



## GETTING OUT AND ABOUT AGAIN

We can all agree that it has been quite a year! Thankfully things are now looking up, vaccines are being administered, Covid numbers are going down and the lockdown is easing.

Our social activities, walks and some services have had to be suspended according to government guidelines over the last 12 months, but we are now delighted to announce that from the beginning of July we plan to 'reopen'!

Understandably, many people are now used to being at home and the prospect of getting out and about again is a bit daunting. However, the chance to be sociable with others while walking, or having a coffee is a real boost for our wellbeing so we would encourage you to take small steps.

You and our volunteers come first, so we are taking every precaution to ensure everyone's safety as we reopen. Volunteers leading some of our activities will have had both vaccines and completed their immunity period before reopening in the venues which have measures in place to help protect everyone.

**We have a number of fundraising events this year, including a Cream Tea and Tour of the Yvonne Arnaud Theatre on Sunday 25th July. Go to page 3 to find out more!**

If you are unwell, have a temperature or have been in contact with someone who has Covid, please wait until you feel better and follow government guidelines before attending an activity.



Some of our activities that were previously 'drop-in' sessions, such as the Computer Drop-in at Dray Court in Guildford, will be by appointment until further notice. Please also get in touch with us if you would like to be a Shedder at our Men in Sheds in Ash. The exception is our GO50 walks, the walk programme will be available from the end of June to download from our website.

Full information about opening details can be found on page 5. We very much look forward to meeting you soon.

## WELCOME

A very warm welcome to you. As we approach the summer, there is so much to be hopeful for, lighter evenings, seeing friends and family, going out and enjoying parks and gardens. With a bit of luck, we will see some sunshine too!



I am delighted that most of our activities will be reopening at the beginning of July. Many thanks go to our dedicated staff and volunteers who will make this happen and ensure a smooth and safe transition, following all government guidelines. I appreciate it will seem different to have the freedom to go out, but small steps to do just that can make a positive difference to how you feel.

Our events calendar is published on page 3. Included is a fundraising Tea and Tour of the Yvonne Arnaud Theatre in Guildford, as well as a Cream Tea Fundraiser that you could take part in the comfort of your own home! We rely on donations and legacies to fund our services so any support you can give is much appreciated.

1-7th June is Volunteers Week and we will be inviting our volunteers and celebrating with them at an event in July to thank and recognise our volunteers for all that they do. 7-13th June is Carers Week. If you are a Carer, please do contact our Information and Advice team on how you can be supported.

In our next issue, I will be bringing you news of a Lasting Power of Attorney service that we will be piloting later this summer.

With very best wishes from myself and all the team at Age UK Surrey.

**Sue Zirps, CEO**

## SHOPMOBILITY

We think the Shopmobility team and the service they provide is brilliant - but don't just take our word for it! Read on to find out what one of our clients, Anil, says:

"I have been using the Guildford Shopmobility service for around 3 or 4 years now. After the initial try, I immediately signed up for annual membership and I have not looked back since! I would thoroughly recommend Guildford Shopmobility. Whether it's just to enjoy cruising around Guildford without the effort of having to walk and deal with the town's hilly terrain - or like me, you have real mobility issues!!

The friendly willingness to be of help shown by the small close-knit team of Caroline, Derek and Jayne is outstanding. They are a shining example of professionalism combined with good humour and service".



Anil goes on to list the many benefits:

- "If you arrive at The Friary by bus, a member of the team will always offer to bring the scooter to you at the bus arrivals or drop you off on departure.
- If you are fortunate enough to either be able to drive or have someone drive you - free parking is provided in the Shopmobility car park area.
- Should you encounter any issues whilst out on a scooter, the team are always contactable.
- Bookings can easily be made over the phone or by email".

"I would simply not be able to visit Guildford for shopping or other leisure activities such as having a picnic down by the riverbank if it were not for Shopmobility". **To book please call 01483 453993 or email: [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk)**



## EXCITING EVENTS LINED UP FOR YOU

We are working to bring about these events in a safe environment whilst following Government guidelines. Do make a note of these dates, we hope to see you:

### 12 June - London Open Gardens

The London Gardens Trust have given us six tickets to 'virtually' visit green spaces in London that are not usually open to the general public! On Saturday **June 12th at 5.30pm**, virtual visitors can explore London's formal squares, historic allotments and award-winning community spaces and wonder at the breath-taking rooftop gardens. Ticketholders get the opportunity to go 'virtually' through the gates of some of London's finest and most interesting hidden gardens. You will also hear the stories of some of the people that enjoy them and are responsible for maintaining them. Free tickets are on a first come first served basis - please email: [melanie.sneller@ageuksurrey.org.uk](mailto:melanie.sneller@ageuksurrey.org.uk)

### 25 June - Cream Tea Day

Invite your friends and family to celebrate **National Cream Tea Day on Friday 25th June** with a tea party to raise funds for Age UK Surrey. Your support could help us continue to provide our activities and services. Bring out the best china or picnicware, decorate with bunting, picnic blankets and cushions.

If everything goes to plan, with all restrictions lifted a few days before, enjoy gathering together in your home, garden, favourite outdoor space or choose a time and day to suit you. If you are continuing to self-isolate you could host or attend a 'virtual' event online instead.



The Cornish Hamper Store are offering a 10% discount off any Cream Tea Hamper – use the code AGEUK10 when you place an order. Donations towards our work can be made online via our website [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey) or we accept cheques payable to 'Age UK Surrey' and sent to Rex House, William Road, Guildford, GU1 4QZ

### 25 July - Tea & Tour at the Theatre

Join us for a backstage tour and cream tea, while enjoying views of the River Wey, from the Riverview Restaurant at the **Yvonne Arnaud Theatre, Guildford on Sunday 25 July, 3.00pm – 4.30pm.**

Tickets cost £20.00 per person and must be pre-booked in advance from our website. For further details email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk) or telephone 01483 503414.



### 10 Sept - 25yrs of Shopmobility

Join us in celebrating 25 years of Shopmobility on **Friday 10th September at Guildford Shopmobility, The Friary, Guildford GU1 4SA.**

This year is actually the 26th year of Shopmobility as Covid put a halt to last year's celebration plans but we will definitely be there on September 10th celebrating this momentous occasion. More details to follow.

### Older People's Day

We are planning to celebrate Older People's Day with an exciting event on the 1st of October. Look out for further details in our next newsletter in August and on social media.



## SERVICES WE ARE CURRENTLY OFFERING:

### Help at Home

Our Help at Home service is here to make your life easier for you - whether you need someone to keep your home clean and hygienic, do light housework, have a chat, go to the shops or tidy your garden. We provide a personal and tailored service. Our friendly and reliable self employed Home Helps are selected by us and security checked. They visit regularly and provide peace of mind for you and your family.



Our Help at Home team is on hand to answer any questions you may have and to make sure you have the support you need. We take the safety of our clients seriously. All our Home Helps are comprehensively briefed and have access to PPE. In addition, all Home Helps will maintain social distancing, following Government guidelines.

For more information about the service and fees, enquire today. We look forward to hearing from you.

### Information and Advice

Each year up to £3.5bn of Pension Credit and Housing Benefit goes unclaimed by older people.

Do you know what you are entitled to? Let us help make it easier. 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. Do contact us and find out more.

### Shopmobility

Great News! We are pleased to announce the increased hours at Shopmobility Guildford. Located at Bedford Road Car Park in Guildford, Shopmobility is now open five days a week - Tuesday to Saturday from 10.00am with equipment return by 4.30pm. Closed on Sunday, Monday and bank holidays.

All scooters and wheelchairs are sanitised. All hires must be pre-booked. To find out the latest opening times, cost of hire and to pre-book a scooter please **email: [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk) or call 01483 453993.**

### Check in and Chat

If you are missing companionship and would like a regular chat with a friendly person our Check in and Chat service is for you. We are able to offer this service through the support of volunteers who we match with people who would like a call.

### Digital Tech Support

This year has highlighted that keeping up with digital technology can open up many opportunities such as being able to shop online, watch concerts and films from the comfort of your home and keep in touch with friends and family. If you need digital help with your computer, tablet or mobile phone, our Tech Support Team of friendly volunteers are just a phone call away.



From July, our Computer Drop In Centre in Dray Court, Guildford, will reopen. Sessions by appointment only, Monday to Friday from 10.00am -12.00pm.

**Call: 01483 503414 (Monday to Friday, 9.00am - 4.45pm) or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk) for Help at Home, Check in and Chat, Digital Tech Support or our Information and Advice Service**



## ACTIVITIES THAT WILL RESUME IN JULY:

We are looking forward to resuming our activities by the end of June/early July ensuring that Government guidelines are adhered to.

### Men in Sheds

Our traditional leisure activity located in Ash that allows men to socialise, make new friends and learn new wood-making skills is reopening in July.

Numbers are restricted and bookings are via appointment only until further notice. **Call 01483 503414 or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**



### GO50 Walks

Also, starting again in July are our GO50 Walks, led by volunteers. They are a great way to stay fit and healthy as well as meeting new people. Our GO50 Walk Leaders are determined to lead us out of 'lockdown lethargy' and back to activity in nature, blowing away those Covid cobwebs.

To find walks in your area, please visit the GO50 calendar on our website: [www.ageuk.org.uk/surrey/](http://www.ageuk.org.uk/surrey/) If you do not have access to the internet, please telephone our Customer Service Team.



### Cafe Culture & Tea and Chat

All over 50's are welcome to attend Tea and Chat to catch up with friends, or make new ones, in Caterham, Lingfield and Oxted from the beginning of July. Additionally, our weekly Café Culture meetings at Cranleigh and Farnham will resume at the same time as before. Pre-booking not required.

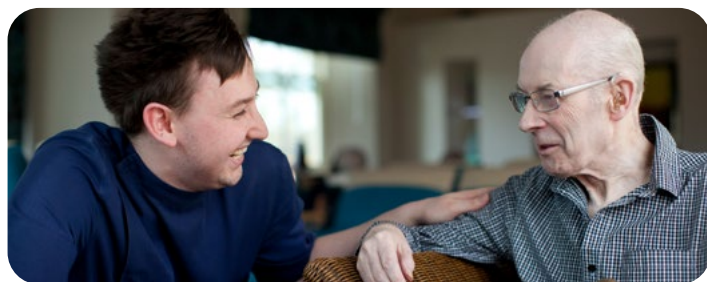
Cafe Culture will be in the following locations:

- **CRANLEIGH:** Wed 10.30am - 12:30pm at Manns of Cranleigh, 101-105 High Street, Cranleigh, GU6 8AY.
- **FARNHAM:** Wed 2:30pm - 4:30pm at The Plough Public House, 74 West Street, Farnham, GU9 7EH.

Tea and Chat will be in the following locations:

- **CATERHAM:** every other Monday 10:30am – 12:00pm at The Westway
- **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 Bluehouse Social Centre

### Hospital Activities



We will be resuming activity sessions for patients in Farnham Community hospital as soon as our volunteers have received their vaccinations. Our Volunteer Lead and a dedicated team of volunteers work closely with nursing and therapy teams to encourage patients to take part in various activities. These activities also help to encourage interaction with other patients. The team are very keen to get the sessions up and running again immediately they are allowed back into the hospital wards.

## WE ARE SO GRATEFUL

### mileAGE - Bob's Bike Ride

Bob aged 62, is challenging himself by cycling 1,000 miles over the next few months to keep fit and raise funds for Age UK Surrey. He has become a keen cyclist since signing up, reluctantly, to do the London to Brighton Bike Ride four years ago after seeing a poster in his work canteen. Since then he has completed 325 miles from London to Paris and Land's End to John O'Groats covering 970 miles in 12 days.



Bob says "I can't prevent old age (unless getting run over by a bus) but I hope to stay as fit as I possibly can. Cycling is a challenge with big rewards both physically and mentally. Zoning out the stresses of work and coming back with a buzz of endorphins".

He is encouraging people to resist a chocolate bar, doughnut or burger and donate the money they save to Age UK Surrey. Support older people, help high cholesterol levels and he'll do the exercise— It's a win, win!! Thank you Bob for taking on this challenge to raise funds for us.

**To donate and encourage Bob to complete his challenge, check out Bob's Cycling Challenge fundraising page on our website: [ageuksurrey.enthuse.com/pf/Robert-Baker](https://ageuksurrey.enthuse.com/pf/Robert-Baker)**

### First Batch of Big Knit Hats

When Lower Sixth student Jasmine contacted us to ask if she could knit some hats for The Big Knit as part of her Duke of Edinburgh Award we were thrilled. Here she is with some of the hats she has knitted. We think they look fantastic – thank you, Jasmine.

**If you would like to knit for us too, patterns and details are on our website or contact Melanie Sneller, Events and Fundraising Co-ordinator on 01483 503414 or email: [melanie.sneller@ageuksurrey.org.uk](mailto:melanie.sneller@ageuksurrey.org.uk)**

We would love to reach our target of 20,000 knitted hats by the end of September. For every hat we submit, we receive 25p from innocent smoothies. Hats can be sent by post to our office at any time but if you plan to deliver them please contact us to arrange a mutually convenient time.



### In Memory of

Making a donation in memory of a loved one is a wonderful way to celebrate their life. It's a positive way to help make their memory last and to support the work of Age UK Surrey.

We are very grateful to the families and friends who have donated in recent months in memory of their loved one. Donations have been received in memory of June Shearer, Florence Stock, John Chew, John Baker, Philip Harrington, Mary Smith and Susan Callaghan.



## INFORMATION AND ADVICE

Are you a carer? This may sound odd, but lots of people don't know that they are, indeed, carers!

You could begin by looking out for a family member or a friend and gradually end up being a carer without even realising it. All too often, it's only when life gets overwhelming that people start to seek help. The good news is that there is support. One of the many ways our experienced Information and Advice team assist people is by taking the time to talk to them to find out their circumstances and identify solutions and advice, to help prevent someone getting too 'overwhelmed'.



This year, Carers Week takes place from 7-13 June. It is a national initiative that highlights the importance of unpaid carers, the challenges they face and recognition of the contribution they make to families and their communities.

You may be elderly parents to a disabled child or you could be a couple looking after each other and find that your roles adapt depending on how each of your physical or mental health changes with time. Every situation is different and personal to that person or couple, but what is imperative is getting help sooner rather than later.

We have been delivering free and confidential Information and Advice to the community for over 20 years. Catherine, our Information and Advice Manager says, "It's not JUST a telephone call. We are a professional team and are very good at talking to people and gaining their confidence so that they are happy and comfortable providing the nuggets of information that enable us to professionally assess their situation to give them the best advice.

Quite often what clients call initially about and how we end up helping them are quite different! It is only

with experience, skill and training that we know how to bring about these responses to provide the highest quality advice for that person on the day they call."



We are experts in older people's issues. Topics we provide information and advice on, include income, community care, support to help people stay in their homes, safety in the home, healthy living, housing, support for carers and home adaptation equipment.

**This is to thank you for your amazing help in filling in the Attendance Allowance Form for my frail 93 year old Father.**

**I had tried to fill it in myself a year ago but gave up. The form made me feel that he was not eligible even though he was.**

**I am 68 and reasonably well educated, but was completely dumbfounded by the questions on the form and how to answer them. I cannot imagine what it must be like for people who are not as lucky as I am, or do not have a family member to get them help.**

**Your patience in explaining how the system works and helping me fill in the form was invaluable. I do hope this service will continue for the benefit of the people who need it.**

**Jenny, daughter of a client**

However big or small your query is, please do get in touch – we are here to help you. **Call 01483 503414 (Monday to Friday, 9am - 4.45pm) or email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@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](http://www.ageuk.org.uk/surrey/donate) or by sending a cheque and 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

