



## OUR FIRST ONLINE CHRISTMAS CAROL SERVICE

It's nearly Christmas and to help celebrate we would like to invite you to join us on Friday 18th December at 11.00am for our online Christmas Carol Service from Guildford Cathedral. Settle into your favourite armchair or sofa with a mince pie and a cup of coffee/tea/glass of mulled wine!



The service will be led by the Dean of Guildford Cathedral, carols by the Guildford Cathedral Singers and Christmas songs performed by Tormead School and The Rock Choir.



To watch the service via YouTube click the Carol Service link on our website [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey) The link will be available throughout Christmas so you can view it at any time.

The service is free of charge but donations towards our work with older people across Surrey are very much appreciated. Online donations can be made on our website or cheques made payable to Age UK Surrey can be sent to Rex House, William Road, Guildford, Surrey, GU1 4QZ.



**BREAKING NEWS: Shopmobility resumes with effect from Wednesday 2nd December. (see Page 3 for more information)**

## STILL HERE FOR YOU

As we come out of our second National Lockdown and look towards Christmas, there is renewed hope approaching 2021 with news of a vaccine. It has been such a difficult year for so many people, affected by the Coronavirus in many different ways. Our thoughts are in particular with all older people, living through these unprecedented times and who have been separated from friends and family.



We have been able to support many more people through the pandemic who have turned to us for Information and Advice. Our Check in and Chat service and Volunteer Shopping has been very much appreciated, providing a friendly regular chat with a volunteer. Our Volunteer Shopping service was also a lifeline, particularly at the beginning of the pandemic. I am delighted that we are able to offer our Help at Home service again to new clients.

On this page you will see some graphics showing numbers of how our services have supported people across Surrey.

At this time of year we are usually looking forward to our annual Carol Service at Guildford Cathedral. I am delighted that with the support of Guildford Cathedral we are able to offer a virtual Carol Service that will be available to view on the Age UK Surrey website from 11am on 18th December.

My thanks goes to everyone who has supported us during this difficult year and in particular our wonderful volunteers.

On behalf of all staff and Trustees I wish you a happy and peaceful Christmas and New Year.

**Sue Zirps, CEO**

## SUPPORTING FIGURES

We would like to share with you the number of people we have supported from the end of March to date.

It has been an extraordinary time and like so many other professionals and organisations we have worked hard to make sure as many older and vulnerable people who have been feeling more anxious and lonelier than ever before, are being supported.

Lockdown measures continue over the country and many of us might be feeling overwhelmed and out of sorts, all over again. We want to assure you that we are still here for you.



Increase in calls to our Information and Advice service: **300%**



Number of new volunteers that stepped forward to help: **661**



Number of new volunteers fully registered: **361**



Number of people we supported with Check in and Chat & Volunteer Shopping: **569**



Number of existing clients we telephoned and supported: **2635**

## HELP AT HOME

It's business as usual with our Help at Home Service. Following Government guidelines, Age UK Surrey commits to doing our utmost to ensure the safety of clients; our Home Helps are comprehensively briefed, have access to PPE and, most importantly, will maintain social distancing at all times.

**“My Mum’s carer Kelly from Age UK Surrey was the light of her life and my sister and I really couldn’t have got through these last few months without her.**

**Two years ago, she came to see Mum to do some general housework but her role within all our lives became so much more. Not only was she Mum’s carer but she was also our friend and we felt very blessed to have had her in our lives.**

**Thank you for sending her to us we will be forever grateful”.**

**Help at Home client**

As well as helping to ensure hygienic bathrooms and kitchens and assisting with meal preparation and shopping, many clients value the overall positive impact of the companionship offered by their Home Helps. We have been busy contacting all our clients over the last few months to confirm their requirements as well as opening the door to all new enquiries. Do contact us for more information regarding our service and fees. We look forward to hearing from you.

**To contact our Help at Home Service or for more information on the Warm Homes Programme call 01483 503414 (Mon - Fri, 9am - 4.45pm) or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

## WARM HOMES

Age UK Surrey will be carrying on its work supporting older people struggling during the colder months thanks to continued generous funding from Eon. The funding will help alleviate the effects of fuel poverty on older people, with Age UK Surrey relaunching its Warm Homes Programme.



Thanks to Eon's support, older people in Surrey can take advantage of free benefits advice with trained advisors from Age UK Surrey who will assess their eligibility for benefits and provide support to claim what they are entitled to. Advice is free, impartial and confidential and also means that Age UK Surrey can refer people to additional services and support. Due to current COVID-19 restrictions, Age UK Surrey has arranged for this service to be carried out safely over the telephone or via video-link.

Last year Age UK's Warm Homes programme supported more than 24,000 older people and £45 million of benefits were identified.

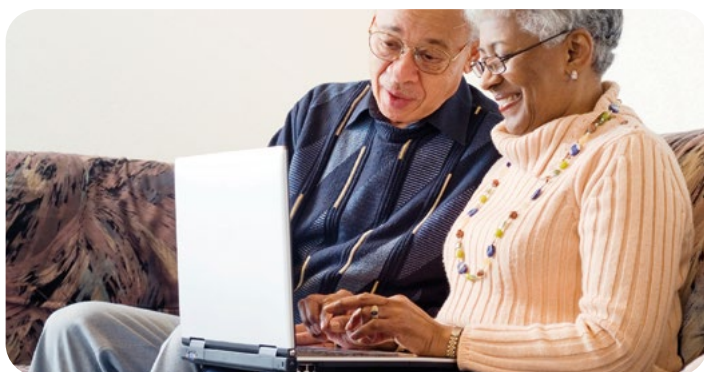
**“The help from my local Age UK was straightforward and made everything so easy. The increase in the amount of money I have weekly has changed my life, meaning I’ve been able to afford a new bed and washing machine. I am very thankful.”**

**“Age UK have been wonderful. I had no idea I could receive help like this and I can’t thank the Charity and programme enough. It has changed my life for the better.”**

## DIGITAL FOCUS AND OTHER SERVICES

More people aged 65+ have access to the internet than ever before. The Centre for Ageing Better's research reveals that internet use in those aged 65 to 74 increased from 52% in 2011 to 83% in 2019. However there are still many people who have never used the internet: in 2019, 3.7 million people aged 55+ had never used the internet. From Age UK Surrey's own survey we know that approximately half of our clients have access to a computer or tablet.

Having access to the internet provides access to a wide range of information, online shopping and free online social activities, such as knitting groups, bridge and other card games that you can either play on your own or with others. You can also see and chat with family and friends in real time.



Learning and getting used to new things can take more time as we get older – and this is particularly true for new and changing technology! If you or someone you know needs assistance our Digital 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. Simply call us on **01483 503414** to find out more.

If you do not have access to technology, the Surrey Coalition have a Tech to Community Connect project which provides support to help people make those first steps. [www.surreycoalition.org.uk/tech-to-community-connect-project](http://www.surreycoalition.org.uk/tech-to-community-connect-project) or call 01483 456558

### Volunteer Shopping

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. We can also help with collecting prescriptions. We match people who need support with a volunteer who lives nearby.

### 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.



If you cannot get us directly 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.

### Check in and Chat

One of the best ways of helping someone during this unsettling time is by just keeping in touch. We are able to offer this free service through the support of volunteers, who we match with people who would like a call.

**For more information regarding our Digital Volunteers, I&A, Check in and Chat or Volunteer Shopping call 01483 503414 (Mon - Fri, 9am - 4.45pm) or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

### Shopmobility Restarts 2nd Dec

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 has resumed and will continue until **Wednesday 23rd December, from 10am to 4.30pm - closed Sundays**. This will give our clients the opportunity and freedom to shop for Christmas. All hires must be pre-booked.

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

## SPOTLIGHT ON OUR AMAZING VOLUNTEERS

Since the pandemic started we have had so many of our volunteers helping, initially temporarily, with the enormous surge in shopping and chatting requirements, many of whom are now considering supporting the befriending of these clients in the longer term and all of whom have contributed to our impact in the community across the County.

### Jackie's Befriending Experience



Jackie is a volunteer who joined us as the pandemic hit and she has been so busy helping clients and will be staying with us longer term to become Befriender.

*"My name is Jackie and I am a new volunteer for Age UK Surrey. I joined, like many others, as a result of being furloughed from work and wanting to use my time to make a difference in my wider community.*

*I have loved every minute of my volunteer experience having being first matched with a delightful Surrey resident for my Chat and Check-in calls and most recently, paired with another wonderful resident for a weekly meet-up and a cuppa.*

**If you have a story  
you would like to share with us  
please do get in touch.**

*The support from the volunteer team at Age UK Surrey continues to be top class. I am now in the process of becoming a Befriender and being approved for visits etc.*

*What I love most is the chance to brighten up someone's day. I can honestly say that the feeling is mutual. The two residents I have been matched with*

*are amazing people with so much life experience to share. My mum is 97 and my father 94 so I'm used to being around elderly folk and treating them with respect. The opportunity to learn is fantastic and the "thank you's" and "I look forward to hearing from / seeing you next week" is so rewarding.*

*I would recommend volunteering with elderly citizens to everyone. It's both a pleasure and a privilege."*

### Maria's Shopping Excursions

Maria is also a volunteer who joined us literally as lockdown commenced and she's been helping clients with their shopping.



*"I just wanted to do something to help during this difficult time and this was one small thing I could do. At first doing the shopping was a bit of a challenge; trying to find things in different supermarkets from the ones I usually visit, keeping everything separate for both clients and doing my own shopping at the same time. One lady that I was shopping for was shielding her husband who was vulnerable. Sadly, he has recently died and she says she is now happy to shop for herself.*

*I think my other client now considers me a friend, as I do her. She is 85 and has several disabilities but she soldiers on regardless and never complains. I am impressed and humbled by her cheerful outlook on life and her determination to do as much for herself as she can physically manage. To be honest, I think I have benefitted from our relationship more than she has. I'm in my 60s now myself, but I have learned that you're never too old to benefit from a role model; she is my new role model!"*

## OUR GRATEFUL THANKS

### Big Knit 2020/21

Thank you to everyone who has sent in knitted hats for The Big Knit campaign with innocent smoothies. We have an even bigger target of 20,000 hats for the coming year so please keep knitting for us. It would be an amazing achievement if you can help us reach our target and raise £5,000 for the charity. Patterns can be downloaded from our website or please call 01483 503414 and we can post them.

Patterns and more information can be found at: [www.ageuk.org.uk/surrey/get-involved/bigknit](http://www.ageuk.org.uk/surrey/get-involved/bigknit) or email: [melanie.sneller@ageuksurrey.org.uk](mailto:melanie.sneller@ageuksurrey.org.uk)

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



### A Christmas Gift for Patients

Surrey University Boat Club have been busy putting together gift bags of goodies for patients who will be in hospital over Christmas. They will be delivered to Farnham Hospital in the next few weeks and will bring happiness to the older people who will receive them. art-K, a Surrey based organisation that facilitate art activities for children, will be producing some Christmas cards which will also be distributed.

### BP Sunbury's Christmas Gifts

BP Sunbury have supported us over the past few years by donating Christmas gifts but due to Covid it has not been possible this year. They have chosen us to receive donations from their staff which will be match funded by the organisation.

### Older People's Day

With so many events being cancelled this year we were pleased to be able to have a virtual Fundraising Cream Tea to celebrate Older People's Day on 1st October and raise funds for our aloneTOGETHER appeal. Thank you to all who organised a tea with your friends and family. Donations to our aloneTOGETHER appeal so far have raised £1,452.



### Walking Santa

We're delighted that John Dodd, a 'Walking Santa' is raising money for a number of charities including us. John, a 75 year-old pensioner from Surbiton, will be walking approx 80 miles in Surrey and Kent in the run up to Christmas from 19th-23rd December.

If you see him please give him a wave to encourage him on his walk and make a donation on his page on our website [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)



### Our new Fundraising Toolkit

We're very excited that we have a new fundraising pack full of imaginative and fun ways to raise funds for us. If you love to keep fit you could do a sponsored run/walk or perhaps you prefer singing/ playing an instrument and would like to organise some socially distanced doorstep carol singing in your street and ask people to donate to Age UK Surrey.

Check out our website for other ideas and details about how you can organise a fundraising event for us: [www.ageuk.org.uk/surrey/get-involved/fundraise-for-us/fundraise/](http://www.ageuk.org.uk/surrey/get-involved/fundraise-for-us/fundraise/)

## WHAT YOU SAID

Thank you to everyone who replied to the questionnaire that we sent in August asking you what services you may require in the future. We do appreciate your time to complete and post!



Nearly a half of all responders said they would like to be able to contact Age UK Surrey for information and advice.



Over a quarter would value a Befriending and/or Check in and Chat service.



There is interest from people to get support with digital devices and computers, Although half of responders do not have access to a computer or tablet, almost a half do have access to a mobile telephone.



Many of you already receive our Help at Home service and nearly one fifth have expressed an interest in maybe receiving one in the future.



The survey also revealed the current appetite for online zoom sessions to join in activities for information or for socializing is low.

The feedback you gave us will help us in planning our services for next year and beyond. Thank you again.

## Online Social Coffee Groups



Our social coffee groups have gone online. This is a great way for people to meet and get to know others while having the opportunity to ask questions of Catherine, our Information and Advice Manager, on issues that matter to them. Additionally, this is the perfect opportunity to dip one's toes in the water and test out an online zoom activity, in a safe surrounding. Our Digital volunteers can help people to get online if needed. The groups are running every Monday and Thursday from 2-3pm. To book please email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk).

## CHRISTMAS HOURS

This is just to inform you that Age UK Surrey will be closed for the festive season from 12.30pm on Christmas Eve. We will reopen on **Monday January 4th at 9am**. You may find these contact details useful during the period we are closed:

### Age UK Advice Line

0800 678 1602

Free to call, 8am – 7pm 365 days a year

### The Silver Line

0800 4 79 80 90, Free to call

### Alzheimer's Society

Dementia Connect support line

0333 150 3456

### Surrey County Council

Adult Social Care

0300 200 1005, 9am - 5pm Monday to Friday  
[contactcentre.adults@surreycc.gov.uk](mailto:contactcentre.adults@surreycc.gov.uk)

Additionally, for your information: From 1 December, the NHS is introducing a new system called NHS 111 First. If you have an urgent, but not life-threatening health problem you can now contact NHS 111 First to find out if you need to go to A&E, either online or by phone 24 hours a day, 7 days a week. You can call 111 for free from a landline or mobile phone.

## Social Impact Report 2019/20

Did you know that our staff with the assistance of 14 volunteers helped clients to claim £2,612,872 of additional benefits in 2019-2020? Or that 2,194 clients were supported by 709 self-employed home helps in the same period? These and other amazing facts can be found in our latest edition of the Social Impact Report. Our Social Impact Report 2019-2020 is now available to download [www.ageuk.org.uk/surrey/about-us/news/articles/2020/social-impact-report-2019-20/](http://www.ageuk.org.uk/surrey/about-us/news/articles/2020/social-impact-report-2019-20/)



# 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 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

