



## OUR NEW SERVICES BORN OUT OF THE PANDEMIC

The Coronavirus Pandemic has changed life for everyone and we are aware that older people are some of the hardest hit.

As a local community based charity, we also know how important support is for our clients.

To respond to where the need was greatest during the period of Stay home, Stay safe, we set up two new services: Volunteer Shopping and a Check in and Chat Call. We have been able to deliver these services by re-deploying staff to co-ordinate, and recruiting amazing volunteers who have stepped forward to help.

### Volunteer Shopping Service

This is a free service and available to older people who are still not able to access online food deliveries or go to the shops because they are shielding. The Volunteer Shopping Service is for people who need essential items. We can also help with collecting prescriptions.

We match people who need support with a volunteer who lives nearby.

### Check in and Chat Calls

A simple phone call at this unsettling time could make a world of difference. You could discuss your worries about the current situation or simply chat about the weather, what will be for tea or last night's episode of a TV drama. One of the best ways of helping someone during this unsettling time is by just keeping in touch.

We are now offering a new telephone service - Check in and Chat - to people across the County. We are able to offer this service through the support of volunteers who we match, with people who would like a call.



**BREAKING NEWS: Help at Home Service resumes with effect from 1st July!  
(see Page 3 for more information)**

## WE ARE HERE FOR YOU

Coronavirus has changed all of our lives and the impact on our health and wellbeing has been unprecedented. Our Information and Advice team experienced a huge increase in calls at the end of March and throughout April from anxious and concerned people who needed to stay home to stay safe.

The welfare of older people in Surrey is our first priority and in response we set up two emergency services: Volunteer Shopping and Check in and Chat calls – both made possible by a fantastic response from people who stepped forward to volunteer and from redeploying staff to support.



Other services and activities went from community and home to virtual and staff rang as many of our existing clients as possible to see how they were.

As the pandemic comes under control and lockdown eases, we understand that there are thousands of older people in Surrey still concerned about the future and I want to assure everyone that we are here to provide support in the best way we can.

We have seen what a tremendous difference people who come together in local communities can make and I am proud that Age UK Surrey is part of that response.

**Sue Zirps, CEO**

## LOCKDOWN LETTERS

From our two new emergency services; the Check in and Chat Service as well as the Volunteer Shopping Service, we have received some really lovely messages from both volunteers and clients. Here are just a few:

**"Thank you SO MUCH, for your contact just now, Jean. I am so grateful you are setting up David to be a shopping volunteer."**

**I look forward to receiving an email from David, to confirm things, and we can take it from there. My mother seems to understand everything even though she says her hearing aids are now broken. To be fair they never made much difference anyway! 😊**

**Very grateful for your help at this difficult time"**

**"I had a lovely chat with Mrs A. What an amazing 92 year old! I've organised to call again next weekend. She hasn't been very well... but is back up and about again" Hannah, our Check in and Chat Volunteer**

**"Thank you for everything you are doing at the moment. My Great Aunt lives in West Molesey and has a lady called Charlotte helping her out after my dad contacted you. I wondered if you could possibly pass my details onto Charlotte so I could thank her for helping. Again, we really appreciate all the help you have given us" - Julie**

## SERVICES WE ARE CURRENTLY OFFERING:

### Help at Home

During lockdown measures, our Help at Home team continued to be a key service supporting existing clients who could not carry out essential tasks in their homes such as cleaning hygiene areas, changing the bed and shopping.

Now following Government guidelines our full Help at Home Service will resume from 1st July. Age UK Surrey commits to doing our utmost to ensure the safety of Clients; our Home Helps are and will continue to be comprehensively briefed, have access to PPE and, most importantly, will maintain social distancing at all times.

As well as helping to ensure clean/hygienic bathrooms and kitchens and assisting with meal prep & shopping, many clients value the overall positive impact of the companionship offered by their Home Helps and have really missed their weekly visits.

If people are still shielding, then they should refrain from restarting the service just yet – but for everyone else, we look forward to their Home Helps returning; we have been busy contacting all our clients over the last few weeks to confirm their requirements as well as opening the door to all new enquiries. Please do contact us for more information regarding our service and fees. We look forward to hearing from you.

### Shopmobility Restarts 2 July

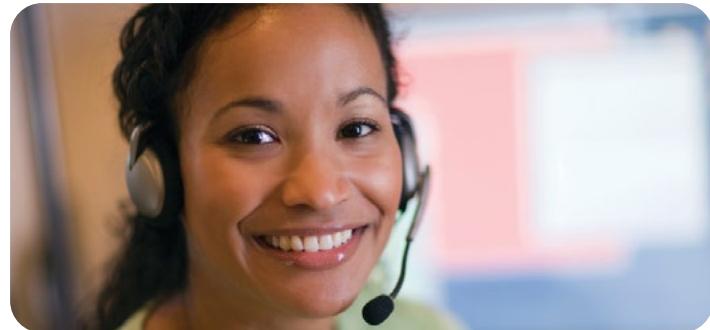
Shopmobility provides a selection of manual and powered wheelchairs and scooters to anyone of any age group who experiences difficulty walking around Guildford Town Centre. Shopmobility will resume its services from 2nd July – initially 2 days a week – Thursdays and Fridays. All hires must be pre-booked.

**To pre-book Shopmobility Services  
call 01483 453993 or email:  
[shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk)**

Contactless payment for single visit users £5.00 is preferred. Exact cash or cheque payments will be accepted (no change given during at this time).

### Information and Advice

We provide free confidential information and advice on a range of issues including housing, care and money. We undertake benefit entitlement checks for clients to help improve their financial situation.



As we are currently working remotely at this time please leave an answerphone message and we will return your call as soon as possible. Remember to leave your name, telephone number, where you live and the nature of your enquiry. You can also email us.

### Digital Help

If you need digital help our Computer Drop-in Volunteers are offering a free telephone service arranged at a time and day that is mutually convenient. Whatever your question, we will have a volunteer who can help. So if you require digital help or know of anyone else who does, do take advantage of this invitation and contact us.



**For more information regarding  
Help at Home, I&A or Digital Advice  
call 01483 503414 (Mon - Fri, 9am - 4.45pm)  
or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

## ANNOUNCING TWO NEW PROJECTS

As lockdown eases and summer approaches, we still need to remain alert to help keep the rate of the Coronavirus infection low.

Through funding and partnership working we would like to announce two new projects:

### 1. Support for Veterans

The Call of Friendship and Support for Veterans Project has been set up in recognition that veterans, like many older people, are feeling more isolated than ever before. The project wraps our current services and tailors them for veterans.



The project provides a range of support services to help veterans with practical matters, and through the Check in and Chat service, a friendly person to chat with. Free support services available to veterans are:

- **Information and Advice** - On a range of issues, including money, housing and care. Expert advisors can assist over the telephone with benefit entitlement claims and also signpost to other organisations as required.
- **Volunteer Shopping** - For essential items.
- **Check-in and Chat** - A regular friendly chat.
- **Virtual coffee morning** - Veterans who receive a Check-in and Chat call have the opportunity to join a virtual coffee morning.
- **Get Online Digital Telephone support** - Help with getting online, understanding Zoom and other virtual meeting websites, social media or advice on your computer or mobile device.

If you served or know someone who did and who would benefit from the Call of Friendship project then do contact us.

**For more information on support for Veterans call 01483 503414  
(Mon - Fri, 9am - 4.45pm)  
or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

The Call of Friendship project will run until mid-November 2020 and has been made possible by the support of The Armed Forces Covenant Trust.

### 2. Surrey Virtual Hub

The Surrey Virtual Wellbeing Hub is a digital platform designed to connect Surrey residents to online resources and support available across Surrey.

The Hub has been made possible through a joint partnership between Surrey Heartlands Health and Care Partnership, Surrey County Council, Surrey and Borders Partnership and other voluntary sector partners. It is a one-stop-shop for connecting people to online wellbeing support either through self-referral or referral from a third party.



Age UK Surrey's virtual Information and Advice Session will be every Thursday at 2pm. Everyone over 50 years old are welcome, as well as carers.

**For more information please visit:  
<https://virtualwellbeing.healthysurrey.org.uk/>  
or to book directly email:  
[enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

## CELEBRATING OUR AMAZING VOLUNTEERS

We simply couldn't have done the last few months without our incredible team of staff and volunteers. A big thank you to each and every one of you. Your passion, determination and agility has made sure we can still be there for older people living in our community; now, when they need us most.

### Juliet's Volunteer Experience

During the Covid-19 lockdown, I felt the need to do something to help the elderly whilst I could not visit my own mother in a care home in Sussex. Others are helping her; I need to do my bit.

As an afterthought, when I signed up with Age UK Surrey as a volunteer, I added and advised that I could speak Italian and reasonable French. Surprisingly, a couple of days later I was contacted by Jean at Age UK Surrey who was looking for someone to help out with an Italian couple in Guildford who needed shopping. She found someone able to do the shopping, and just needed someone to call the couple each week, get their list and WhatsApp it over to the shopper. Easy, and I get to practise my Italian!

Please keep sending your stories to us, we would love to share them and show how we are all making a difference to older people.

Well, sometimes my Italian has failed me, and sometimes the Italian gentleman (who usually does the talking) has had me in stitches with his little jokes and apologises profusely when I don't immediately figure out that Betty Crook is Betty Crocker and he wants cake mixes! And sometimes my poor shopper needs some help; it is surprising how much room for interpretation there is in a shopping list. I have learnt that as much detail as possible is really useful for getting the exact item - a description of the packaging, if they don't know the brand, for example.

I love my chats with the couple and I have had the pleasure to talk to the shoppers - they have the tough part: the queuing, the searching, the carrying. But the couple are extremely grateful and want me to convey that to the shoppers. And we all look forward to the day that we can get together for a cup of tea and a slice of cake and get to know each other a little more.

### Our Sincere Thanks

Thank you to our committed volunteers who supported clients right up to the day of lockdown and who have been keeping in touch with clients supported by our social activities:

**Café Culture** volunteers in Farnham and Cranleigh (Clive, Jenny and Colin, John and Victoria).

**Tea and Chat** volunteers in Caterham, Oxted and Lingfield (Jenny, Ann and Karil).

**Farnham Hospital** volunteers (Sally and her team) who engaged patients with activities for as long as it was safe to do so.

**GO50** walk leaders – special thanks to Clive who has recently introduced 'twosome' walks.

The **Computer Drop in** team, led by Mike who have initiated a new service to support clients by telephone.

Our wonderful **Befriending** volunteers who have supported their clients during lockdown remotely and some of you not only have supported your own client but also other new ones needing help in your area.

Thanks to Jenny and Sally for your incredible support of the **Help at Home** service and to all the H@H volunteers who are giving their time to those in need.

Thank you also to **I&A, Men in Sheds** and **Haslemere Lunch Club** volunteers for all their efforts, year round.

Thank you also to the **Admin, Marketing and Accounts** volunteers who worked in all our offices for as long as they were able to do so safely.

Thank you to all our new and existing volunteers who have stepped forward to help with our **Emergency Shopping, Prescription Collection and Check in and Chat** services.

You have joined us from all over the County and from all walks of life....from teachers, to cabin crew, business people, London commuters, speech therapists, counsellors, young Mum's, retiree's, students, lecturers, hairdressers, shift workers, police officers and forces personnel.

**On behalf of our clients THANK YOU!**

# OUR GRATEFUL THANKS

## Signify Face Masks

At times of crisis, community really does pull together. When protective face masks were hard to come by, Signify came forward with a generous donation to support Age UK Surrey's Help at Home service.



We are very grateful to Signify and their staff for choosing to support Age UK Surrey's Help at Home service with their donation of 1500 face masks. PPE is one important way to help prevent the spread of Covid-19 and helps protect both our clients and their Home Helps, like Amanda here, who are providing this essential service to older people in Surrey.

## A2Dominion

Loneliness and social isolation continues to impact older people particularly during the Covid-19 pandemic. One of the best ways of helping someone during this unsettling time is by just keeping in touch. We have been able to provide a Check in and Chat telephone befriending service through the support of volunteers and a generous grant from A2 Dominion Housing Group.

## Rotary of Guildford

In our last newsletter we reported that for 2019/20 we were chosen by Guildford Rotary as their Charity for the Year. We are delighted to announce that the final total raised is £3,092.69. The donations came from a street collection in Guildford High Street just before Christmas, a raffle held at a Bridge Day and at their Scottish breakfast.

## SSC Staff Retirement Assoc.

We were delighted to recently receive a generous donation of £1,867.60 from the Surrey County Council Staff Retirement Association.

## Other Donations

When we receive donations in memory of a loved one we are always extremely grateful to the families and friends who have generously supported us.

We are also thankful to The Lund Foundation for their donation of £5000, Sabuto for their donation of £1000 and RA-Elect Ltd. for their donation of £1000. These generous donations help us to continue providing our services to older people in Surrey. Additionally, we wish to thank everyone who selected Age UK Surrey to benefit from their Facebook Birthday Fundraiser in lieu of presents. We are so very appreciative.



Get together with friends and family for a cream tea and raise funds for Age UK Surrey's aloneTOGETHER appeal which provides support to alleviate loneliness and isolation for older people.

Now that we can meet with up to 6 people in a garden or park, a cream tea is a perfect opportunity to enjoy a summer event - just remember the social distancing guidelines! If you are self-isolating, want to invite a larger amount of people than the restrictions allow or want to invite people who live further away how about hosting an online virtual tea party instead?

You could have a baking competition for the best looking homemade cakes and scones or the most creative table decorations. Organise a quiz or drawing competition; some suggestions to make the party really fun. Ask your guests to donate any amount to attend your cream tea and all money raised will go towards Age UK Surrey's fundraising appeal to help us bring older people who are aloneTOGETHER.

To make a donation visit our website and use Cream Tea as a reference. [www.ageuksurrey.charitycheckout.co.uk/cf/alone-together](http://www.ageuksurrey.charitycheckout.co.uk/cf/alone-together)

## OUR NEW CAMPAIGN: aloneTOGETHER

The impact of the Coronavirus pandemic has been devastating for older people who are feeling more isolated, anxious and alone than ever before. Older people who have served their country, raised and supported others and who now need our support.

All our staff and volunteers are working hard to meet the huge increase in demand for our emergency services: Volunteer Shopping, Check in and Chat telephone calls, Digital Help to get online and Information and Advice provided by expert Advisors.

As we come out of lockdown, we are determined to continue to support older people in Surrey but we desperately need your help to do so.

As an independent charity, responsible for raising our own funds, your continued support and donations during these difficult times are critical in helping us support the most vulnerable now and in the future.

To make a donation go to: [www.ageucksurreycharitycheckout.co.uk/cf/alone-together](http://www.ageucksurreycharitycheckout.co.uk/cf/alone-together)



£25

could help our expert Advisors answer more calls to our **Information and Advice line** or help us provide a benefit check which may result in extra income for an older person who is struggling financially.

£20

could help us to provide weekly **Check in and Chat** calls to people who are desperately lonely.

£15

could help us provide our free **Digital Help Telephone Support** service to enable older people to connect with friends and family and access a wide range of virtual services to alleviate social isolation.

£10

could help us to continue our **Volunteer Shopping Service** for people who are unable to go out themselves.

"I would like to say that I was so pleased when Caroline called me asking if I needed help!! As I'm immuno suppressed I have actually been isolating since March 12th and have been instructed to "shield" until June 30th ... I was unable to secure online groceries but that is now happening for me! A relief I must say!"

Caroline put me in touch with a wonderful lady called Sarah who very kindly picks up shopping if I need it ...she has been invaluable ... We have had video calls with each other and are going to get together when this awful pandemic has run its course! Thank you again to Caroline and Sarah ... I would have been in a fix if it wasn't for you both" - Jane

# 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](http://www.ageuk.org.uk/surrey/donate) or by completing the form below.**

Yes I would like to donate: £10  £15  £20  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/](http://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.

*giftaid it*

**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](mailto: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](mailto: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

