

News & Views

Keeping you up-to-date on our services, projects and partnerships - Issue one 2017

The Big Knit Campaign 2017 - our "biggest Big Knit ever"!

Knitters get your needles at the ready! Age UK and Innocent smoothies are teaming up again for the 13th year of our Big Knit partnership. This year will be the "biggest Big Knit ever" and we need your help!

Age UK Surrey has a total target of 6,000 little knitted hats, our largest yet. Whether you're a knitting professional or beginner we need everyone to get involved and help raise as much money as possible to go towards supporting our services in Surrey.

The smoothies, wearing their little hats, will be sold in supermarkets nationwide for several weeks during October 2017. With every smoothie sold Age UK Surrey will receive 25p. The deadline is mid-July, plenty of time for you to knit as many as possible.

A massive thank you to all our knitters who have already sent us some fabulous little hats, please carry on knitting!



For more information and to receive patterns please telephone 01483 503414 alternatively email Melanie Sneller at: melanie.sneller@ageuksurrey.org.uk

little hats, big difference



Welcome from Sue Zirps, CEO



In these challenging times we are very grateful to everyone who supports us so we can continue to provide services to our growing population of older people in Surrey. The recent announcement by Surrey County Council that an increase in Council Rates is needed to provide funding for Adult Social Care is indicative of the funding squeeze there is in the County and that includes services for older people.

Sadly Age UK Runnymede and Spelthorne will be closing at the end of this financial year due to funding challenges. We are working with them
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Welcome from Sue Zirps, CEO continued

and other voluntary sector organisations to help ensure that services are provided for those older people who will be affected by their closure.

All Age UK local partners are independent charities that depend on local funds to support their services and as we look ahead into 2017 we will be reaching out with a range of fundraising initiatives to support our local services in Surrey. Services such as Information and Advice that claimed £3,506,600 of benefits for clients during 2016, Men in Sheds that provides a place for men to socialise, learn new

skills and go on the occasional outing and Making Connections, supporting people to get out and about, make new friends and help them improve their quality of life. Please do view our Annual Report on the website to find out how we supported almost 16,000 older people last financial year.

Thank you again to all of our supporters and volunteers – for their time in supporting services we provide to older people in the County.

We're here for free Information & Advice:



Keep Warm and Well this winter

We are pleased to announce the launch of our free Warm and Well programme – providing advice to vulnerable older people in Surrey to maximise their income through benefit checks in their own homes. Everyone taking part in the programme will receive The Winter Wrapped Up Guide giving information on staying warm at home. They will also be offered the opportunity to have energy efficient light bulbs fitted in their home.



If you would benefit from this programme, or know someone who would, please telephone our Information and Advice team on: 01483 446627.

Benefit Entitlement

Do you know what benefits you are entitled to?

We offer benefits checks to help older people boost their income by claiming the benefits which are rightfully theirs. Our outreach workers and volunteers visit people in their homes to help with form filling and benefit entitlement claims. Last year the team obtained £3,506,600 of extra benefits for older people in Surrey.

“Claiming benefits doesn't have to be difficult and it can make a real difference to the quality of someone's life. We find that many people need face to face support in completing the forms that can appear quite onerous.”

Pat Callaway, Information and Advice Manager.



Drop in sessions now available:

We are delighted to announce that you can obtain free Information and Advice via our drop-in sessions at: **The Atrium, Farnham Hospital. Every Thursday between 10am – 1pm.**

Englefield Green GP Surgery. Second Wednesday of the month between 2pm-5pm, by appointment only through the surgery.

Need someone to talk to?

Our Counselling Service provides a listening ear to discuss your difficulties in confidence.

Many people, at some stage of their life, feel anxious, depressed, isolated or unable to cope. Life events such as the loss of a loved one or an illness can trigger these feelings. Counselling gives you time and space to explore these feelings and to help you make sense of them.



All our counsellors are trained, DBS-checked and adhere to the ethical framework of the BACP and the National Counselling Society.

After an initial telephone consultation, you will be matched with a Counsellor who will visit you in your own home at a time to suit you. All conversations are strictly confidential. Six one-hour sessions are offered initially and the cost is £20 per session.

Delivered by a trusted charity

Confidential

Face to face

Safe and secure

Affordable

Here is what one of our clients we supported had to say: ***“Counselling in my home was an advantage as the Counsellor could see my living arrangements and I felt very comfortable and could talk easily to her.***

It was so helpful and reassuring being able to share my anxieties which I can't do with friends and I would certainly recommend the Service to other people.”

For more information about our Counselling Service: call 01483 503414 or visit www.ageuk.org.uk/surrey



Keeping you on your toes:

Age UK Surrey's **Feet First Service** offers basic foot care to support older and disabled people.

What we do: toe nail cutting and filing, callus filing, advice on looking after your feet, guidance on suitable footwear and referrals to NHS podiatrists as appropriate.

If you are diabetic or are taking Warfarin Footcare Clinicians will be able to treat you after assessment.

Our Age UK Surrey clinics are based in:

Banstead: The Horseshoe Centre.

Dorking: The Christian Centre.

Elmbridge: Cobham Centre; Claygate Centre and Hersham Centre.

Guildford: Park Barn and St John's Merrow.

Waverley: Farncombe Day Centre.

Woking: Moorcroft, Westfield; The Vyne, Knaphill and St Mary's Byfleet.

For more information about our charges please call 01483 503414.



How we are improving later life for people across Surrey:

Loneliness is gut wrenching

Later life can be challenging for many older people with changes such as retirement, family moving away, bereavement as well as changes in health and mobility. Opposite is Vera's story and how our Making Connections Service helped her.

Enjoy a new lease of life

Do you live in the Guildford or Waverley area? If you are feeling lonely, or just need some support in getting out and about do get in touch. Our Making Connections Co-ordinator will visit you and talk about what you would like to do and introduce you to a trained volunteer. If you live in other Surrey Boroughs, we can refer you to Call in Time, Age UK's national service, or if appropriate to other local befriending services.



Here are a few ways that our Making Connections teams and volunteers have supported older people to gain confidence and independence, join in new activities and make friends:



We helped a lady join a local Knit and Natter group, by going along with a volunteer, she made friends and then was happy to go to the group on her own.



One of our volunteers spent time with an elderly lady to help her regain her confidence walking. The lady is now

happy to get on the bus and go into town on her own.



We have helped a client become more independent and resilient, linking them to a local carers' support group and services, obtaining a disabled parking badge and checking their benefit entitlements. Our client also received six counselling sessions through our Counselling Service.



Vera's story:

A widow for 18 years, Vera realised she needed help after trying to get to an opticians appointment in town. She couldn't walk far due to poor mobility and sight problems and she suddenly felt vulnerable and alone.

She contacted our Making Connections Service and was matched to a volunteer with similar interests - they had both lived abroad and enjoyed sharing their experiences. Her volunteer takes her to the gym every week which helps keep her as mobile as possible.

"Loneliness is gut-wrenching and I didn't want it to be like this for the rest of my life. I get bored at home on my own and can go for 3-4 days without speaking to anyone as my family live overseas'. The Making Connections Service has been absolutely fantastic."

Come as strangers leave as friends

Tea and Chat in Tandridge

If you live in the Tandridge area please do join us at one of our lively Tea & Chat sessions. Enjoy tea and cake served by our volunteers, make new friends or keep in touch with old friends. We also have guest speakers and activities. Carers are also very welcome.

To find out where and when Tea and Chat is held in Caterham, Lingfield and Oxted please call our Caterham office on: 01883 343095.

Thank you to Jenny Symonds, a volunteer at Oxted Tea and Chat, for the following poem:

**Today I read my poems
I really did, out loud!
It was just a little gathering
But it made me feel so proud.**

**I looked around the table
As the ladies drank their tea
They smiled at me politely
As they wondered
Who is she?**

**Jenny said she liked them
Tom said he did too
And he's a proper poet
So he knows what you
should do**

**And when I finished reading
It made me want to weep
Cos' five of the ladies looked
Bored to death
And one was fast asleep.**

Beyond Tomorrow

Di Cheeseman, our Community Support and Development Manager spoke at Surrey Community Action's 2016 conference *Beyond Tomorrow*. Her theme, Our Ageing Population, included latest research on how stereotypes can influence the expectations of our old age. For more information about the conference and research, please visit our website: www.ageuk.org.uk/surrey/news



DATES FOR YOUR DIARY:



Come and say hello to us at: Refreshers...a festival of retirement on **Monday 27th February 11am-4pm**. Farnham Maltings, Bridge Square, Farnham, Surrey, GU9 7QR.

Look out for: the Rock Choir Mystery Bus Tour, **Saturday 25th March**.

Come to: the Rock Choir free in-house show, **Monday 27th March 8pm**, at Guildford College.

Watch out for: news of a fundraising event **Saturday 10th June**.

Hampton Court flower show, week commencing **Monday 3rd July**.

Farmers markets in Guildford throughout the year.

Café Culture



If you would love to go out for a coffee or cup of tea, but have no-one to go with, or you would just like to get out and meet new people, then do join our new 'Café Culture' group. Launching 15th February we will be at Manns of Cranleigh, every Wednesday 2pm-4pm, in their coffee shop.

Need help with technology?



We offer a free one-to-one Computer Drop-in Service. Use one of our computers or bring your own laptop, tablet or phone and we will help with all your questions.

Learn how to find information on the internet, shop securely, send and receive emails, edit and manipulate photos.

Find us at Dray Court, Madrid Road, Guildford, GU2 7UW.

Open weekdays between 10am - 12 noon. (No appointment required.)

For more information contact us on 01483 452944 or email us at: computerdropin@ageuksurrey.org.uk

Events and Fundraising

Donate a present campaign

Over 200 gift bags and presents were generously donated to support our Donate a Present campaign in partnership with Virgin Care.

We delivered the presents to patients in four community hospitals: Haslemere, Milford, Woking and Walton.

A huge thank you to everyone who took part, including the staff at BP Head Office in Sunbury. Thanks also to The Hubs in Godalming and Woking and the Bedser Hub at Woking Community Hospital for being drop off/collection points.



Thank you to the staff from the finance team at Procter & Gamble who volunteered their time to sort the presents ready for delivery and for the presents donated by BP staff in Sunbury.

Santander fundraising

A big thank you to Santander Guildford branches and Santander at the University of Surrey for their continued support. The Guildford branches recently held a cake sale which raised £300 for Age UK Surrey. The branches are planning more fundraising activities in the near future.



Carol Service

Over 500 people attended our Annual Carol Concert which this year was held in the beautiful, heated marquee at Guildford Cathedral. The Guildford Cathedral Singers and Rydes Hill Preparatory School choir performed several songs each and led the audience singing. Mince Pies and coffee were served by volunteers and staff from Guildford Waitrose and James and Thomas Funeral Directors. We were joined by Mayors and Dignitaries from across Surrey including the Lord Lieutenant Michael More-Molyneux and his wife.

Thanks to all our sponsors who helped support this wonderful event: Headline Design and Print, Maui Jim UK Ltd, The Good Care Group, Jennifer Margrave Solicitors LLP, Waitrose Guildford and James & Thomas Funeral Directors.

Christmas lunch at SC Johnson in Frimley:

Thirty Age UK Surrey clients were invited to attend a Christmas lunch at SC Johnson in Frimley. They enjoyed a festive meal which was followed with singing from local school children. We would like to thank the staff at SC Johnson for their very kind hospitality.



Charity Motorbike Ride

Dragon Knights Motorcycle Club organised a charity motorbike ride In Memory of their friend Trish Cable who sadly died after an accident riding home from an event. They rode across Surrey stopping off at beauty spots along the way including Newlands Corner and Box Hill. We are extremely grateful to

them for raising the fantastic sum of £327.00 for Age UK Surrey.



Surrey 5 Peaks Hikeathon

Age UK Surrey Staff and supporters took on the challenge of the Surrey 5 Peaks Hikeathon in September organised by the Surrey Care Trust. The 12 and 24 mile route took walkers through the Surrey Hills.

Thank you to all our sponsors who helped us raise around £1,500.



Gangsta Granny

A massive £527.30 was raised at the New Victoria theatre, Woking, at the Gangsta Granny performance in September. Thank you to our volunteers and all who donated!

Royal Carribbean Hampers

Thank you to the Royal Carribbean staff who generously donated gifts for hampers that they made up and delivered to our Men in Sheds, in Ash and our Tea and Chat group in Lingfield.



Thank you to the Horsley Choral Society:

A massive thank you to the Horsley Choral Society for nominating Age UK Surrey for the retiring collection of the Horsley Choral Society's Christmas concert.

Donations from the collection totalled an amazing and very generous £664.38!

Thank you to Waitrose, Guildford:

Thank you to Waitrose, Guildford, for selecting Age UK Surrey as one of their chosen charities to take part in their Community Matters scheme, and to everyone who voted for us.

Your little green tokens have given us a total of £508.



Open Garden Event:

To celebrate Older People's Day we held an Open Garden event at Timber Hill in October. The event was a great success and was enjoyed by all who attended. Refreshments were served in the beautiful old Surrey barn where visitors devoured the homemade cakes and light lunches whilst warming up in front of the log fires. Tours around the stunning 15 acre grounds showcased views of the North Downs in Autumn's finest colours. Chobham Morris Dancers provided fantastic music and dancing that entertained all.



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. Our aim is to see a County where older people live a fulfilled, enjoyable and dignified life, free from isolation, poverty, abuse and discrimination. Please help us raise funds so we can help continue to deliver work locally. **You can donate via our website or by completing the form below:**

Get involved - Volunteer!

If you would like to help us fundraise or support at an event, we would love to hear from you. Please contact our Volunteer Co-ordinator for more information: 01483 503414 or email: lesley.power@ageuksurrey.org.uk



Donate your car



Donate via Text



Leave a legacy



Donate Online

Help us reduce cost

Do you have an email address? - If you have enjoyed reading News and Views and would be happy to receive it by email please contact: melanie.sneller@ageuksurrey.org.uk. This helps to keep our printing and postage costs down.

If you do not wish to receive the Age UK Surrey News and Views please write to Marketing at Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ.

We depend on donations and legacies to support our work within Surrey.

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

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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Title Name
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Please complete and return this form with your cheque made payable to Age UK Surrey to the address above.

Using your personal information: Age UK Surrey would like to keep in touch with you to let you know about our news, services, products and the vital work we do to improve the lives of older people. By providing your contact information you are agreeing to receive information. You can unsubscribe from these communications at any time by phoning 01483 503414, writing to us at the above address, or by ticking this box: ☐

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