



## Head of Services update



Welcome to the October edition of our volunteer newsletter.

The nights have started to draw in and the weather is certainly Autumnal and if that isn't enough to cloud our mood, the economic climate is causing us all to tighten our belts!

Older people are having a particularly tough time, so if you know someone who would benefit from AUKS services, whether information and advice or a friendly chat, please ask them to get in touch.

## Latest news from Age UK Southampton

In September we launched a new page to our website '**Cost of Living Crisis**'.

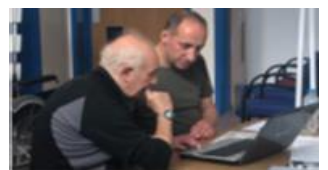
Ensuring you are receiving everything you are entitled to is very important, many people aren't aware of the money they should be receiving. Our Team will be able to discuss with you the different options available and guide you through any necessary application processes. We can provide support in whatever form suits you best: we can chat to you over the phone, send you information in the post or meet you in person.

[Cost of Living Crisis \(ageuk.org.uk\)](https://ageuk.org.uk)

Save  
the  
date

Did you know 2022 is our 60th anniversary as a charity that serves the older people of Southampton. Services have changed over the years, but the support remains. To celebrate the event, we would like to invite all our volunteers to an Age UK Anniversary Christmas celebration on **Thursday 15th December at 2pm** in the main hall at Freemantle Community Centre.

Last month we welcomed Hilary Marrinan to our Digital Inclusion Team. Hilary will support the project and assist with our Friday IT drop in's here at Freemantle. These groups are popular, and we are in early discussions with the city libraries to develop the service.



## Appeal for volunteers – can you help?

We're looking for more people to support our services - **Information and Advice** service. This role involves meeting with older people to complete Attendance Allowance claims forms or carry out benefits checks to help claim any extra money they may be entitled to. We also need **Visiting Volunteers** to visit clients at home for a cuppa and a chat, **Telephone Befrienders** to call a client each week for a chat and to build a friendship, **Computer group volunteers** to help out at our new venue Manston Court in Lordshill where you will be teaching older people all things digital related and also **Digital Champions**- to help with our project of helping COPD clients access online zoom exercise classes.

## Volunteer spotlight- Jeff Charlton



Hello all, I have been an Age UK Southampton (AUKS) volunteer since January 2019

My voyage with AUKS started soon after I had my second heart failure, and as part of my recuperation, the Hospital referred me for some exercise classes which were run by The Saints Foundation and AUKS. It was a 12 week course and every week I was put through my paces. It was very helpful and I still do a lot of the exercises today. At the end of the course, the staff member for AUKS asked me for a chat over a cup of tea and biscuits and asked 'what are you going to do now?' to which I replied 'I am not sure'. That's when she suggested volunteering for them and that's how I got here. 😊

I started off helping at the Computer group drop-in centres in Challis Court on a Monday and also at Freemantle Community Centre on a Friday. Then in March 2019 I started as a befriending volunteer. I visited 2 clients, both with very different situations, but both very lonely. One lived with his daughter and her family, and the other completely on her own with a son and daughter visiting when they can. I would only visit once a week which started as just over an hour each visit, but that soon grew to 2-3 hours each visit as I just enjoyed chatting to them.

Then the pandemic hit in 2020 and lockdown happened; the drop-in centres were temporarily closed and the visiting service went to telephone calls. However, one of the clients was hard of hearing, so we tried Zoom & FaceTime with loudspeakers, but none of those really worked, so we tried something different! I would email his daughter with what had happened that week and she would print it out for him to read, he would then get his portable typewriter out and type me a letter, which his daughter scanned and emailed to me. The other client was fine on the telephone and I would phone her 2-3 times a week to keep in touch.

Recently we have been trying to expand the IT side of AUKS and tried to get a new drop-in centre started at Potters Court in Maybush but that did not go so well for one reason or another. We managed to find another venue at Manston Court in Lordshill, which is working much better and there are a group of volunteers that join me fortnightly on a Monday to help out the people of Manston Court and the surrounding area.

That's basically me in a nutshell....Oh! I forgot to mention, I also have a job as an escort doing the 'school run' for the local council, Monday-Friday mornings and afternoons, just to keep me out of mischief!

I will keep volunteering for AUKS for as long as I can as I love working with the people of AUKS, but most of all I enjoy helping the people that come to us for support.

See you around 😊 Jeff! x

## Service headlines .....

We have had new volunteers start with us over the last couple of months, we would like to welcome the following to our volunteering roles:

- Joshua Fortune-Computer Group Volunteer & Digital Inclusion Volunteer
- Valerie Duffey-Coffee Afternoon Volunteer
- Susan Glendinning-SLW Activities Volunteer (Padwell Day Care)
- Nadiyah Ramsey-Coffee Afternoon Lead Volunteer

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