



**THE ARMED FORCES
COVENANT FUND TRUST**

THE CALL OF FRIENDSHIP AND SUPPORT

In early 2020, we were initially successful in receiving 6 month funding from the Armed Forces Covenant Trust for the Call of Friendship and Support project.

We are pleased to announce that we have just been awarded further funding to continue with this initiative that supported veterans to live independently and enjoy social contact and companionship.

We are continuing to experience a growing demand for our services as people look to 'restart' their lives, many of them in a worse situation now than pre-Covid.

Through the Call of Friendship and Support project we talk to each client to ascertain their situation and current needs and tailor support accordingly to help veterans stay independent, active and socially connected. The funding will provide free support services available to veterans:

Information and Advice: Our Advisors are highly skilled in talking with people to find out the issues that concern them including money, housing and care. Expert advisors can assist with benefit entitlement claims and signpost to other organisations as required. During the last project period we claimed and awarded for 22 veterans resulting in them receiving collectively in excess of £88,500.

Check-in and Chat: We match volunteers to veterans to provide friendly one to one chats on a regular basis to help combat loneliness and give veterans a sense of self worth and value. The volunteer usually builds a friendship with the veteran over time.

Technology support: We have a team of volunteers who provide telephone technology advice and support to help veterans get online and answer their technical, tablet, laptop or mobile phone queries.

If you are a veteran aged 50+ or know someone who is, including people who served in National Service, and who would benefit from the Call of Friendship and Support Project, do get in contact. **The Call of Friendship Project has been made possible by the support of The Armed Forces Covenant Trust.**

BOOK YOUR FREE TICKETS NOW!

**Our annual Christmas Carol Service is on
Friday 17 December 2021 at 11.00am.
Free tickets must be pre-booked
in advance due to limited space.**

Find out more on page 6

THANK YOU

Just around the corner, Christmas will be here with the promise of festive celebrations. I do hope this year we will be able to spend precious time with our family and friends, catching up on everyone's news, sharing a joke and maybe even a tipple!

At any age it is so lovely to spend time with our nearest and dearest, but as we age this can also be a poignant reminder of people we have loved and are no longer with us. Let us celebrate that they have touched our hearts and lives and think about how we can make the most of our own later life. Let us also think about how we can reach out through small acts of kindness to others less fortunate than ourselves and who may be feeling lonely – a smile or a friendly greeting can make all the difference.



I am very excited to be able to tell you that we are to be merging with the Clockhouse, a much loved Community Centre in Milford that has been supporting older people in the area for many years. We are looking forward to working with all the existing staff and volunteers to ensure the Centre can thrive and be a local hub for years to come.

I can also announce that our new Vintage Store charity shop will be opening in Haslemere at the end of January 2022. If you have good quality ladies and gents clothing, accessories or bric a brac to donate, please do get in touch.

Wishing you a Happy Christmas and New Year.



Sue Zirps, CEO

NEW RETAIL SHOP

We are delighted to report that we have created a new revenue stream to support our services. This winter a new style of charity shop - our Vintage Store - will be opening in Haslemere.

REPURPOSE
RECYCLE
REGIFT

IN HASLEMERE



We are looking for stock for the shop and particularly;

- Ladies fashions
- Accessories
- Bric-a-brac
- Gentleman's garments
- Books

Unfortunately we are unable to accept the following:

- Electrical goods
- Videos/CDs/DVDs/Blu-Ray
- Large items of furniture
- Cutlery and bladed items
- Real fur or fur-containing items

Please contact us if you are able to donate good quality stock from all eras:

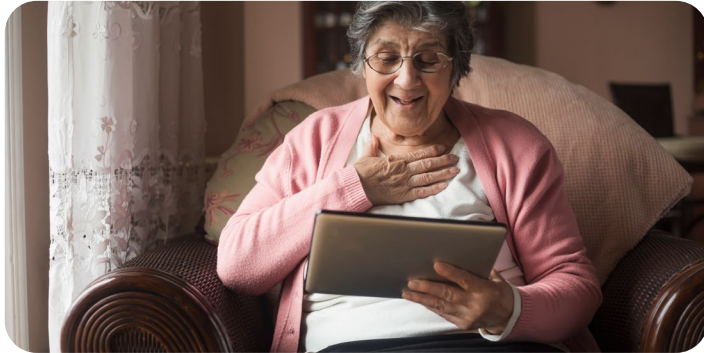
enquiries@ageuksurrey.org.uk



Additionally, if you know someone who would like to be part of this vibrant new shop and play a role in supporting older people across the County, do pass on the word. **We are looking for Stock Volunteers immediately** and will be releasing news of other shop volunteer roles coming shortly.

TABLET LOAN SCHEME

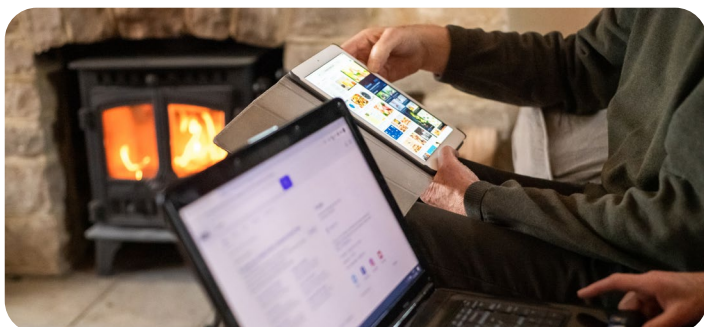
Since the outset of Covid-19, the role of the internet has changed the way we work, access services, maintain social contact and generally live our lives. However, there are still around 5 million people over the age of 55 who are not online. Age remains the biggest indicator of who's digitally excluded.



With greater reliance on online shopping, virtual access to GPs, and more shops and services refusing to take cash, it has become increasingly important to consider those who are not digitally engaged.

Age UK Surrey is proud to be part of the Vodafone sponsored Tablet Loan Scheme which aims to address digital inclusion, access and connectivity. Providing tablets, Stylus pens and connectivity units on a loan basis will give older people the opportunity to 'give it a go'. With group sessions as well as 1:1 support by our Tech Support Volunteers, confidence and skills will be further developed.

If you live in the Guildford/Godalming area and would like to know more about this scheme or if you know of someone who would benefit from it, please contact us today. Do also remember that if you need digital help our Tech Support Team of friendly volunteers are just a phone call away. We also have a Tech Support Drop In at Dray Court, Guildford. Sessions by appointment only, Monday to Friday between 10.00am -12.00pm.



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 E.on. The funding will help alleviate the effects of fuel poverty on older people, with Age UK Surrey relaunching its Warm Homes Programme.

Thanks to E.on'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.



In 2018/19, Age UK's benefit entitlement sessions identified over £40 million of unclaimed benefits within 6 months. For each person who used the Warm Homes programme, that was an average of £3000 per year.

"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."

OUR SERVICES SUMMARY

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. Help at Home is so much more than just a cleaning service - do call to find out more.



Information and Advice

Do you know what benefits to claim and how to claim them? Or are you worried that you cannot afford to retire? Perhaps you are anxious about a planned hospital stay and how to cope when you leave? Do you need advice on choosing the right care home?



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

Located at Bedford Road Car Park in Guildford, Shopmobility is open five days a week - Tuesday to Saturday from 10.00am to 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 contact **01483 453993** or shopmobility@ageuksurrey.org.uk



Check in and Chat

Staying connected and having someone to talk to is so important, especially when we cannot take part in our usual social activities. If you are missing companionship, we have friendly volunteers who would enjoy having a regular telephone chat with you. After finding out a bit about yourself, we will find a volunteer who is a best match and arrange a mutually convenient time to call you. Do get in touch.

Lasting Power of Attorney

We now offer a full Lasting Power of Attorney service to Surrey residents aged fifty and over. Our Co-ordinator will take you through the LPA process step by step during a face-to-face meeting and ensure all paperwork is submitted correctly to the Office of the Public Guardian. A fee applies.

For initial advice about Lasting Powers of Attorney, call **01483 503414** and to set up a new LPA, please contact Leonie Dove, our LPA Co-ordinator, by emailing: LPA@ageuksurrey.org.uk

To find out more, call: **01483 503414** or email: enquiries@ageuksurrey.org.uk

SOCIAL ACTIVITIES ON OFFER

GO50 Walking



Do sign up to 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/activities-and-events/go50/ If you do not have access to the internet, please telephone our Customer Service Team.



Men (and Women) in Sheds



Our traditional leisure activity located in Ash that allows men to socialise, make new friends and learn new wood-making skills has reopened. Additionally Friday afternoon sessions are now open to women! We have spaces on Thursday and Friday afternoons.

Numbers are restricted and bookings are via appointment only until further notice, so do book your place ASAP. **Call 01483 503414 or email: enquiries@ageuksurrey.org.uk**



Cafe Culture & Tea and Chat



All over 50's are welcome to attend our social chat groups to catch up with friends, or make new ones, in Caterham, Lingfield, Oxted, Cranleigh and Farnham. Pre-booking not required.

Cafe Culture is in the following locations:

- **CRANLEIGH: Wed 10.30am - 12:30pm at Cranleigh Arts Centre Tea Room, 1 High Street, Cranleigh GU6 8AS**
- **FARNHAM: Wed 2:30pm - 4:30pm at The Plough Public House, 74 West Street, Farnham, GU9 7EH**



Tea and Chat is in the following locations:

- **CATERHAM: every other Wednesday 11:00am – 12:00pm at The Westway, Community Cafe & Wellbeing Centre**
- **LINGFIELD: last Thursday of every month 2:30pm – 4:00pm at Lingfield Day Centre**
- **OXTED: the first Tuesday of every month 2:00pm – 3:30pm at the Bluehouse Social Centre**

Hospitals Activity



We are pleased to announce that we have resumed activity sessions for patients in Farnham Community Hospital. Our Volunteer Lead and a dedicated team of volunteers work closely with nursing and therapy teams to visit patients 1:1 and engage in a conversation or activity. These visits bring cheer and motivation to the patients in Farnham Hospital whilst they are convalescing.

FUNDRAISING AND EVENTS

1000 Miles Cycle Ride

Our immense gratitude to Bob Baker whose 1000 mile self-supported solo Bikeathon raised £165.

12.52mph was the average speed attained. 54,999ft were climbed. 52,537 calories were burned. The weight loss was 2 kgs and, luckily enough, there was only 1 puncture! Bob's ride was in all weathers and mainly during lockdown, cycling a total of 1000 miles - a distance equivalent to riding from Lands End to John O'Groat. Well done and thank you Bob!

The Big Knit 2021

A huge thank you to all those who sent us knitted hats - **17,323 in total which is an amazing achievement!** The deadline has been extended until next Summer so please keep knitting for us throughout the winter months. Can you help us reach our target of 22,000 by the end of July 2022?

Here is one of our knitters, Win Parsons, and a tiny glimpse of what 100s of hats and dedication looks like!



Knitting patterns are available on our website: www.ageuk.org.uk/surrey/get-involved/big-knit/ or please call Melanie for a hard copy 01483 503414. As this is an ongoing campaign, hats can be sent to us at any time. Send your completed hats to: **Melanie Sneller, Age UK Surrey, Rex House, William Road, Guildford, GU1 4QZ.**

Our Annual Carol Service

Our annual Carol Service is being held at **Guildford Cathedral on Friday 17th December at 11.00am** with performances by the Guildford Cathedral Singers and Tormead School choir.



The service will be a mix of traditional carols, songs and readings. Coffee, tea and mince pies will be served inside the Cathedral from 10.30am. Free tickets must be pre-booked in advance due to limited space. The wearing of face masks is encouraged. Donations are welcome to support us in delivering this event.

Book via the website

www.ageuk.org.uk/surrey

email.enquiries@ageuksurrey.org.uk

or call 01483 503414

to book a wheelchair space /further details

The carol service will be live-streamed to enable more people to join in 'live' from their own home.

Special 2-course Christmas lunch available in Seasons Café (Refectory), direct booking essential. Call Seasons on 01483 563841 or email bookings@thetipsypigs.co.uk

Suez Recycling

We were delighted to be nominated to receive a donation of £1,403.60 from Suez Recycling and Recovery Ltd from the sale of items in their Revive reuse shops at recycling centres across Surrey!

MY LIFE, MY STORY

My Life, My Story is a new Age UK Surrey volunteer-led project which offers immediate wellbeing benefits. It is a resource for future care needs and a way of capturing social and family history to share with future generations.



We are very fortunate that Rachel Lewis, a life story professional, is our volunteer lead for this project. Rachel provides an initial 2-hour volunteer training session and can also be on hand throughout the process of visiting clients to capture their story and extend technical and creative support. We aim to match volunteers who are interested with clients in the same area. **My Life, My Story is open to the Over 50's in Surrey.** If you know of anybody who would benefit from this service or someone who would like to volunteer do let us know.

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 effort in providing 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. Behind the scenes there are all kinds of opportunities for you to use your experience. In particular, we are looking at the following areas:

- **Face-to-face Befriending - in Runnymede and Spelthorne Boroughs**
- **Telephone Befriending - anywhere in Surrey**
- **My Life, My Story**
- **Retail**

We would be delighted to hear from you. Please get in touch by emailing: volunteer@ageuksurrey.org.uk

SCAMS AWARENESS

Sadly, each year, millions of people in the UK are scammed. People of all ages and backgrounds are victims. However, older people are over-represented as victims of particular frauds, including pension and investment scams, postal scams, doorstep scams and telephone scams.

Some older people are especially at risk, either because scammers target them or because their circumstances make them vulnerable, for example if they are bereaved, lonely or living with dementia. The financial and health impacts can be devastating.

- Almost 5 million older people (65+) believe they have been targeted by scammers.
- People defrauded in their own homes are 2.5 times more likely to go into residential care within a year.
- People have lost an estimated £43 million to pension scammers since April 2014.



Age UK Surrey has been granted funding over two years to prevent hundreds of older people from becoming victims and to support those who have already been scammed so that they feel safer and less likely to be scammed again. We aim to:

- Hold awareness-raising talks across the County in person or online; and
- Provide one-to-one advice sessions with older people in their homes who are vulnerable, at risk of scams or who have already been scammed.

If you are part of a community/local group or know of anyone who could benefit from these sessions/ talks do contact us.

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.ageuksurrey.enthuse.com/profile 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/ 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

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

