

The Difference We Make

In the year 2022-23, we supported around **10,000 Solihull residents**, many of whom benefitted from more than one of our services.

Our **Older People's Information and Advice Service** provided high-quality, impartial advice to over **2,000** older people, their families and carers - an increase of 2.5 times since before the pandemic.

268 lonely and isolated older people were referred to our **Linking People Together** project, taking the total number to around **550** clients involved in the project.

Over **150** people benefitted from **befriending** visits or phone calls, and **235** attended our **clubs**.

The **Community Advice Hubs** supported **7,018** people to find solutions to their problems.

Our **All-Age Benefits Service** helped Solihull residents claim over **£3m** in benefits they were entitled to, including over **£0.5m** in **Attendance Allowance** for older people.

The **Solihull Winter Warmth Campaign** supported **1,311** residents who were vulnerable to the effects of cold weather.

Our **Direct Payments Information & Advice Service** helped **324** people to manage their personal care budget and find support for their care needs.

We distributed grants of **£453,501** to **3,946** households, from the **Household Support Fund** as well as grants from **Baron Davenport's Charity** and other charitable trusts.

Our **Home from Hospital Service** supported **158** people to be safely discharged from hospital.

Our new **Housing Related Support service** supported **116** residents of Sheltered Housing Schemes in Solihull.

Our **Home Support Service** provided an average of **720 hours** of support each month.

206 older people who had had a recent fall joined our **Postural Stability Instruction** programme. **91%** of those successfully completing the 20-week programme of gentle exercise classes did not have another fall in the post-programme monitoring period and **98%** continued to undertake exercise following their completion of the course.

124 people received support from our **Digital Champion** programme, either one-to-one in their own homes or in group classes. **37** older people took advantage of the tablet loan scheme, and **588** older people were involved in awareness raising sessions across the borough.

Find out more about our services at www.ageuk.org.uk/solihull/services, email info@ageuksolihull.org.uk or call **0121 704 7840**.

Hitching a Ride with Cynthia



Our electric vehicle, "**Cynthia**", is doing a great job of transporting clients to their weekly activities. Here are **Linda** and **Belle** on their way to their **Postural Stability Instruction class** at the Renewal Family Centre.

The vehicle has been named after **Cynthia Leonard MBE**, who was one of Age UK Solihull's founders 40 years ago. We are thrilled to see the vehicle in use, taking our clients to activities that improve their **physical and mental health**.

The EPV charging point at **Solihull Fire Station**, where "**Cynthia**" resides, was sponsored by **Countryside Partnerships North West Midlands**.

Go to www.ageuksolihull.org.uk for information on our services.

Festive Fundraising

We have been busy planning this year's festive fundraising activity. Here is what's coming up:

Giving Tuesday Tuesday 28 Nov.

Give something to a cause that's important to you, whether it's time, money, a service or an item.

Carol Singing Saturday 9 Dec.

Carols from local choirs. Volunteers needed to collect donations - can you help?

Santa Collections 7, 13, 18 Dec.

We're joining Shirley Lions to collect donations and spread festive cheer around the streets of Shirley with Santa and his sleigh. Volunteers still needed on the 7th.

Christmas Raffle Lots of brilliant prizes to be won, including a £200 John Lewis voucher donated by Eastcote Park. Draw is on **16 Dec.**

Contact our **Fundraising team** for more details. **0121 704 7842** events@ageuksolihull.org.uk



Acknowledgements

We are grateful for the recent support we have received from organisations including:

Age UK (national charity)

Asda Foundation

Balsall Common Primary School

Baron Davenport's Charity

Belmont Healthcare

Bill Farnsworth

Blossomfield Grange Care Home

CB & HH Taylor Trust

CPW

Crowne Plaza Hotel

Eastcote Park Retirement Village and Care Home

Energy One

Eveson Charitable Trust

(The) Friends of St Alphege School

Garfield Weston

John Lewis, Solihull

4th Knowle Cubs

Knowle & Dorridge Lions

Lady Katherine Leveson Care Home

Meriden Parish Council

Metro Bank

National Gas Metering

One Stop Hatchford Brook

Paramo Lounge

Provincial Grand Lodge of Warwickshire

Rotary Club of Knowle & Dorridge

Saxon Court Care Home

Shirley Round Table

Solihull Fire Station

Solihull Retail Park

Sydney Mitchell Solicitors

Visiting Angels

Age UK Solihull Services

Community Advice Hubs 0121 709 7590

Benefits Service 0121 709 7592

Home Support Service 0121 704 7848

Older People's Information & Advice
0121 704 7840

Linking People Together (Clubs and Befriending)
0121 704 7846

Postural Stability Exercise Service 0121 704 7845

Winter Warmth Helpline 0121 704 8080

Digital Champion Project 0121 704 7851

Stay in touch

Age UK Solihull

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volunteering@ageuksolihull.org.uk

Website www.ageuksolihull.org.uk

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AgeUKSolihull



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Sponsored by



Age UK Solihull Newsletter Issue 23 · Autumn/Winter 2023

newsletter

Visiting Angels · Local business and community support · Volunteering · Fundraising

An Exciting New Partnership



We are thrilled to have begun a new partnership with Solihull-based business, **Energy One**.

We recently joined the team of the global software and services provider at their UK office at Radcliffe House in Solihull town centre, for a **tea party and bake sale** to kick off the partnership (pictured: *Energy One's UK CEO, Sunny Tiwana, and Europe CEO, Simon Wheeler, with our Fundraising Officer, Lorraine Curran, and Digital Marketing and Fundraising Manager, Rebecca Jacob*).

Team members at Energy One will be taking part a series of activities, from **staff contests** and **sporting challenges** to **donations and collections**, to help **boost awareness** and raise **valuable funds**.

Energy One are generously sponsoring our **Evening of Celebration** event on 1 November, meaning that more of the proceeds will go towards helping local older people.

Sunny Tiwana comments: *"We are very proud to be supporting Age UK Solihull. We admire the work that the charity does for its clients in the local area and have several members of staff who independently volunteer and support the cause. As a team, we're delighted to be coming together to enhance the level of support we can provide to Age UK Solihull, which will help to heighten awareness of the charity locally."*

We couldn't provide the services that we do without the support of **local businesses, community groups and individuals**. We're **so pleased** that Energy One has chosen to support us and we are looking forward to working with them.

A Record Year for our Benefits Team



Our **Benefits Service** has helped hundreds of Solihull residents to be **over £3m** better off.

The service is delivered through the **Solihull Community Advice Hubs**. Highly-trained staff and volunteers help residents to find out what benefits they are entitled to, and support them with applications.

2022-23 was a **record year** for the service, as advisers helped residents of all ages successfully claim **£3,149,360.06** in benefits.

Our **Volunteer-led Attendance Allowance claim service** supported older people to claim a huge **£500,000**.

Our former Director of Services, Lucy Garratt, said, *"Many residents of the Solihull borough have been struggling more than ever to make their money stretch to pay for normal daily living expenses. The lasting effects of the pandemic and rising cost of living have meant that our advice lines have been inundated with calls from people who are worried about being able to afford to pay their bills or put food on the table. While this is still a worrying time for many, we are thrilled to have been able to help so many people access financial support to make life a little easier."*

Local charity | Local services | Local people

Registered Charity Number: 1055887

Help This Winter



We are working hard to help vulnerable households **keep warm this winter**. This includes older people, families with young children and those living with disabilities, long-term conditions and other illnesses that mean they are more at risk during the cold weather, e.g diabetes and dementia.

If you need advice on keeping warm during this difficult winter please contact the **Winter Warmth Helpline** on **0121 704 8080** (you may need to leave a message and we will call you back) or **winterwarmth@ageuksolihull.org.uk**

For **eligible households**, we may be able to provide support such as:

- **Temporary oil-filled radiators**
- **A duvet, fleece blanket or electric underblanket** (we can swap electric blankets for a new one if it is over three years old or has visible signs of wear and tear)
- **Support with fuel debt**
- **Purchasing warm clothing and household essentials**

We can, in some instances, deliver items to those who are housebound and have no support nearby.

Hit That Target!



Blossomfield Grange Care Home have doubled their target of raising **£1,000** for us in 2023.

Two **quiz nights**, various **raffles, donations** in honour of residents' birthdays and in memory of one who sadly passed away, plus **match funding** from Care UK have brought the home's fundraising total to over **£2,280**. Another **Quiz Night** is planned for 28 November 2023.

We were also recently invited to the care home to do an **information presentation** about our **services and activities**. There was a great turnout and we hope it was useful for the attendees to learn about what we do.

End of an Era



We still can't quite believe that our **Director of Services, Lucy Garratt**, has left the charity after working here for 20 years!

Lucy is moving to Sheffield to work for Victim Support, and we wish her **all the best**.

Thank you so much to Lucy for all the work you have put in during the last twenty years. You have made a huge difference to so many people's lives, and Age UK Solihull will not be the same without you!

Welcome to our new **Head of Services, Bernice Jones**, who brings a wealth of experience and knowledge to the role.

Visit **www.easyfundraising.org.uk** to raise money for us each time you shop online.

Woohoo for WEAAD

We asked the community to **paint their day purple** on 15 June to mark **World Elder Abuse Awareness Day**.



We had a stand at **Solihull Retail Park** where we gave out information about safeguarding adults, and ran some **purple-themed activities**, which included some purple-branded chocolate (yum)!

As well as some great awareness, over **£500** was raised from the campaign. Thank you to Lady **Katherine Leveson Retirement Home, Saxon Court Care Home** and **Belmont Healthcare**, as well as the individuals who took part.

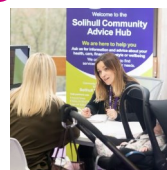
Our Amazing Volunteers

We are proud that **over 380 wonderful volunteers** support our services. We could not help around **10,000** Solihull residents each year without their help.

Would you like to **join a friendly team** and help **make a difference** to the lives of older and vulnerable people in Solihull? We have several **volunteering opportunities** available, to suit all levels of commitment, including:



Befriending Visit a lonely older Solihull resident once a week for a chat. This might be the only social interaction the older person has all week, so it can make a world of difference. Lasting friendships are often formed, and our volunteers tell us that the arrangement is just as beneficial for them as it is for the older person they visit.



Welcome Desk Volunteer Welcome visitors to our Community Advice Hub in Chelmsley Wood Library, take contact details and direct them to our advisers.



Fundraising This is a great chance to help if you can't commit to volunteering on a weekly basis. We have several opportunities coming up over the festive period, including collecting donations and helping at events. We are also looking for people to join our Fundraising Committee to help us to organise events and activities.

To find out more about volunteering, visit **www.ageuk.org.uk/solihull/volunteering**, email **volunteering@ageuksolihull.org.uk** or call **0121 704 7843**.

Challenge 40 Update

To celebrate our 40th anniversary year, we have been inviting our supporters to take part in **Challenge 40**. Thank you to those who have joined in with the challenge so far, including:

Bright Dawn Home Care who gave **40 daffodils** to 40 of their clients and **donated £40** to us

Team AUKS - a group of our own staff and volunteers - who took **400,000 steps each in 40 days**, raising **£450**

Copt Heath Golf Club Seniors Section (pictured) who raised **£95** with a **40 Yard Nearest the Pin** competition

Come up with your own **40-based challenge** and help **raise funds** to help us be here for older people in Solihull for the next 40 years!



Slippers and Fivers

Local young people have been doing a fantastic job of raising funds to help older people in Solihull. Year 5 at **Balsall Common Primary School** took part in **Flourishing Fivers**. Each child was given **£5** and in groups, they came up with business ideas to make it "flourish" into more. The young entrepreneurs raised over **£380** profit! Children also recently took part in **Slip Into Slippers** to mark **International Day of Older Persons**, which fell on Sunday 1 October. Pupils at **Tudor Grange Primary Academy Yew Tree, Kinton Green Primary School, Marston Green Infant School, Damson Wood Infant School**, and members of **4th Knowle Cubs** wore their slippers for the day and so far, over **£300** has been raised.



With thanks to our sponsor:



Quality Care & Support Services & Consistency of Caregiver

Yes we take care of the complex tasks related to caring for and supporting someone in their own home but we also take care of the not so complex ones too! Everybody should feel good about themselves and a loving, helping hand is all that's needed. Call us on **01564 331242** and let's talk about putting smiles on faces!

Visiting Angels Warwickshire
Call 01564 331 242
Email: warwickshire@visitingangels.co.uk
Visit: www.visitingangels.co.uk/warwickshire



Our Work With Local Organisations

We are extremely lucky to have great relationships with several **local businesses and community groups**. Here is a roundup of some of the organisations we've worked with recently:



CPW The engineering company held a coffee morning and table top sale for us, raising a whopping **£860**.



Knowle & Dorridge Lions Once again, our volunteers joined the Lions selling tickets for their **Easter Egg Raffle**. We were lucky enough to receive **£600** from the proceeds. We also provided volunteer marshals at the **Knowle Fun Run** (pictured), and received a generous **£2,000** from the funds raised.



The Rotary Club of Knowle & Dorridge held a **Golf Day** at Copt Heath Golf Club, raising funds for us and other charities. We were delighted to attend the event, and received a generous donation of **£2,000** from the funds raised.



Solihull Fire Station held an **Open Day** in July. We went along with some games and activities, which raised over **£270**.



Meriden Parish Council We were nominated to receive the funds raised from **Picnic in the Park** at **Meriden Sports Park**. It was a successful event that raised a fabulous **£637**.



Eastcote Park Care Home held two **Quiz Nights** recently, each raising over **£300**. The home is also donating 40 Christmas meals for **Challenge 40** and 1st prize for our **Christmas Raffle**.

Belmont Healthcare made a donation of **£400** towards our **Winter Warmth** campaign. They have also kindly covered the cost of the monthly entertainment at our **Wednesday Afternoon Club** at Moseley Cricket Club in Shirley from April - December 2023.

Join our **100 Club** for a chance to win cash prizes each month.

Want to fundraise for us? Email **events@ageuksolihull.org.uk** to discuss.