professionals, care workers or even total strangers.

If you report abuse to us this is what we will do:

- ☑ Find out more about what is going on with the person at risk and what they want
- ☑ Work together with the person themselves and with other professional colleagues in the police and health service to try to reduce the level of risk
- ☑ Make every effort using all available legal means to find ways of reducing risk and increasing people's safety
- ☑ Learn from everything that happens to make our work and our processes more effective in the future

To find out more about safeguarding adults and The Safeguarding Adults Board contact Telford & Wrekin Council website at www.telford.gov.uk/twsab.

Don't forget!
No More Secrets – Please say something



Support for friendship appeal tops £30k...

Our **Gift of Friendship Appeal** has so far raised over £30k to fund extra help and support for those older people who are very lonely and isolated. A **HUGE THANK YOU** to everyone who has helped raise this money. You have done it by running events from fashion shows to coffee mornings or doing something quite alarming - like running the London Marathon or sitting in an aeroplane doing loop the loops over the North Shropshire countryside!

The trouble is – like Oliver Twist – we need to ask for more!

Very few people choose to go weeks without a friendly chat or getting out to a social activity – but that, we know, is the reality for hundreds of older people in our area. We launched our **Gift of Friendship Appeal** to raise awareness of this big problem and to take actions to reduce loneliness for older people locally. So far we have...

- Recruited, trained and matched more volunteers – last year we had 257 regular volunteer befrienders who spent 9,000 hours befriending older people. But we also still have long waiting lists for this service so we need more volunteers.
- Made a start at organising social events at weekends - but we need to do more.
- Committed ourselves to raise enough funding each year to pay for the extra staff time we need to support the additional volunteers and to organise the additional social events. On average, people are living longer – which is fantastic news, of course, but does mean each year we see an increase in the numbers turning to us for help.

We need to do more and we can't do that without your help. You could...

- Volunteer! If you are already a volunteer, could you persuade a friend to join the team? Call us on 01743 588570 – volunteers needed across most of Shropshire and Telford.
- Fundraise in aid of the appeal – every penny helps. If you would like our fundraising pack full of ideas on raising money please get in touch on 01743 233123. If you are the adventurous type – we currently have opportunities for sponsored fund raising in the guise of hair raising adventures. Contact us for details.
- Perhaps you are the member of a club or organisation that already fundraises for charity? Could you propose the **Gift of Friendship Appeal** next time the group is considering which good cause to support?

With your help we can spread the Gift of Friendship across the county and reach lonely older people who need our help now.



*Ruth Jones with Shrewsbury Town Crier,
Martin Wood, making sure everyone knows
about the Gift of Friendship Appeal!*



Big Lottery Grant for Telford & Wrekin Senior Citizens Forum

The Trustees and members of staff from the Telford & Wrekin Forum are delighted to have been chosen as a recipient of Big Lottery Funding under the Reaching Communities grant scheme. This should secure the running of the Forum for the next 5 years providing they meet the aims and objectives set out in their application.

The Forum will continue with their open meetings every other month and some will be held in more rural areas as well. Their newsletter will carry on in the same format as will the work they have been doing helping older people become proficient in the use of IT and the internet through their computer group.

One new service that the Forum proposes to set up is the formation of some peer support groups across the borough to help older people who are living with long term health conditions. Another new service they wish to set up is 'Musical Memories' for older people with dementia; this would enable users to listen to their favourite music whenever and wherever they like.

The Forum is open to anyone who lives in or around Telford & Wrekin - simply call on 07552 975676 or visit their website www.tandwseniors.org.uk for more information.



Telford Green Gym Volunteers work to improve Telford green space with and for the benefit of local communities and wildlife...

Working on allotments, growing organic vegetables, making benches, hedge laying and pond clearance!

Plus much more!

Telford Green Gym is open to anyone over 18 years of age living in the Telford and Wrekin area. To join the team of volunteers please contact the **Healthy Lifestyle Hub** on **01952 382 582** or email: healthhub@telford.gov.uk

Christmas Shopping in Shrewsbury

If you are an Age UK STW Volunteer doing Christmas Shopping in Shrewsbury between Monday 14th and Friday 18th December why not pop in to our Volunteer Recruitment office in the Riverside Shopping Centre? Why? Because between 10 and 2pm will be offering all Volunteers a hot drink, a chance to sit down for a while and rest those aching feet and a shopping minding service (you can leave shopping bags with us while you shop till you drop!)

Please call in and see us for some festive cheer!

Find us at the very bottom of the



Pride Hill Shopping Centre



Calling all Dancers!

It's about two years since Age UK Shropshire Telford & Wrekin held regular dances in Shrewsbury. Now one of our Age UK volunteers, Terry Walker, is proposing to host monthly dances on Sunday afternoons in what he believes is 'simply the best ballroom in the area'! Over the decades, dancing has migrated from towns to village/school halls as purpose built ballrooms have been converted to bingo halls etc. It is almost unheard of for a new ballroom to be created, however, during the last year that is exactly what has been achieved in Shrewsbury! Following six months of very hard work, Joanne and Paul Hague, of the Topaz School of Dance, transformed an old storehouse into a magnificent 3,200 square ft. ballroom, complete with glitter ball! It is felt that the ambience will transport members back to those nostalgic times that they so enjoyed.

Heather Osborne, Chief Executive of Age UK Shropshire Telford & Wrekin, said *"we know that lots of older people enjoy dancing and that it is an enjoyable way to meet people and stay healthy. We hope these new classes will take off in this exciting new venue. Please come along and give it a go!"*

Initially it is planned to hold one dance a month starting in the autumn; dancing will be Ballroom and Sequence.

The Topaz School of Dance is situated in Unit 1, Maverick Business Park, Monkmoor Shrewsbury SY2 5TF where there is plenty of free parking. The dances will be held on Sunday 13 September, 11 October, 8 November and 13 December from 2.30pm to 4.30pm. Entry will be £4.00.

If you would like more information please contact Susan Stefiuk at Age UK Shropshire Telford & Wrekin Telephone 01743 233123 ext. 225 or email susan.stefiuk@ageukstw.org.uk.



Welcome to new staff!

We would like to extend a warm welcome and introduce you to our new Head of Income Generation, **Ruth Brown**. Ruth comes to us with many years experience of fundraising in the county as she previously worked for the Ironbridge Gorge Museums Trust; some of you may know her already. As we all know, grant funding is becoming harder and harder for charities to find and, for us, the demands and needs of the older population in Shropshire are going up and up.

Trustees have identified our own income generation as a key priority for the charity in the coming years and we have no doubt that Ruth will do a splendid job for us.

If you would like to support us in our fundraising in any way – don't forget we always need helpers - you can contact Ruth at our Mardol Gardens office in Shrewsbury
Tel: (01743) 233123 or email enquiries@ageukstw.org.uk

A big welcome also to **Becky Ford** who has also just started with us as a Benefits Officer. We have secured some funding from E.ON which enables us to provide additional support to our Benefits Team during the winter months to ensure more people are maximising their benefit entitlement and in a better position to keep their home warm. Should you need any help or advice with regard to your benefits or with form-filling, please contact the Shrewsbury Office and we will help you. Please note due to demand we operate an appointment system. Tel: (01743) 233123 or email benefits@ageukstw.org.uk.



Are you holding an event over the Christmas period?

Christmas can be a particularly lonely time for older people who do not have family or friends around them at that time of year. We know that there are over 10,000 older people in Shropshire who feel profoundly lonely and that 11% of older people in the county are in contact with family, friends and neighbours less than once a month.

We want to be able to put older people in touch with events in their area that they can go along to on Christmas Day, or over the Christmas break. So if you are hosting a lunch for people on Christmas Day, or having a Christmas party or event over the holiday period, please let us know so that we can put older people who could benefit in touch with you.

If you can help, or you want to find out more, please get in touch with us on 01743 233123 or email enquiries@ageukstw.org.uk.

We look forward to hearing from you.

HOW TO GET HOLD OF US IN SHROPSHIRE

Sorry but our Whitchurch Office has now closed – please contact the Shrewsbury office with your query – (01743) 233123

Age UK Shropshire Telford & Wrekin
3 Mardol Gardens, Shrewsbury SY1 1PR

Reception Tel: (01743) 233123

Help at Home (Direct Line) Tel: (01743) 233788

Advocacy Service (Direct Line) Tel: (01743) 357748

Riverside Shopping Centre, Shrewsbury

Reception Tel: (01743) 588500

Insurance Service (Direct Line) Tel: (01743) 290586

Volunteer Recruitment Tel: (01743) 588570

Charity Furniture Shop Tel: (01743) 588870

Age UK NESIT Co-ordinator Tel: (01630) 650850

Home from Hospital, Ludlow Tel: (01584) 878046

Telford Office Tel: (01952) 201803

Information Line Tel: (01952) 216018

Insurance Tel: (01952) 200010

VISIT OUR WEBSITE

www.ageukshropshireandtelford.org.uk

OR EMAIL US

enquiries@ageukstw.org.uk