



COST OF LIVING & HOUSEHOLD SUPPORT FUND

In March this year the government issued financial support called the Household Support Fund to help people with the cost of living and rising energy bills. It was initially available until September and has now been extended to March 2023. The funding gives direct financial support to pay gas, water and/or electricity bills potentially including arrears. The value of any individual funding award depends on individual circumstances.

Eligibility for the fund includes pensioners, families with children on low incomes and single householders on fixed incomes. Age UK Surrey is one of selected organisations by Surrey County Council and has an allocation of funding to support people in Surrey. To date we have supported 127 households and held advice sessions at the Clockhouse in Milford and our Vintage Store in Esher (Picture above is our Scams



Advisor, Tel with Laly and Laura from our Esher shop). To find out more telephone **01483 503414**, email enquiries@ageuksurrey.org.uk or look on our website for details about our drop-in sessions and where we will be present at talks and events across Surrey. Please bring your utility bill(s) with you and your estimated weekly income and household expenditure, for example, food/telephone/mortgage or rent.



Mark your diaries for our biggest event of the year
Our Christmas Carol Service
Friday 16th December
11am at Guildford Cathedral

Readings and traditional carols will be led by the Guildford Cathedral Singers as well as the Tormead Prep School Choir. Coffee, tea and mince pies served from 10.30am. To book a wheelchair space or for further details, contact us using the details below.

AN EVENTFUL YEAR

Where does the time go? As we rapidly approach the end of the year, the preparations for Christmas seem to get earlier and earlier. I did spot mince pies being sold before Halloween!

With all the joy and festivities going on around us it is an apt time to reflect on the past year and to look ahead. For Age UK Surrey the year has been one of innovation and development as we look to sustain our income to make sure we can continue to deliver services to those who need our support.

We have opened three new charity shops – our Vintage Stores – which have been warmly welcomed by the local communities in Haslemere, Esher and Lingfield. We have refurbished the Clockhouse Community Centre and Café so that it can serve the whole community in addition to providing activities and services for older residents. Additionally, we have relocated our office from Guildford to the Clockhouse Community Centre in Milford.



I am proud of all of our staff and volunteers. Our Information and Advice team are now offering outreach advice sessions across the county and providing income support through the Household Support Fund and benefit entitlement checks. Our services have resumed home visiting. Although telephone support is good, we know that for many people face to face advice is preferential.

I am looking confidently ahead to the New Year and am optimistic that we will continue to grow and develop our services to meet the needs of older residents in Surrey. We rely on donations and legacies to deliver our work and appreciate any support you can give. With very best wishes for 2023.

Sue

Sue Zirps, CEO

CHRISTMAS TREATS

Christmas can be a busy time of year and to make it easier for you we have listed all the events and activities that we have organised for the season.

Wreath Making Workshop

December 3, 10.30am - 12.30pm at the Clockhouse Community Centre in Milford. £35 per person. Call 01483 420668 to book.



Christmas Table Top Sale

December 10, 10am - 2pm at the Clockhouse Community Centre in Milford. Christmas sale of hand made crafts and items.

Christmas Carol Service

December 16, 11.00am at Guildford Cathedral. Coffee, tea and mince pies served from 10.30am.

Christmas Lunches

December 21 and 22. Celebrate the season at the Clockhouse Community Centre in Milford. £18 for two courses. Anyone can book; call **01483 420668** or clockhouse@ageuksurrey.org.uk.

Our Vintage Stores

Get a head start on your festive shopping at our Vintage charity shops. From Christmas cards, decorations, stocking fillers, and gorgeous party outfits, grab a bargain from a choice of three stores now! Additionally, the shops will be participating in local community fairs. Do drop in to find out more:

HASLEMERE 9-11 Junction Place, Wey Hill, Haslemere GU27 1LE. Monday - Saturday, 10am - 5pm. Sundays 11am - 4pm. Tel: 01428 289030.

ESHER 30 - 32 High Street, Esher, KT10 9RT (opposite Pizza Express) Monday - Saturday, 10am - 5pm. Sundays 11am - 4pm. Tel: 01372 879842.

LINGFIELD 23 High St, Lingfield, Surrey, RH7 6AA. Monday - Saturday, 10am - 5pm. Tel: 01342 457935.

SAVING ENERGY AND MONEY THIS WINTER

Warm Hubs

The rising cost of living is a big worry for all. However, don't stay at home worrying if you can afford to turn the heating on or not – instead pop into one of the 78 warm hubs across Surrey that have been set up by Surrey County Council.

The warm hubs are spaces across the county, where people can drop in, get warm, have a hot drink and be in the company of other people from the community. It also provides the opportunity for people to get some free information which can help them to make sure they are using their energy most efficiently.

Age UK Surrey's Clockhouse Community Centre in Milford, Waverley is one of the hubs and is open Monday to Friday from 10am to 3pm. In all the hubs you can enjoy a warm welcome and hot drink. At the Clockhouse you can also enjoy soup and roll. On Mondays 10am – 1pm we also have drop ins with one of our Advisors from the Information and Advice team who can help you with money and energy questions and concerns.



For opening times and addresses of the warm hubs, across the county please visit: <https://www.surreycc.gov.uk/health-and-welfare/support/welfare-support/everyday-living/warm-hubs/list-of-warm-hubs-in-surrey>

If you do not have access to the website, please call our Information & Advice team on 01483 503414 or Surrey County Council on 0300 200 1008.

Information and Advice

All across Surrey people are feeling the impact of increasing costs and pressure on household budgets. At Age UK Surrey we would especially like to see that no one age 50+ is left behind. That means helping those who need us and improving their quality of life.

Whether it's financial, health or general welfare information, we can point you in the right direction. Below are some of our energy top tips:

Top Tips to cut Energy Bills



Keep an eye on your lights

- Turn lights off when you leave a room, but not at the expense of your safety - keep stairs and other areas well lit.
- Change to LED from traditional light bulbs.



Switch off appliances now and again

- Switch appliances off when they're not in use rather than leaving them on standby.
- Defrost your freezer every six months – this will ensure it runs efficiently.



Cut down your water bill

- Shower instead of taking a bath - or fill the tub slightly less. Keep the shower to just 4 minutes.
- Fix any dripping taps.
- Do the washing up in a bowl. Don't overfill the kettle.



Control the temperatures in your home

- Run the washing machine at 30°C and do one less wash a week.
- If there are rooms you don't use, turn off the radiators in them and close the doors.



Have a look at your windows

- Make sure doors and windows are draught-proofed to avoid loss of heat. Fit draught-proofing strips and draught excluders around doors etc.
- Double glazing reduces heat loss too.

For free and confidential Information and Advice Service **Call 01483 503414 (Mon - Fri, 9am - 4.45pm) or email: enquiries@ageuksurrey.org.uk** We are here for all aged 50+, friends, family & carers.

SCAM AWARENESS

If you've been the victim of a scam, you're not alone. Scams are increasingly common and many people are caught out. A scammer may try to approach you on your doorstep, by post, over the phone or online. They'll often pretend to be someone they're not, or make misleading offers of services or investments. Our **Scams Prevention Programme** aims to:

- Help older Surrey residents from falling for scams by increasing their knowledge and confidence to recognise and deal with attempted scams.
- Offer support to those working with older Surrey residents in helping them to recognise and deal with scams.
- Provide support to older victims of scams and fraud recovering after an incident.



Older people can be particularly vulnerable to fraud and scams. They can have a serious emotional and financial impact on victims, and can damage quality of life and wellbeing for many. Sophisticated scams have been on the rise during the pandemic by up to a third with criminals devising even more ways to target those they believe to be vulnerable. This means it's even more vital to support those that may be at greater risk. We can offer:

- One-to-one support for anyone over the age of 50 who has concerns about scams, has been a victim of a scam or would like some tips on how to avoid them.
- Group talks and presentations across Surrey to organisations supporting older people such as community groups, social groups and older people's community housing schemes.

GET IN TOUCH to find out more, to enquire about a talk, or to report a scam. Tel: 01483 503414 or email: scamsawareness@ageuksurrey.org.uk

LATER LIFE PLANNING

Your Will

A Will is a legal document. It gives instructions about who you want to give your money and belongings to when you die. However, research by Cancer Macmillan Support has found that:

- 2 in 3 UK residents don't have a Will – including 42% of over 55's
- 1.5 million people haven't updated their Will since getting married – making it invalid
- 1 in 5 (20%) admit to 'Will blunders' - such as still including an ex-partner
- Almost 1 in 10 Wills have not been updated to take account of children or grandchildren

Remember to write a Will or check your existing Will to ensure it reflects your wishes today. 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. Information on how to leave a gift to Age UK Surrey can be found on the back page of this newsletter.



Lasting Power of Attorney

Lasting Powers of Attorney are documents that enable you, while you still have mental capacity, to appoint trusted loved one(s) as your attorney(s). Whatever your age, it is important to consider your future and take time now to grant LPA to someone you trust. By getting a LPA you choose someone to make future decisions on your behalf regarding your health and financial affairs, but only if you need help or lose the ability to make decisions for yourself.

Contact our Information and Advice team to find out more about LPA. We offer a complete service including a home visit to discuss your options through to completion and submission of LPA documents to the Office of the Public Guardian. A fee applies.

#BEFRIENDING WEEK

November 1-7 was Befriending Week and it gave us the chance to thank once again all our home and telephone Befrienders. Rehab had this to say:

"Befriending is not as simple as it may sound; it is a privilege before anything else to gain acceptance from others to let you in their lives . . . You may draw a smile, on your "new" friend's face, but what you will realise, is Befriending goes both ways, your client needs a friend - and so do you!"

"My experience with volunteering work with Age UK Surrey, is that it's one of the most valuable activities I have ever engaged in . . . I have travelled the world and I recently moved to the UK from Egypt. I feel so fortunate, to be accepted as a part of such a heart warming group at Age UK Surrey. I am overwhelmed with their professionalism, kindness and continued support to their volunteers, and most importantly, their absolute devotion to their clients."

"Befriending is an extremely flexible and tailored social activity, that you can fit into your life smoothly without any conflict on your own commitments, and schedules . . . You will be inducted and trained for everything Age UK Surrey has to offer. The help and support is always there, a phone call or email away, and you will never feel alone, that's for sure."



Also, do check out our latest Facebook video post. Both Andrew and John talk about what they have gained from Befriending. Andrew experiences again a sense of purpose, the opportunity to meet people and social interaction. And for John, it brings structure and something to look forward to. Both benefit. To use their own words; "It's brilliant!"

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 **Lingfield, Oxted, Cranleigh & Farnham**. Pre-booking not required. See our website for details.

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.

Rachel Lewis, a life story professional, is our lead volunteer for this project and she provides an initial 2-hour volunteer training session and is also available throughout the process of visiting clients to capture their story and extend technical and creative support.

We aim to match volunteers 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 do get in touch.



Age UK Surrey volunteer, Cecilia, helped Yvonne create her life story book and Cecilia said: "For me this has been a very rewarding and enjoyable project. I was fortunate to have Yvonne as my first 'client'."

"Yvonne has been super enthusiastic about the project throughout and had many interesting stories to tell. So many in fact that it was a challenge to choose what to put in the book. I am naturally curious about people and the period during the war through to the 1960's is so fascinating - it felt like a privilege. We also got on so well that I feel I have made a new friend that I will keep seeing even now the project has finished."

THERE IS FUN IN FUNDRAISING

Tea & Talk with Dr Lucy Pollock



We welcomed the community to join us at The Clockhouse community centre in Milford, for our cream tea and talk in support of and to celebrate Older People's Day. We had a lovely afternoon tea with cakes and scones, donated by local care homes, followed by a fascinating talk with Dr Lucy Pollock. She talked about the older generation and her new book "The Book About Getting Older".

We had great feedback from the event, and it resonated on a personal and professional level. "I really found it very useful personally and for my work as a Carers Support Adviser" said Sally Burton from Action for Carers Surrey. It was lovely to be able to come together, network and see different generations showing interest in such an important topic.

Karuna Foundation

Earlier this month, we were lucky to be one of the chosen charities for the Karuna Foundation's Curry and Entertainment Event, highlighting and supporting older people. It was a huge success and our colleague Catherine went along to enjoy the festivities and talk about the services Age UK Surrey offers.



AIG Life - Charity Curry Event

We supported AIG Life by providing resources and information on the services provided by Age UK Surrey, helping to raise awareness and encourage donations at their planned fundraising Curry Night. They had an enjoyable evening and raised some valuable donations which will support many older people.

Crowdfunding - Our First

Thank you fundraisers! A huge thank you to everyone who supported our **first crowdfunding initiative** to raise money to convert an unused building at Merrist Wood College into a Shed that will provide space for machinery so that Age UK Surrey 'Shedders' can socialise and learn new skills.

You raised a fantastic £5,467! With many thanks to Guildford Borough Council who pledged £2,743, to Worplesdon Parish Council who donated £500, and to Councillor Keith Whitham who donated £500.



A massive thank you to everyone who took part in and supported the **24 hours Men in a Shed Challenge** which raised £1,764! Seven men braved the elements for 24 hours and slept in a massive open shed to raise monies for our Men in Sheds project. Special thanks to Ed and Mark who masterminded the challenge.

OTHER SERVICES AND ACTIVITIES ON OFFER

Clockhouse On Site Services



Clockhouse Café Open Monday to Friday 10.30am - 3.00pm for tea, coffee, cake and lunches. Call to book lunch by 11.15am.



Foot Clinic Thursday 9.00am - 2.00pm. By appointment only: 07946 663126 or harmonyfeet@gmail.com



Hairdressing Salon Tuesday, Wednesday and Thursday 9.00am - 1.00pm. By appointment only: 07789 806953.



Tech Support Monday 10.00am - 12.00pm. Our Tech Support Team of volunteers are available for digital help with a computer, tablet or mobile.



Transport Minibus service available Monday to Friday within a 5 mile radius. Booking required. Journeys typically cost £10 return.



Room Hire Bright and spacious rooms suitable for group activities, events and parties for evenings and weekends. We have kitchen facilities too.

Clockhouse Regular Activities



Art Group Thursday 10.30am - 12.30pm.



Bridge Club Thursday 2.30pm - 4.30pm. £5 per session.



Better Balance Exercise Classes on Monday 9.45am - 10.45am. Friday 10.40am - 11.40am and 11.45am - 12.45pm. £6 per session. (external provider)



Butterfly Morning Friday 10.30am - 12.30pm
Pause for Thought Tuesday and Thursday 10.45am - 12.30pm (please book in advance)

The Clockhouse Community Centre,
Chapel Lane, Milford, Surrey, GU8 5EZ.
Telephone: 01483 420668
clockhouse@ageuksurrey.org.uk

Help at Home

Our personal, tailored 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. 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 - contact us to find out more. Email enquiries@ageuksurrey.org.uk or call **01483 503414**

GO50 Walk Programme

We are pleased to announce that we have new walks for November from Grant and Steve, who are leading GO50 Walks in the central/eastern Surrey areas.

If you've often thought about going for a walk but had no one to go with, then this is just the thing for you! There'll always be someone at the starting point to greet and lead the walk. No need to book, just turn up! 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, call **01483 503414**.

Men in Sheds

Our Men in Sheds project is a great place to learn new skills, meet new people and have fun. It is based in the grounds of Merrist Wood College in Worplesdon, Guildford. We are currently offering 8 sessions: morning and afternoons on Tuesdays to Fridays. Please get in contact to find out more as we have spaces. We also welcome women. Book ASAP. enquiries@ageuksurrey.org.uk or **01483 503414**



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, The Clockhouse, Chapel Lane, Milford, GU8 5EZ Charity No: 1036450

If you have enjoyed reading News & More and would be happy to receive it by **email** please contact: **kerry.oakley@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, The Clockhouse, Chapel Lane, Milford, GU8 5EZ

