



OUR NEW INDEPENDENT CARE ADVICE PROGRAMME

As leading experts in later life issues, our trained advisors provide information and advice on a wide range of topics including benefit entitlement, housing, assessing care needs and later life planning.

We understand that when it comes to choosing the right care for you, either at home or in a care home, there are many considerations to take into account to ensure that where you live and the care you receive is right for you and affordable. We also appreciate how daunting the process can first appear.

Our new Independent Care Advice service can help you make the best possible care decisions. Whether it be for an urgent situation or considering future care needs, we will take the time to listen carefully to your requirements and wishes and discuss your situation in detail so that we can:

- Advise you on the pros and cons of your care options as well as managing the cost of care.
- Shortlist the best care providers for you to choose from, whether it be for care at home, supported living, residential care or nursing care. If you are looking for short-term, respite or convalescent care, we can help you with that too.

- Assess the right ongoing care for you by undertaking personal visits to evaluate your needs, reviewing and monitoring your existing care arrangements.

Depending on the level of service you require, a fee may apply. The Service is delivered by Surrey-based Grace Consulting.

Age UK Surrey may receive an introducer's fee to support our charitable work.



Call us today on 01483 503414 to find out about your options, and how we can help you.

WELCOME TO 2020

At Age UK Surrey, we had a really busy December with a very exciting Christmas period. We ran our 'Donate a Present' campaign and received over 250 presents which we were able to distribute to clients in the community, residents of sheltered housing and to Farnham Community Hospital. Our annual Carol Service was such a wonderful event. Guildford Cathedral was absolutely packed and there were record numbers of people who came from care homes and enjoyed a lovely morning out.



2020 is a very exciting year for Age UK Surrey as we plan and develop new activities and services. We are looking to launch a new service called My Life My Story - trained volunteers will spend time with people capturing pictures and stories from their life. Do look out for more details in our next newsletter! In the meantime if you are interested in volunteering or having your story captured, please do get in touch.

We have introduced a new service in partnership with Grace Consulting and offer a bespoke advice service for people needing care services in their own home or wishing to move into a care/nursing home. There are more details on page 1.

We are currently re-structuring how we deliver our Information and Advice Service and are launching a new customer service for everyone contacting the Charity which will improve customer experience and provide a more streamlined and efficient service.

I do hope you find the newsletter both informative and interesting and the good news is that we are going to produce it quarterly instead of twice a year. Please do sign up to receive it regularly, see last page. I wish you all the very best, good health and good fun in 2020!

Sue Zirps, CEO

EVENTS CALENDAR 2020

Friday 29th May

Shopmobility 25th Anniversary.
Shopmobility Bedford Road Car Park
and The Friary, Guildford

Sunday 7th June

Strawberry Cream Tea with a performance
from Quicksilver Dance Company.
The Borough Hall, Godalming.

2nd June and 1st Sept

Farmers Market Stand. Guildford High Street.

Sunday 27th September

Surrey Hills Challenge. Please see page 7.

Thursday 1st October

Fundraising Lunch to celebrate International
Older People's Day. Loseley House, Guildford.

Friday 18th December

Carol Service. Guildford Cathedral.

Social Impact Report

Did you know that our staff and 16 volunteers helped clients to claim £2,848,995 of additional benefits in the last year? Or that 2,210 clients were supported by 535 home helps? These and other amazing facts can be found in our 2018/2019 Social Impact Report. **If you would like a copy do call 01483 503414.**



VOLUNTEERING

John Hayman-Joyce

John has been a Befriender and Cafe Culture Volunteer with Age UK Surrey for 3 years. He is a Civil Engineer by profession but has also spent a portion of his working life as a Counsellor. It was this interaction with people that he missed when he retired - and it was a search for this kind of relationship that made him seek out Age UK Surrey to become a Befriender. John befriended two people who were, to quote himself, "a bit older" than him; a 99 year old man and an 89 year old woman. According to John, being older himself, he could sympathise with issues they regularly faced. Coming to terms with the realisation that his memory too, wasn't as good as it was before, led John to also assist people who have dementia.



We are also very grateful to John for talking to the girls at Tormead Junior School with his friend Joan about what it was like to be a evacuee in WWII. The children were fascinated to hear their stories and asked lots of questions.

Would you like to Volunteer?

Come and volunteer for us – we greatly value your time! The work of Age UK Surrey could not happen without the group of dedicated volunteers of all ages who are involved in every aspect of our work in providing care and opportunities for older people to make their lives better and easier.

It is also a great opportunity to make new friends, learn new skills or enhance existing ones. Without the help of people like you, many numbers of older people would be alone and struggling. Behind the scenes there are all kinds of opportunities for you to gain skills or use your experience.

Give us a call to chat about where you can help. We would be delighted to talk to you. Call **01483 503414** or email: volunteer@ageuksurrey.org.uk

MEN IN SHEDS

The Men in Sheds is a traditional leisure activity, located in Ash that allows men to socialise, make new friends and learn new skills. The main Shed activity is woodworking, which is carried out in a well-equipped workshop which includes handtools, portable power tools and small machines. Supervision is by well-qualified and experienced leaders. Men work on their own projects and also participate in making items for sale to help with funding for the Shed.

Raising funds for Men in Sheds

Community Fundraisers, Mark and Ed have pledged to raise £10,000 for Age UK Surrey's Men in Sheds Project. At the end of September, just as the weather was starting to get colder, they organised a sponsored 24 hours in a garden shed and Ronnie was persuaded to join them!



Visitors dropped by with snacks throughout the day. In the evening friends and family paid for a meal, cooked by a family member, and sat outside the shed eating it around a campfire. They 'slept' in the shed overnight with the rain pouring down on the roof – but kept fairly warm and dry inside! The 24 Hours in a Shed Challenge raised a fantastic £1,878.75.

Join us in September

The next Shed Pounds challenge will take place this September and we would like people from across Surrey to join in. If you or someone you know has a garden shed and you can spend 24 hours in it to raise money for Men in Sheds, please contact Melanie Sneller, Events & Fundraising Co-ordinator on melanie.sneller@ageuksurrey.org.uk or **01483 503414** for more information.

INFORMATION AND ADVICE

Age UK Surrey offers a free and confidential Information and Advice Service for older people, their families and carers - on topics such as benefits, social care, money, and health. **Our telephone lines are open from 9.00am to 4.45pm Monday to Friday.**

Day in the Life of an Adviser

Richard Clifton • Nicola Taylor • Kate McLean

Richard, Nicola and Kate work as Information and Advice Advisers. They deliver support on a range of issues faced by older people. They primarily provide one-on-one sessions aimed at understanding a client's needs – and then discussing options and solutions in order to achieve the best outcome for the client. This also involves lots of form filling on the client's behalf. Typically, they help older people get the appropriate benefits to improve the quality of their lives, or assist them in acquiring blue badges or contact the Social Services on their behalf.



Both Nicola and Richard joke that they work out of their cars or at the client's residence. Nicola loves visiting people and leaving them with a smile on their face.

Kate's role is more office based; she also provides advice on the telephone. Queries vary from detailed benefit enquiries and questions about arranging care packages to sourcing mobile footcare providers.

No one day or even one phone call is ever the same - and that's great because Kate enjoys the variety that her job brings.

A good day for Richard is one in which he knows that he has achieved a great result for a client. For example when that person is £160 a week better off than he/she was, or when they now have access to a regular shower as they previously couldn't climb the stairs. It's these little things that make a big difference!

Later Life Goals Programme

Our huge thanks to the Surrey Masons who presented Age UK Surrey with a 'cheque' from the Masonic Charitable Foundation to support the Later Life Goals programme in Surrey for 3 years.

The Masonic Charitable Foundation awarded Age UK national an amazing £1 million to support people going through significant change in later life through the Later Life Goals programme. Age UK Surrey is very proud to be one of 13 local partners selected in England and Wales to deliver the programme.

When you're going through a major change in life – like stopping work, moving to a new area or coming to terms with a health condition – it's important to have people to lean on. And when these changes come in later life, Age UK research shows that they can trigger feelings of loneliness and isolation.

The Later Life Goals programme is aiming to do just that; helping older people manage change, and is part of the work Richard, Nicola and Kate carry out.



OUT AND ABOUT: ACTIVITIES FOR YOU

GO50 Walking



Our volunteer walks are a great way to improve your overall health and fitness while making new friends. Walks range from 2 - 5 miles with some between 6 - 11 miles for those who enjoy a longer walk.

To find walks in your area, please visit the GO50 calendar on our website. Alternatively email: enquiries@ageuksurrey.org.uk or telephone: **01483 503414**

Café Culture



Pop in for a coffee and make friends at Café Culture. No booking required.

CRANLEIGH, Wednesdays 10.30am - 12:30pm:
Manns of Cranleigh, 101-105 High Street, Cranleigh, GU6 8AY.

FARNHAM, Wednesdays 2:30pm - 4:30pm:
The Plough Public House, 74 West Street, Farnham, GU9 7EH.

Computer Drop-in



The volunteers at the Computer Drop-in Centre will help you to find information on the internet, shop securely, receive emails or edit and even manipulate photos. Use one of our computers or bring your own laptop or device. The volunteers have many years experience between them and will help you with all of your questions too!

When: Mon - Fri, 10:00am - 12:00pm.
Where: Dray Court, Madrid Road, Guildford, GU2 7UW.

Shopmobility



Located at Bedford Road carpark in Guildford, we have a selection of manual and powered wheelchairs and scooters available to anyone of any age group. You do not have to be registered disabled to use the scheme. For more information about availability and fees, do call **01483 453993** or email shopmobility@ageuksurrey.org.uk

Tea and Chat



Come along to one of our meetups! The groups currently meet in Oxted, Caterham and Lingfield.

CATERHAM: every other Monday
10:30am – 12:00pm at Douglas Brunton Centre.

LINGFIELD: last Thursday of every month
2:30pm – 4:00pm at Lingfield Day Centre.

OXTED: first Tuesday of every month from
2.30pm – 4:00pm at the Bluehouse Social Centre.

Falls Prevention Class



Help strengthen your core stability, improve muscle tone and mobility with our exercise class that has been specially designed for people who are at risk of or worried about falling.

The instructor will take into consideration your individual circumstances and has a range of chair, standing and floor exercises.

When: Every Tuesday, 2:00pm - 3:15pm
Where: The Link, Derby Road, Haslemere, GU27 1BS

Price: £5 per session payable on the day. No booking required. Please wear loose, comfortable clothing and flat shoes.

Lunch Club



Come to our friendly and sociable Tuesday Lunch Club and meet new people over a bite to eat. A two-course lunch is provided. Advanced booking is required and please let us know of any special requirements when you book.

Cost: £5.00 for lunch
When: Every Tuesday 12.15pm - 1.45pm
Where: The Link, Derby Road, Haslemere, GU27 1BS. Advance booking required.

Email enquiries@ageuksurrey.org.uk or call **01483 503414**. Please pay by cash/cheque on the day.

FUNDRAISING AND EVENTS

Carol Service 2019

We held our very popular annual Carol Service the week before Christmas at Guildford Cathedral. Approximately seven hundred people attended including mayors from across the boroughs of Surrey, local residents and care homes. Guests enjoyed a selection of traditional carols and readings, performances from The Rock Choir and the Guildford Cathedral Singers as well as free coffee, tea and mince pies. We are very grateful for donations at the retiring collection that totalled £1,552 and was shared with the Cathedral.



We would like to thank our sponsors for their generous support - Headline Design and Print, ESP Utilities Group Ltd, Costa Coffee and Romans Property Services. Members of the Guildford Masons and staff at ESP Utilities Group who volunteered for the morning in the car park to direct cars and guide people into the Cathedral and all our other volunteers who helped welcome guests and serve refreshments.

Our Carol Service this year will be at Guildford Cathedral on Friday 18th December 2020 at 11.00am with coffee, tea and mince pies served from 10.15am. All are welcome – please do join us.

Donate a Present

In the lead up to Christmas we were able to give out over 200 gift bags of presents to older people across the county. Presents were provided by the generosity of our supporters including staff from BP Sunbury, Smitham School in Caterham, Tormead Junior School

in Guildford, Santander in Redhill and students at Royal Holloway University. The gift bags contained items such as shortbread, toiletries, chocolates, Christmas puddings, quiz and puzzle books as well as fleecy blankets, cosy socks, scarves and gloves for warmth throughout the winter.



A group of university students at Royal Holloway University organised a Santa Workshop inviting students to donate toiletries and food items and filled up gift bags during their lunch break.

Proctor and Gamble provided a team that spent a morning at our office in Guildford sorting presents ready for us to distribute. Thank you to everyone who supported this Campaign.

Big Knit Target Smashed

Our Big Knit target for 2019 was to provide 7,000 little woolly hats to Innocent smoothies and we are delighted to announce that we smashed our target thanks to all our wonderful knitters who produced an amazing 11,132 hats! We receive 25p from innocent for every hat submitted which means a fantastic total amount of £2,783.00. Thank you to everyone who sent in hats and we hope you will continue to support us again this year.

If you would like to get involved with The Big Knit we have a selection of patterns on our website: www.ageuk.org.uk/surrey/get-involved/big-knit or contact us on **01483 503414** or email melanie.sneller@ageuksurrey.org.uk and we can send them to you. Hats can be sent to us any time. Please post them to Melanie Sneller, Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ.

Chosen by Guildford Rotary

We are delighted that Guildford Rotary has chosen Age UK Surrey to be their Charity for the Year. Various fundraising activities will take place over the coming months that started with a raffle at a Bridge Day and a street collection just before Christmas in Guildford High Street. We will let you know how much the Rotary raise for us in our newsletter towards the end of the year.



We would like to thank Ash Rotary who recently donated £500 towards equipment for the Men in Sheds.

Lunch inside a Prison!

To celebrate International Older Peoples Day on 1st October we held a fundraising lunch inside HMP High Down in Sutton. Guests enjoyed a delicious meal in The Clink Restaurant, cooked and served by prisoners who were working towards gaining their City and Guilds qualifications and had six to eighteen months of their sentence left before release. Joy Hunter MBE was the after lunch guest speaker and she shared some fascinating stories about her life working for Sir Winston Churchill at the War Cabinet Office during the Second World War. Joy was awarded the MBE in 2013 for services to Age UK Surrey and to charity. The event raised £1,700.



Chosen by Caterham Tesco

Age UK Surrey was recently nominated to benefit from the Caterham Tesco Community Scheme. They very generously provided us with twenty-one wrapped hampers, containing a selection of food items and a puzzle/quiz book.



Our regional team based at The Westway, Caterham have been busy distributing the hampers to some of our clients and Mr Ryland shown here was very happy to receive one of them.

Men in Sheds - Quiz Night

The fundraising for Age UK Surrey's Men in Sheds continued with a Quiz and Curry Night on 17th January again organised by Mark and Ed. It was a great night with 230 people attending and the money raised for the Shed Pounds Challenge was just over £1,500. To make a donation please visit their fundraising page: www.justgiving.com/fundraising/shed-pounds. The total Mark and Ed have raised so far is £6,077.50.



Surrey Hills Challenge

Set in the beautiful landscape of the Surrey Hills on the Greensand Way, people of all ages and fitness can sign-up to a challenge that suits them on Sunday 27th September 2020. Run, walk or canicross for us.

We have places! Please contact **01483 503414** or melanie.sneller@ageuksurrey.org.uk

WAYS TO SUPPORT US

Age UK Surrey is an independent local charity. We work for people over the age of 50 offering a wide range of services to help them make the most of life. We depend on donations and legacies to support our work in Surrey.

You can donate via our website: www.ageuk.org.uk/surrey/donate or by completing the form below.

Yes I would like to donate: £5 £10 £15 Other: £ to Age UK Surrey

Title Name

Address

Postcode Tel

Email

Signed Date

Using your personal information: Age UK Surrey would like to keep you informed about our events, campaigns, services and ways you can support us and to send you our newsletter. Please tick the appropriate boxes to let us know how you would like to hear from us:

I would like to be updated by EMAIL

I would like to be updated by POST

If you have any questions on how your data is used and our Privacy Policy please visit our website: www.ageuk.org.uk/surrey/help-page/privacy-policy/ or call us on **01483 503414**

Boost your donation by 25p of Gift Aid for every £1 you donate:

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

In order to Gift Aid your donation you must tick the box below:

Yes I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Surrey. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you: want to cancel this declaration; change your name or home address; or no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

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Leaving a gift in your Will.

Age UK Surrey is committed to being there for older people who need us. If you decide to leave a gift in your Will to us, you will be supporting us to make life better for older people in Surrey.

Every single gift is vital and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

Having a Will and keeping it up-to-date helps ensure that your wishes can be respected and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your Will. Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Surrey in your Will, all you need is our charity details below:

Age UK Surrey, Rex House, William Road, Guildford, GU1 4QZ. Charity No: 1036450

If you have enjoyed reading News & More and would be happy to receive it by **email** please contact: melanie.sneller@ageuksurrey.org.uk

Would you like to volunteer? Most of our services are supported by volunteers; if you would like to get involved we would love to hear from you. Please email our Volunteer Lead for more information: volunteer@ageuksurrey.org.uk

Please complete and return this form with your cheque made payable to **Age UK Surrey** to the following address: Age UK Surrey, Rex House, William Road, Guildford GU1 4QZ

